



**Radius  
Windsor Court**

*Information  
Pack*



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## *Thank you for enquiring about* **Radius Windsor Court**

Hello and welcome to Radius Windsor Court. I know how stressful and overwhelming this process can be, and I hope this booklet can help you along the way. Our Care Home Managers are experts in aged care and can help you at any stage, so please don't hesitate to call them for a chat.

New Zealand owned and operated, Radius Care strives to provide the very best levels of care in the country. Whether caring for the elderly or a young person requiring special needs, our focus is on encouraging independence, preserving dignity, celebrating individuality and welcoming family and friends. We do this within an inclusive, warm and supportive environment where every effort has been made to create a sense of home for our residents.

My mother spent seventeen years in care after having a stroke at age 73. My family and I spent years trying to find her quality residential care with the support we needed. This is what inspired me to start Radius Care.

No one is just a number; our residents are like our family. We strive always to give them and their loved ones the support they need.

So when the time comes to choose a care home for a family member or other loved one, choose  
Radius Care  
because we really  
do care.



**Brien Cree**  
Radius Care Founder &  
Executive Chair



# OUR HOME *is your home*



*Involving and  
empowering  
every  
resident  
with a focus  
on their  
individual  
needs and  
preferences.*

At Radius Windsor Court, our residents become part of a warm rural community where everyone matters. In our peaceful Ōhaupō setting, away from the rush of Hamilton, people find meaningful ways to stay active and connected. From gardening and morning tea to family celebrations, there's always something purposeful happening.

*"Through your care, empathy and support we all noticed how Dad was so much more at ease at Windsor Court. We are grateful that you recognised our needs as well as Dad's."* This kind of feedback means the world to us, because we believe caring for the whole family is just as important as caring for your loved one.

Families are a natural part of daily life here, sharing meals, celebrations, and everyday moments. Our lifestyle village keeps couples and friends with different care needs close, while you work with our experienced team to create a care plan guided by your insight, from daily routines to special interests.



Radius Windsor Court is more than a care home. It is a community where relationships flourish, rural values are understood, and families rediscover the joy of simply being together.

# LEVELS OF CARE

*Radius Windsor Court offers the below levels of care and provides continuity of care, removing the stress of moving if care needs change.*



## Rest Home

For people who are mostly independent but may require some assistance with personal care and general day-to-day activities.



## Hospital

Hospital care is provided for those who have a significant disability and medical concerns.



## Dementia

Dementia care provides a secure home for those with dementia and for whom there are safety concerns and possible behaviour issues.



## Palliative

Specialised medical care which is focused on providing patients relief from the symptoms, pain and stress of a serious illness.



## Respite

Designed to provide short-term breaks for at-home carers, while also providing a positive and stimulating experience.



“ *A warm smile  
is the universal language  
of kindness* ”



# SERVICES

*Our aim at Radius Windsor Court is to make life for each individual as fulfilling as possible. A resident's complete wellbeing is a priority, which is why we offer more than just medical care.*



GP Service



24-Hour  
Registered Nurse  
Cover



In-house  
Activities



Beauty  
Therapy



Chaplaincy  
Services



Regular Outings  
& Entertainment



Podiatrist



Hairdresser



Physiotherapy

# FEELS LIKE HOME

*As soon as you walk in the door we want you to feel comfortable, safe and in control. This is your place and space.*



## Furnishings

Residents are encouraged to bring items from home to give their room a familiar homely feeling. From furniture to the occasional pet, we understand that what is familiar is often comforting.

## Visiting

Remain an integral part of each other's lives and spend as much time with each other as you like. For a small amount you can join us for any of our meals.

## Staff

Staff work in your home, you don't live at their work. They are qualified, experienced and ready to help you with any concerns or questions you may have.

“

*Thank you very, very, very  
much for all your wonderful  
care and friendship of Mum.  
She was very happy, contented and  
relaxed living here and she enjoyed  
all your activities, kindness and  
friendship.*

Helena Numan's Family



# TECHNOLOGY

*Technology has an important place in our homes, helping us make you as comfortable as possible, as well as ensuring you can stay connected to friends and family with ease.*



## Staying Connected

### Wi-Fi

In all bedrooms a free personal Wi-Fi connection is available so you can email or video call your loved ones, get the latest news, easily download a new book to your e-reader, or use streaming services for movies or television shows. It also helps create independence with residents able to shop online, or even watch shows and ballet.

### Phone

Make moving easier by keeping your phone number. You won't have to inform everyone of a new number, and your loved ones can reach you directly. This means you can stay connected with your loved ones without the hassle of informing them of a new number.

As an added bonus, we offer a convenient plan that features a senior-friendly phone with large buttons. This plan covers all toll and mobile calls for just \$35 a month.



## Comfort

### *Call bells*

All bedrooms have call bells for peace of mind. We want residents to feel confident they can request help whenever they need it, while families can relax knowing we'll always be there.

### *Temperature controlled bedrooms*

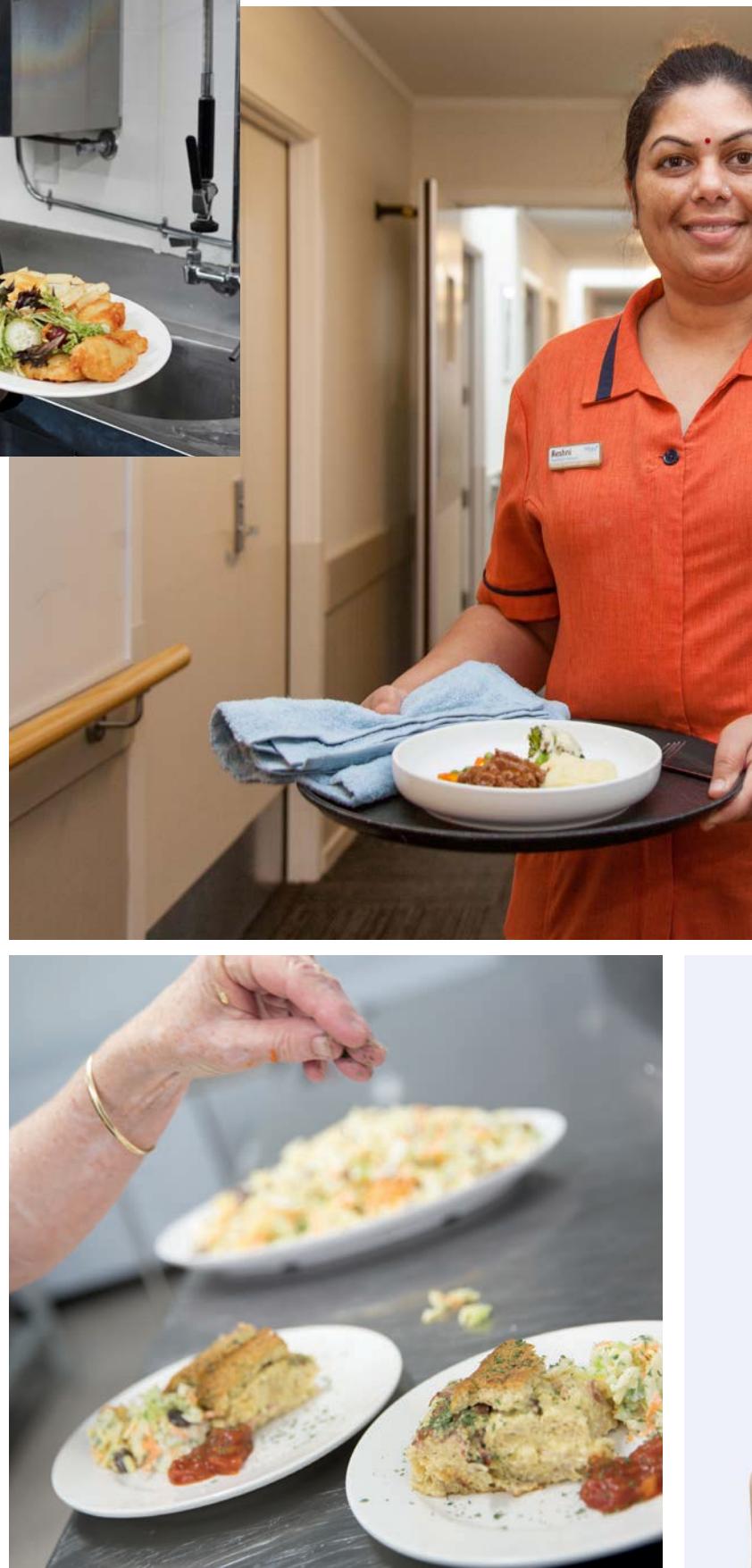
As at home, you can make your room your perfectly comfortable sanctuary.





*“Food is something we all look forward to in life, and this never really changes no matter how old you are. To me, it's essential to get the heart of our homes right by offering our residents food that is heart-warming and nourishing.”*

- Brien Cree  
Radius Care Founder  
& Executive Chairman





# OUR FOOD

Radius Windsor Court has its own kitchen, where our team prepares nutritious meals using fresh, seasonal ingredients. We focus on making every dish tasty, aromatic, and visually appealing.

We serve three main meals each day: breakfast, lunch (including dessert), and dinner. For dinner, residents can choose between two menu options. Snacks are also provided in the morning, afternoon, and late evening.

Our menus are carefully designed by a team of chefs and reviewed by an independent dietitian. They run on a four-week cycle, with a completely new menu introduced four times a year, and refined menus every autumn and spring to keep things fresh and prevent menu fatigue.

We cater to residents with special dietary needs, offering specialty options, including Pacifica and Māori meals, as well as vegetarian dishes.

When there's an event or themed day, our talented kitchen staff goes above and beyond to create a memorable dining experience that enhances the celebration.

As an Irish proverb says, "*Laughter is brightest where food is good.*" At Radius Windsor Court, we live by those words, believing that good food is at the heart of creating a warm and welcoming home.



*“Activities are fun. I really enjoy playing bingo, we should play it every day.”*

-Mary Healey  
Radius Windsor Court Resident

## RECREATION CALENDAR

*Radius Windsor Court  
Sample*

A detailed recreation calendar for Radius Windsor Court, spanning from Monday to Sunday. The calendar is organized into a grid with days of the week as columns and specific activities as rows. Each activity is listed with a time (10:00 AM, 10:30 AM, 1:30 PM) and a brief description. Some activities are marked with a small icon. The calendar includes a 'Queen's Birthday' celebration on Monday, a 'Family Visits' day on Friday, and a 'Matariki' section on Friday. The days are color-coded: Monday (blue), Tuesday (orange), Wednesday (red), Thursday (green), Friday (purple), Saturday (light blue), and Sunday (light purple). The days are numbered 1 through 30, with some days (e.g., 5 & 6, 12 & 13, 19 & 20, 26 & 27) spanning multiple days. The calendar is framed by a decorative border of various flowers and plants.

# ACTIVITIES

*Each week we organise activities for the residents based on their current interests and what we think could become a passion.*

Activities improve everyone's quality of life. They help build friendships and offer a range of psychological, social, spiritual, and physical benefits.

We run a daily activities calendar to give structure to each resident's day, providing a sense of safety and purpose while helping to pass the time. At Radius, we love to draw on residents' interests from their previous professions and support them in discovering new ones.

## *Our Ethos*

Windsor Court's activities team organises and delivers a full and varied activity programme. Our activities give residents the opportunity to take part in leisure and recreation that promote self-esteem and personal fulfilment.

Our aim is to stimulate cognitive functioning, nurture our residents, reignite passions from the past, and offer new experiences. We make sure every activity is purposeful, helping residents live full and enriched lives filled with fun, laughter, and smiles.

This is truly rewarding for staff, management, relatives and the residents themselves.



**Sandeep Kaur**  
Activities Coordinator





# MEET THE TEAM



**Jyoti Kamboj**

Care Home Manager

Hi, I'm Jyoti Kamboj, and I'm honoured to be the Manager here at Radius Windsor Court. Having been part of this wonderful community for some time, stepping into this role feels like a natural next step. My focus is on continuing to build a home where residents feel truly cared for and staff feel supported and appreciated.

I started my career as a Healthcare Assistant, where I developed a deep understanding of the physical, emotional, and social needs of older adults. Those hands-on experiences taught me the importance of empathy, patience, and respect in helping residents maintain their dignity and quality of life. Later, I transitioned to the Office Manager role, which allowed me to focus on the operational side of things and gave me insight into the challenges faced by both residents and staff.

Now, as Care Home Manager, I'm bringing all these experiences together to ensure Windsor Court remains a place where everyone feels valued. If you'd like to see what makes us special, you're warmly invited to join us for a visit or a tour. We'd love to show you around and share more about our wonderful community.



**Monica Bao**

Clinical Nurse Manager



**Kavita Mani**

Office Manager

# LOCATIONS & ATTRACTIONS





## You'll get more insight, once you're on site.

We believe that you need to experience Radius Windsor Court in person to find out what makes it so special, and why our residents love the effortless lifestyle here.

Book a personal tour with us, and we will set aside plenty of time to chat about your situation, what you are looking for, and the options and benefits of being a resident here. You'll be guided around the home and across the grounds, and any questions you have can be answered on the spot.

### It's easy to visit us

20 Sandes Street  
Ōhaupō

Visitor parking available

### Contact us

Jyoti Kamboj  
Care Home Manager

07 823 6696  
[windsor@radiuscare.co.nz](mailto:windsor@radiuscare.co.nz)



RadiusCareNZ



RadiusCare

# *Also on site* WINDSOR COURT VILLAGE



Windsor Court Village represents the very best of independent, rural retirement living.

Wake up to views of the beautifully maintained gardens or Mt Pirongia, accompanied by the soothing sounds of native birds. Away from the hustle and bustle of the city, the small village is ideal for those who prefer peace and a bit more space. When you want to pop into town, you can catch the nearby bus service that goes to both Te Awamutu or Hamilton.

Windsor Court Village is a haven, a peaceful retreat that offers stability along with all the amenities and services a retiree may need.

Enjoy all the benefits of independent living along with the support of a close-knit community.

You can also feel secure knowing that, should your situation change, you'll be supported by Radius Windsor Court's hospital facilities and caring, dedicated staff.



**Kerry Brazier**  
Village Sales Manager

0800 567 004  
[windsorvillage@radiuscare.co.nz](mailto:windsorvillage@radiuscare.co.nz)

# Who is RADIUS CARE?

Radius Care is a specialist health and aged care provider for elderly and disabled New Zealanders.

New Zealand owned and operated, we are committed to providing quality rest home and private hospital care for those who require daily support.

All our healthcare assistants and nursing staff are highly qualified and committed to providing the very best in nursing care. Regular in-house training and ongoing skills development ensure our staff are up to date with modern health care practices.

You can be sure that we take aged care in New Zealand very seriously and meet the

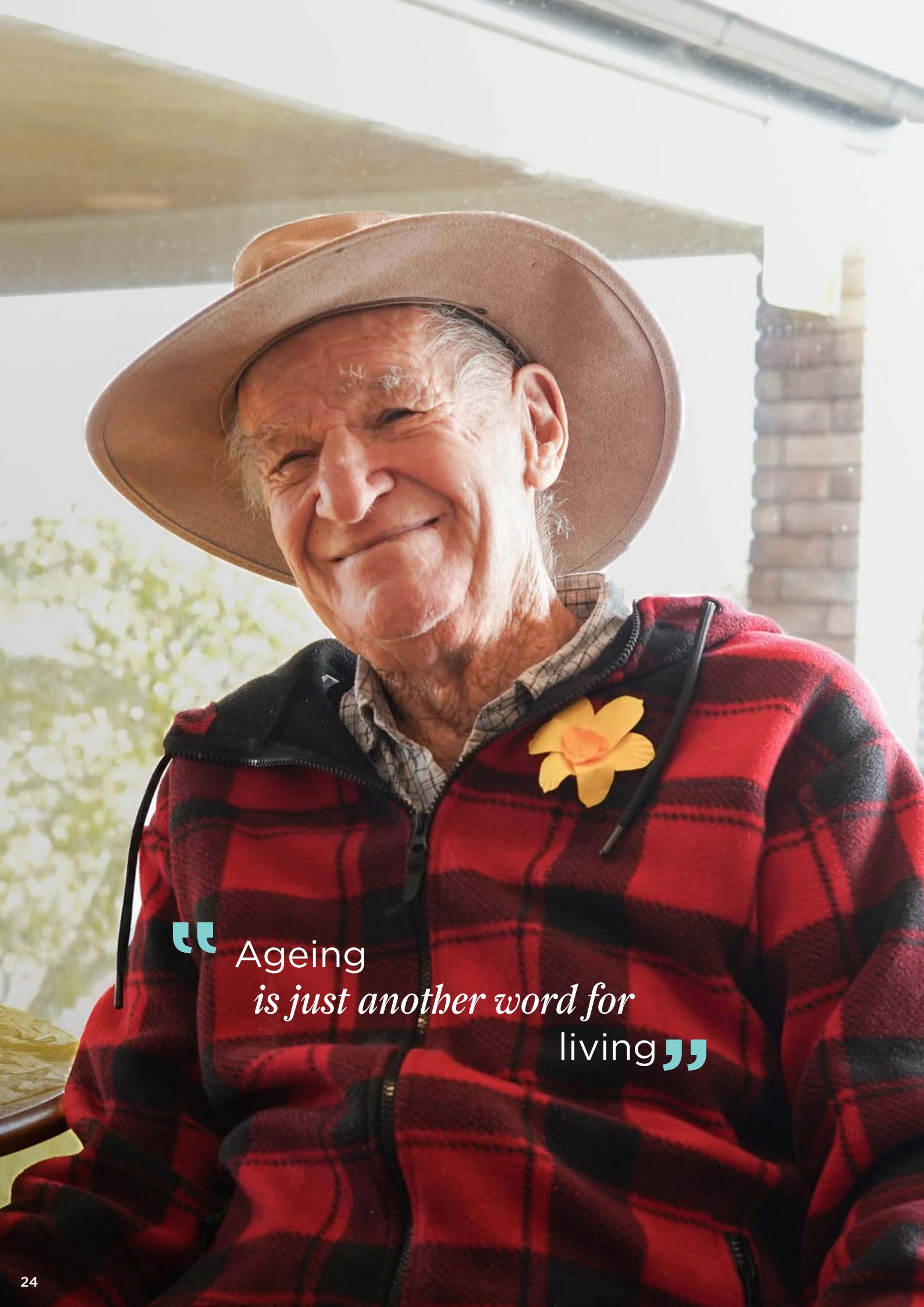
highest standards of care to ensure that all our residents are well cared for at all times.

Radius Care has locations across New Zealand, employing over 1800 staff and providing professional aged care for more than 1800 residents.

Types of care we offer:

- Rest home
- Hospital
- Dementia
- Respite
- Palliative
- Young disabled
- Day care programmes





“Ageing  
*is just another word for*  
living”

## *How aged care works*

We understand that moving into aged care can feel like a complicated process. The next couple of pages cover some basic information about the full process, frequently asked questions, and how to have the difficult conversation with someone about moving into aged care.

For more detailed information go to our website [radiuscare.co.nz](http://radiuscare.co.nz) and view the ***Moving into Aged Care*** page.

# 6-Step Plan

*The team at Radius Care have decades of experience in helping people like you choose the right Radius Care care home for your loved one. We have broken down the process into six simple steps. If you have any questions, please don't hesitate to contact us.*



## STEP ONE

### *Organise a Needs Assessment*

If you feel like it's time for a loved one to receive greater care and attention, the first step is to organise a needs assessment with your local Needs Assessment Services Co-ordinator (NASC).

Anyone can enter residential care of their own volition, but if you wish to receive disability support from your District Health Board (DHB), then it's essential to undergo a needs assessment.

To make an appointment with NASC you can either get a referral from your GP or hospital, phone your local DHB and ask to speak to a local NASC organisation, or choose your local NASC online.



## STEP TWO

### *Complete Needs Assessment*

Once an appointment has been made with NASC, a needs assessor will visit your home to identify and discuss the specific health requirements of your loved one. This is a necessary step and may include a specialist geriatric assessment. If your family member or close friend is already hospitalised, the hospital can arrange a needs assessment in the ward.

The needs assessor will work very closely with your family or whānau to discuss the options and support services available.

Depending on the needs of the person close to you, they may be entitled to rest home care, dementia care, or continuing care in a private or psychogeriatric hospital.

Once NASC finds your loved one to be eligible to enter a rest home care home you will be given a financial means application to apply for public funding.



## STEP THREE

### *Create a Plan of Action*

After completing the needs assessment, the NASC will help you devise a plan of action to facilitate the commencement of the services you are entitled to, and authorise entry into a rest home that provides you with the assessed level of care required.

Your needs assessor will give you a list of all the rest homes in your area.

You have the right to choose any residential care provider in New Zealand that has a DHB contract to provide you with your assessed level of care need.

If your family member wishes to receive care in a rest home or hospital that does not have a contract with a DHB, they will be liable to privately pay the full cost – it will not be subsidised by the government.



#### STEP FOUR

### *Choose the Right Rest Home for You*

Choosing the right residential care home is not always easy, and can be a stressful experience. After all, you will be concerned that your loved one is safe and in appropriate care.

The Ministry of Health conducts regular audits to ensure rest homes meet the standards of the Health and Disability Services (Safety) Act 2001.

Be sure to make an appointment to speak to the Care Home Manager, who is there to help you answer all your questions. When you're visiting a rest home be aware of how you are being received and shown around the care home. Is the care home well maintained? Are the staff members friendly and helpful? Are current residents well dressed? Is the Care Home Manager interested in discussing your parent's circumstances?



#### STEP FIVE

### *Sign the Admission Agreement*

Before moving into a rest home, an admission agreement or contract needs to be signed. This is the final step necessary

to ensure your loved one receives their assessed level of special care and attention.

The admission agreement is a legal document that specifies such things as extra services you have agreed to receive and pay for, costs and extra charges, liability for damage or loss of belongings of the resident, resident safety, transport, procedures, and complaint processes.

You also have the right to refuse any extra services offered to you, and if you do it is important to make sure that this is noted in your contract. Once the admission agreement has been signed, your loved one is able to move into your chosen rest home and you can now rest assured that they're in safe hands and well looked after.



#### STEP SIX

### *Apply for a Subsidy or Loan*

After the NASC assessment, you can apply for a financial means assessment straight away.

All applications for a financial means assessment will be made to Work and Income. The purpose of a financial means assessment is to determine whether the applicant qualifies for public funding through a Residential Care Subsidy or a Residential Care Loan.

We advise you to apply for a financial means assessment on behalf of your loved one as soon as possible, even if you cannot supply Work and Income with all the necessary papers immediately.

You will be required to pay for residential care, until it has been confirmed by Work and Income that you qualify for a Residential Care Subsidy or Loan.



# Frequently Asked Questions

*Here at Radius Care, our number one priority is the health, both physical and mental, of our residents. Rest homes can be a worrying prospect, for both those moving and their families. We've put together this short list of questions that may help.*

## **What determines whether I can move into a rest home?**

People move into rest homes for different reasons. Some may feel like it's the best decision for their family, both financially and logically. Others realise that they can't take care of themselves any more, and a rest home is the best place to be looked after, while some move to be around other people.

## **Do I have to move?**

Unfortunately, sometimes the decision involving rest homes has to be made by others for the sake of an elderly loved one. It's a major decision and not one to be taken lightly. At the end of the day, an improved quality of life is usually the ultimate goal. If you benefit from moving into a rest home, then it's almost certainly the correct decision.

## **What can I do to find a rest home that suits me?**

You can get a list of rest homes in your area from the District Health Board, your local Age Concern, or the Needs Assessment and Service Coordination agency. Here at Radius Care, we put our residents first and foremost. We have a reputation for outstanding patient care, hospitality and professionalism.

## **What government funding is available to help with the costs?**

Once you have been assessed as 'needing care' the person who carried out your needs assessment will explain how to apply for the Residential Care Subsidy.

The Government helps to fund the cost of care through this subsidy. It is means tested and depends on the level of your assets and income.

If your assets are equal to or below the asset threshold, you will qualify for the subsidy to pay for most of the cost of your care. The income test then determines what you will have to contribute to the cost of your care from any income you receive.

To get full details about the Residential Care Subsidy and find out if you might qualify, contact the Work and Income Residential Subsidy Unit. They can be contacted on their helpline: 0800 999 727. If you don't qualify for the subsidy, you will have to pay your own way. However you can ask for a review of your means test at any time if you think you might have become eligible for the subsidy.

## **How is the quality of rest homes monitored?**

Rest homes must meet the Health and Disability Services Standards NZS 8134:2008, and be certified to operate by the Ministry of Health. They must also meet the requirements set out in their contract with the District Health Board.

The Ministry of Health arranges both regular and 'spot' audits of all rest homes to ensure they are continuing to meet both the Standards and the District Health Board contract requirements. The District Health Board and the Ministry of Health will carry out additional inspections if needed. Summaries of audits for all residential homes are available for the public to read on the Ministry of Health's web site page. Radius Care care homes have an outstanding record with these audits.

# How to Have the Difficult Conversation

*It is never easy to discuss the move into aged care, but it is a conversation that ideally happens with a loved one before the big decision needs to be made in a hurry.*

Feelings of uncertainty, of not being heard and anxiety can occur on both sides of the conversation, so we suggest choosing a time when your loved one is relaxed and even in a reflective mood about the great life journey they've had so far.

Everyone wants a sense of self-determination and to be treated with dignity, and many elderly patients fear going into aged care as if the meaningful part of their life is over. So however you approach it, making sure they know that they will remain a constant part of your lives is a must, along with the variety of opportunities on offer at a care home.

Your relationship with your parent or loved one will largely determine the terms of how you actually broach this.

Maybe you could approach it as a matter of their quality of life and ask them to think about some of the following questions.

Are you being socially isolated?

Are you getting out to your old clubs and commitments that you normally had within the community?

Are you taking the pills as the doctor has prescribed?

Perhaps use this time to highlight some of the changes that you and your family have seen that your loved one may not even be aware of.

Another thing to think about is whether or not they are doing their usual amount of exercise. Often the elderly reduce their exercise because of a fear of falling. Falling is not a natural occurrence for an older person. It happens when a person is a little unsure of where and how they are walking.

It is often beneficial to visit your loved one's health professional, GP or district nurse who might be able to provide support by explaining the benefits they could enjoy from the care, support and social interaction available at an aged care home. Sometimes having a person who isn't as emotionally invested as a family member can bring further clarity.

Following that, encourage your loved one to tour an aged care home, meet some residents and see for themselves what life could be like for them there.



## *What's next?*

If you haven't already, we invite you to book a time to chat with us! Whether you have questions or are looking for personalised advice, our friendly team is here to guide you every step of the way and make the process as smooth and stress-free as possible.

### **Contact us**

Jyoti Kamboj  
Care Home Manager

07 823 6696  
[windsor@radiuscare.co.nz](mailto:windsor@radiuscare.co.nz)

*We look forward to hearing from you!*



## Radius Windsor Court

REST HOME, PRIVATE HOSPITAL & DEMENTIA CARE

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