

RADIUS HEATHERLEA

# *Information Pack*



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## *Thank you for enquiring about* **RADIUS HEATHERLEA**

Hello and welcome to Radius Heatherlea. I know how stressful and overwhelming this process can be, and I hope this booklet can help you along the way. Our 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.*

Moving into care doesn't mean giving up the ability to choose how you spend your day. That might be joining in with activities, sitting in a communal area with a cup of tea, or staying in your own room surrounded by your art, your photos, your things.

The care here covers rest home, hospital, dementia, palliative, and respite, all under one roof. That means if needs change over time, there's no need to pack up and move somewhere new just when familiarity matters most. The nursing staff are experienced across all these levels of care, so they know what they're doing whether someone needs a bit of help or a lot.

The building itself is warm and light-filled, the kind of place that feels homely rather than clinical. And the approach is straightforward. Residents are encouraged to keep making their own choices about their days for as long as they're able to. If they want to join in social activities or be part of the Residents' Action Committee, they can. If they'd rather spend the morning in their room with the paper, that's their call. The support is there when it's needed, not imposed when it's not.

Heatherlea remains part of the local area through outings and groups that visit, because being in care doesn't mean being cut off from the world outside. Being close to town makes it straightforward for family and friends to visit regularly, and they're always welcome.



# LEVELS OF CARE

*Radius Heatherlea 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.



## **Respite**

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



## **Palliative**

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







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



# SERVICES

*Our aim at Radius Heatherlea 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 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.



“

*Mum settled in really well, considering she never ever wanted to go into a rest home. This was due to all the friendly staff being very accommodating and welcoming.*

*It was a special time for me as I could enjoy being a daughter again.*

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 they 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 Chair







# OUR FOOD

*Good food matters. It's one of life's simple pleasures, and we believe that shouldn't change when you move into care.*

Radius Heatherlea 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.

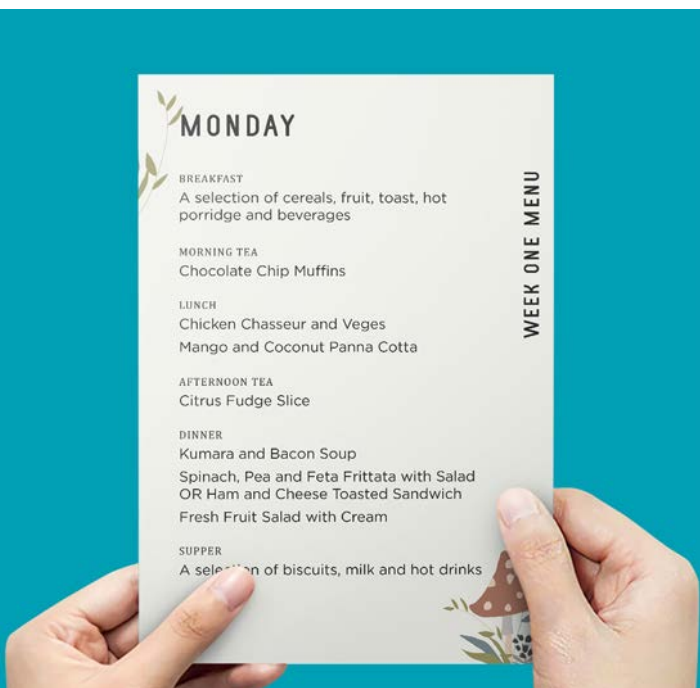
We serve three main meals each day: breakfast, lunch (including dessert), and dinner. For dinner, residents can choose between two menu options. Snacks are also provided in the morning, afternoon, and late evening.

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

We cater to residents with special dietary needs, offering specialty options, including Pasifika 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 Heatherlea, we live by those words, believing that good food is at the heart of creating a warm and welcoming home.





*“The activities here are just great. They help us realise there is more to life than sitting, eating and reading.”*

- Jean  
Radius Heatherlea Resident

## RECREATION CALENDAR

*Radius Heatherlea  
Sample*

TIME	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY	SUNDAY
EARLY MORNING	Room visits Newspaper and Quiz	Room visits Newspaper and Quiz	Room visits Newspaper and Quiz	Room visits Newspaper and Quiz	Room visits Newspaper and Quiz	Activities in Glenedin	Activities in Glenedin
LATE MORNING	Quick game of Round the World	Song Quest	Video prep for International Day of the Older Person	Quick round of Boccia	Golden Memories Drinks with lunch		
EARLY AFTERNOON	Music Appreciation with Paul Wheeler	Master Art Class Bowls Challenge Jammin' with Gerry	Combined van ride with Glenedin Rehearsal for Video	Gather in the lounge for YOUR radio show “Rock of Ages”	Top of the house Housie!		
LATE AFTERNOON	Music	3.00 pm Bible reading in Lisburn lounge Individual: Walks	First take for the video Individual: Facials	Individual: Simply craft	Van Outing		



# 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 plan activities around what residents are already interested in and what might spark something new. The programme includes exercise classes, craft groups, outings and entertainment, with a daily calendar so people can choose what appeals. Not everyone joins in with everything, and that's fine. Some prefer quieter activities, others like being in the thick of things. The options are there, and staff encourage participation without forcing it.

## *Our Ethos*

I run the activity programme here at Heatherlea, and it's genuinely the work I'm most passionate about. My aim is to help residents stay mentally and physically active, reconnect with things they used to love, and try new things they might not have considered before.

What makes this work rewarding are the unexpected moments. Someone picks up a paintbrush after forty years. Two people become friends over a card game. A resident teaches me something I didn't know. I learn from them as much as they try new things with me, and that's what makes it worthwhile.



**Helene Laurensen**  
Activities Coordinator









# MEET THE TEAM



***Angie Mowat***  
Care Home Manager

Hello and welcome to Radius Heatherlea.

With years of experience in nursing, leadership, and management, I've had the privilege of supporting residents and their families through some of life's most important transitions. Aged care isn't just a job for me, it's my calling. I'm dedicated to creating an environment where every resident feels supported, valued, and part of our extended whānau.

At Radius Heatherlea, we believe in providing care that's not only of the highest standard but also truly personalised to each resident. I'm here to ensure that your loved one's journey with us is filled with dignity, respect, and comfort.

My focus is on building relationships with the residents, their families, and our amazing staff. It's all about making sure we're a true extension of your family and that you feel confident in the care we provide.

When I'm not at work, you'll find me spending quality time with my family, caring for our pets, and indulging my love for interior design.

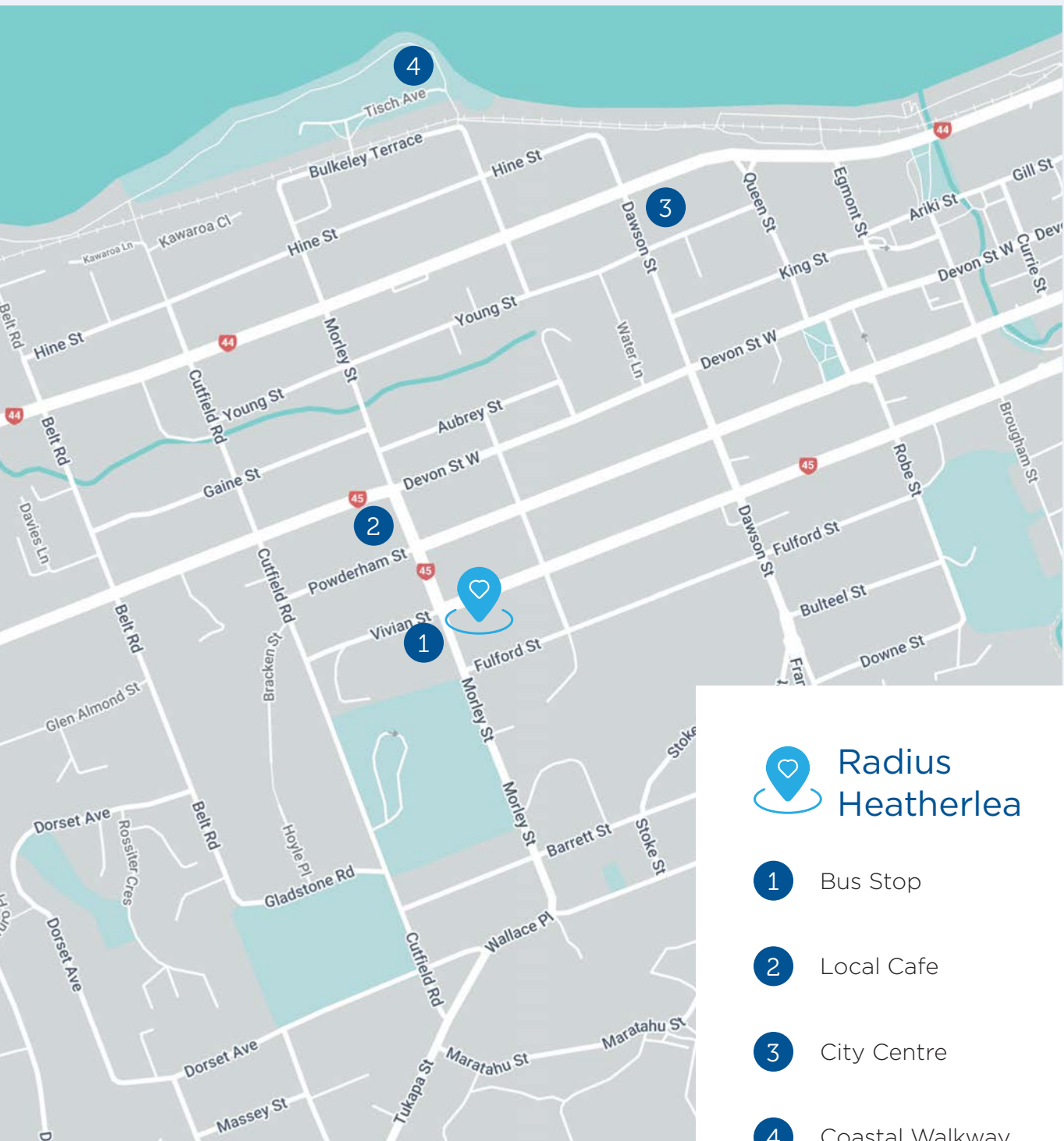


***Dawn Hammond***  
Office Manager



***Anu Chacko***  
Clinical Team Leader

# LOCATIONS & ATTRACTIONS



Radius  
Heatherlea

- 1 Bus Stop
- 2 Local Cafe
- 3 City Centre
- 4 Coastal Walkway





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

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

Book a personal tour with Angie, our Manager, and she 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 the grounds, and any questions you have can be answered on the spot.



## It's easy to visit us

On the corner of Vivian and Morley Street. 39 Vivian Street  
Visitor parking available.

## Contact us

Angie Mowat  
Care Home Manager

06 758 7302  
[Heatherlea@radiuscare.co.nz](mailto:Heatherlea@radiuscare.co.nz)

# *Also in New Plymouth*

## **RADIUS THORNLEIGH PARK**



Radius Thornleigh Park is nestled in the quiet, leafy suburb of Highlands Park, on the edge of New Plymouth. This cosy, single-storey care home offers a variety of care levels, making it a supportive place to call home, no matter how your needs may change over time. A newer wing brings modern comforts to the welcoming and homely feel.

The gardens offer a peaceful space to relax and connect, while inside, warm and inviting lounges provide room for meaningful time with friends and whānau, because we know how important those connections are to wellbeing.

Thornleigh Park and Heatherlea often team up for events and activities, giving residents more opportunities to socialise, stay active, and feel part of a vibrant, wider community.

At Radius Thornleigh Park, you'll find personalised care delivered with dignity, warmth and respect. Supporting your loved one to live well, every step of the way.



***Sanu Sunny***  
Manager

06 758 3642

25 Heta Road

Highlands Park

[thornleigh@radiuscare.co.nz](mailto:thornleigh@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](https://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 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 (v), 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 logistically. 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**

Angie Mowat  
Manager

06 758 7302  
[heatherlea@radiuscare.co.nz](mailto:heatherlea@radiuscare.co.nz)

*We look forward to  
hearing from you!*



## **Radius Heatherlea**

**REST HOME, PRIVATE HOSPITAL & DEMENTIA CARE**

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