

Radius Hampton Court

Information Pack

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Thank you for enquiring about **RADIUS HAMPTON COURT**

Hello and welcome to Radius Hampton Court. 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.

For the team at Radius Hampton Court, care means everything. Tucked just around the corner from the Church Road Winery in the quiet Napier suburb of Knightsbridge. The home is single-storeyed, and only a few minutes' drive from the city centre and we provide rest home, hospital, respite and palliative care, with a registered nurse on duty 24 hours a day.

Hampton Court is a social and stimulating home with great food, activities and caring staff. Our care home is a well-known part of the local community, with schools and community groups being regular visitors. Bowling championships, baking, and outings illustrate the variety of events on offer, with the annual Art Deco Festival a particular favourite with our residents.

Wide hallways lead into sun-filled bedrooms, each equipped with a telephone outlet, television point and call button. Residents' bedrooms are personal and private sanctuaries, and we encourage everyone to bring small pieces of furniture and decorations to make their room their home. Our outdoor courtyard is a great favourite with our residents and their families and friends—perfect for catching up over a cuppa, while admiring the beautiful gardens.

Our team pride themselves on providing the best lifestyle possible and supporting residents to make our home their home.



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



Levels of Care

Radius Hampton 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.



Respite

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



Palliative

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



Services

Our aim at Radius Hampton 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**



Podiatrist



**Chaplaincy
Services**



**Regular
Outings &
Entertainment**



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.



Everything was great. It all started from day 1. Irene was amazing and very helpful. The residents were nice and lovely. The food was great, the room was nice and the place was clean, the staff welcoming. We will use Hampton Court again in the future.

Sandra Eriksen



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

Take one of the hassles out of moving by bringing your phone number with you—no need to contact everyone with a new number.

We also offer a phone package that includes a rented phone with oversized buttons and covers all calls, including mobile and toll calls, for \$35 a month.



COMFORT

Call bells

All bedrooms have call bells for peace of mind. We want residents to know they can request help whenever they need it, and also that families can relax knowing that we will 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

Radius Hampton Court has its own kitchen, which prepares nutritious meals using fresh seasonal ingredients. It is a priority that our food is tasty, smells good and looks inviting. An Irish proverb says, “Laughter is the brightest in the place where food is good.” We believe food is a vital part of creating a good home experience.

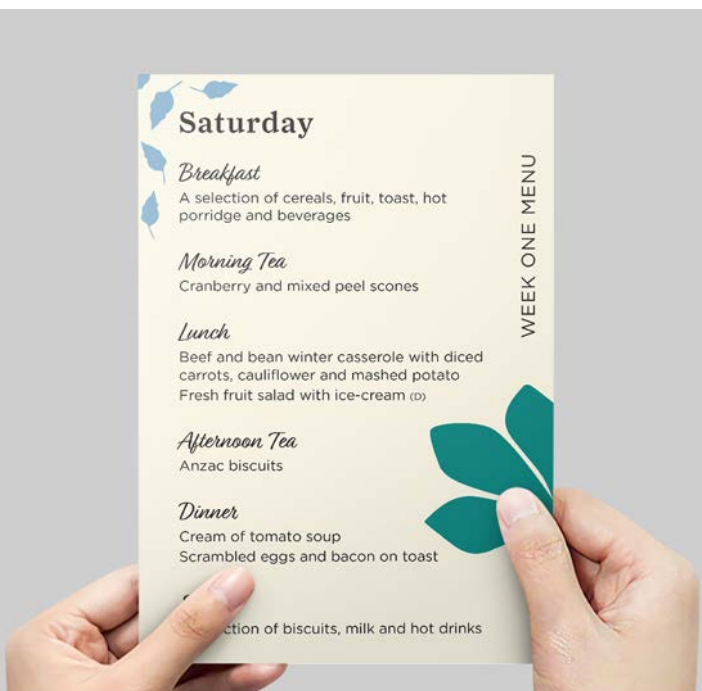
There are three main meals a day; breakfast, lunch (which includes dessert) and dinner. For the dinner menu there are two options for residents to choose from. In addition there are snacks in the morning, afternoon and late evening.

The menus are on a four-week, non-repeating cycle, with a completely new menu released twice a year. Designed by a team of chefs with our residents in mind, the menu is approved by an independent dietician.

Peter Kennett, a Radius Chef and menu designer, takes great pride in making the residents happy. “Our most popular dish is fish and chips on Fridays,” he says. “That and roast lamb, roast pork and roast beef are the most popular.”

When events or themed days are held the kitchen staff often create amazing meals to compliment the theme.

Of course, we offer specialty food if you have any special requirements.





“The days are never boring, when my family take me out, I am in a rush to come back so I don’t miss out on what is happening. Baking and the entertainers are my favourites.”

-A. Robinson
Radius Hampton Court Resident

RECREATION CALENDAR

*Radius Hampton Court
Sample*

Scheduled 1-1 time occurs throughout the week with all Residents, this includes gardening, walking, hand massaging, reading and more!

MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY	SUNDAY
1 March	2 March	3 March	4 March	5 March	6 March	7 March
10am Morning tea discussion 10.45am Exercises 12pm Lunch Baking with Danielle & Mary 1pm	10am Morning tea discussion 10.45am Bingo 12pm Lunch 1.30pm Walking group	10am Morning tea discussion 10.45am Target shooting 11.30am Catholic Communion 12pm Lunch 1.30pm Scenic Drive Hairdresser	10am Morning tea discussion 10.45am Bingo 12pm Lunch 1.30pm Quiz word games	9.30am Reading Cinema Outing- Movie & Morning Tea 12pm Lunch 1pm K9 Pet Therapy with Sarah & Kayla 1.30pm Entertainment with the Hoppin Frogs	10am Musical Therapy 12pm Lunch 1pm K9 Pet Therapy with Sarah & Kayla	10am Entertainment with Terry 12pm Lunch 1.30pm Movie
8 March	9 March	10 March	11 March	12 March	13 March	14 March
10am Morning tea discussion 10.45am Exercises 12pm Lunch Baking with Danielle & Mary 1pm	10am Morning tea discussion 10.45am Bingo 12pm Lunch 1.30pm Target Shooting	10am Morning tea discussion 10.45am Quiz/Wordfind 11.30am Catholic Communion 12pm Lunch 1.30pm Scenic Drive & Ice-cream Hairdresser	10am Morning tea discussion 10.45am Bingo 12pm Lunch 1.30pm Walking Group	10am Morning tea discussion 10.45am Exercises 12pm Lunch Entertainment with the Peter Scott 1.30pm	10am Musical Therapy 12pm Lunch 1pm K9 Pet Therapy with Sarah & Kayla	Residents family/friends time 12pm Lunch
15 March	16 March	17 March	18 March	19 March	20 March	21 March
9am Ladies pamper morning 10.45am Exercises 12pm Lunch Baking with Danielle & Mary 1pm	10am Morning tea discussion 10.45am Bingo 12pm Lunch 1.30pm Walking Group	10am Morning tea discussion 10.45am Quiz/Wordfind 11.30am Catholic Communion 12pm Lunch 1.30pm Scenic Drive Hairdresser	10am Morning tea discussion 10.45am Church Service 12pm Lunch 1pm Bingo	10am Morning tea discussion 10.45am Exercises 12pm Lunch Entertainment with the Ross Hart 1.30pm	10am Musical Therapy 12pm Lunch 1pm K9 Pet Therapy with Sarah & Kayla	10am Entertainment with Terry 12pm Lunch 1.30pm Movie
22 March	23 March	24 March	25 March	26 March	27 March	28 March
10am Morning tea discussion 10.45am Exercises 12pm Lunch Baking with Danielle & Mary 1pm	10am Morning tea discussion 10.45am Bingo 12pm Lunch 1.30pm Target Shooting	10am Morning tea discussion 10.45am Quiz/Wordfind 11.30am Catholic Communion 12pm Lunch 1.30pm Scenic Drive Hairdresser	10am Morning tea discussion 10.45am Bingo 12pm Lunch 1.30pm Walking Group	10am Morning tea discussion 10.45am Exercises 12pm Lunch Entertainment with The Two of Us 1.30pm	10am Musical Therapy 12pm Lunch 1pm K9 Pet Therapy with Sarah & Kayla	Residents family/friends time 12pm Lunch
29 March	30 March	31 March				
10am Morning tea discussion 10.45am Exercises 12pm Lunch Baking with Danielle & Mary 1pm	10am Morning tea discussion 10.45am Bingo 12pm Lunch 1.30pm Walking Group	10am Morning tea discussion 10.45am Quiz/Wordfind 11.30am Catholic Communion 12pm Lunch 1.30pm Scenic Drive				

Activities

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

Activities improve anyone's quality of life. They help to form friendships and provide a myriad of benefits psychologically, socially, spiritually and physically.

In our facilities we can operate a daily activities calendar. This helps give structure to the resident's day that allows them a sense of safety and purpose and helps to pass the time. At Hampton Court we love to utilise residents' interests from their previous professions, as well as help them discover new ones.

You can see photos from these events and activities the Radius Care Facebook page and also the company magazine, Orbiter, which is available online at our website.

Our Ethos

We have passion for bringing a sense of fun and laughter to activities based on residents' interests and abilities that encourage physical and cognitive function.

Improving residents quality of life is our goal. We encourage social skills, promote independence, meet spiritual needs and enable our residents to maintain their community involvement. Residents are able to choose activities to participate in and plan their day accordingly.

Our ethos is we are a family unit who support one another, and as a family we encourage residents, whānau and the team to join in the fun-filled activities whether it be participating in our annual Art Deco Party, learning to sing in Te Reo or walking in the sun while eating an ice-cream.

One thing is for sure: life is never dull at Radius Hampton Court.





MEET THE TEAM



Irene Hannon
Manager

Kia ora, I'm Irene Hannon, the Manager at Radius Hampton Court.

I always knew I wanted to be a nurse. I trained at the old Napier Hospital and later took time to raise my family; four children and now six wonderful grandchildren. Once they were older, I completed my Bachelor of Nursing and found my true passion: caring for older people. I've worked in aged care for nearly 30 years and never tire of it.

This is my third time managing Hampton Court – I've gone off to explore other challenges, but I always seem to find my way back. While the systems and technology have changed, what hasn't is the importance of kindness, dignity and connection.

As a manager, I focus on creating open relationships with families and making sure they're an integral part of each resident's care. I'm proud to lead a dedicated team who truly make this a home.



Julie Kelly
Office Manager



Chelsea Syme
Clinical Nurse Manager



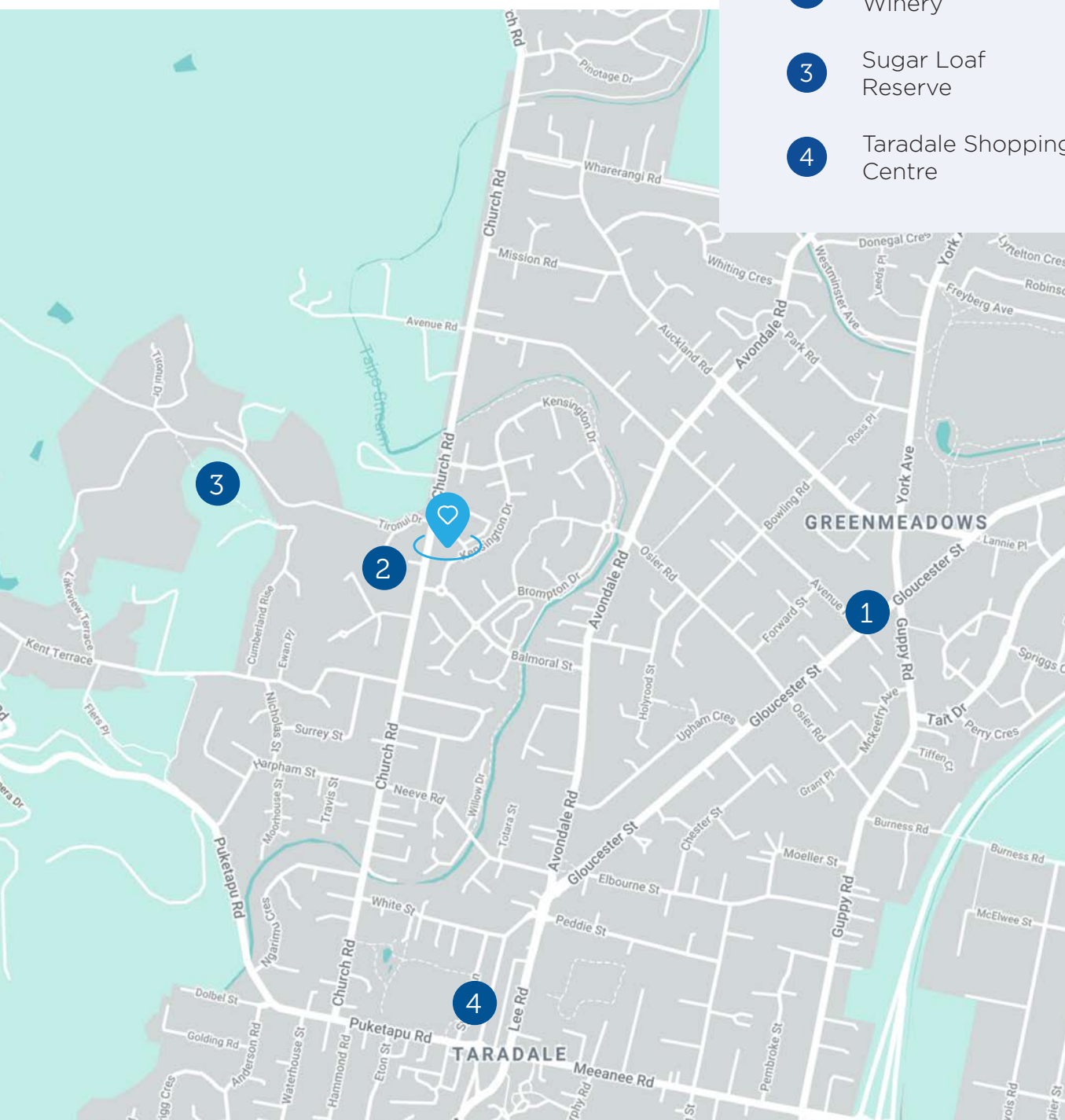
Chantelle Andrews
Activities Coordinator

Locations & Attractions



Radius Hampton Court

- 1 Local Coffee Shops
- 2 Church Road Winery
- 3 Sugar Loaf Reserve
- 4 Taradale Shopping Centre





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

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

Book a personal tour, 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 the grounds, and any questions you have can be answered on the spot.



It's easy to visit us

80 Kensington Drive,
Taradale, Napier.

Visitor parking available.

Contact us

06 844 0063
hampton@radiuscare.co.nz

 facebook.com/RadiusCareNZ

 radiuscare.co.nz/magazine-and-news

In Palmerston North **RADIUS PEPPERTREE**



Exploring Options Beyond Hawke's Bay?

Located in the quiet suburb of Kelvin Grove, just minutes from central Palmerston North, Radius Peppertree offers rest home, hospital, respite, palliative and young disabled care in a peaceful, welcoming setting.

Set among mature trees and colourful gardens, Peppertree is a place where residents feel at home and part of a caring community. Our wide hallways and sunny shared spaces are filled with life, from visiting animals to art displays created by residents. We run a full activities programme, including gardening, local outings and our much-loved annual Christmas market that brings together families, friends and the wider community.

We're proud of our beehives, planted gardens and the delicious honey we harvest ourselves. Through partnerships like our kitten fostering programme with the local SPCA, we keep daily life meaningful and connected to the world beyond our doors.

If you're looking for quality care in the Lower North Island, the team at Radius Peppertree are always available for a chat.

Come visit Radius Peppertree in Palmerston North.

We'd love to show you around.

107 Roberts Line
Kelvin Grove
Palmerston North

06 353 0004

peppertree@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 help daily.

All our health care 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 speed 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 looked after at all times.

Radius Care has locations around New Zealand, employing over 1700 staff and providing professional aged care for more than 1800 residents.

Care we offer across New Zealand:

- Rest home
- Hospital
- Dementia
- Respite
- Palliative
- Young disabled



“ Aging
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*** 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 psycho-geriatric hospital.

Once NASC finds your loved one to be eligible to enter a rest home care facility, 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 facility 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 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 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 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.

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.

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 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 facility. 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 recommend booking a time to chat with our Irene, our Manager. She will be able to assist you with the next steps, depending on where you're up to in the journey so far.



Contact us

06 844 0063
hampton@radiuscare.co.nz

*We look forward to
hearing from you!*



Radius Hampton Court

REST HOME AND PRIVATE HOSPITAL

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