



Radius Rimu Park

Information Pack

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Thank you for enquiring about **RADIUS RIMU PARK**

Hello and welcome to Radius Rimu Park. 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

WANT TO KNOW MORE ABOUT RADIUS CARE? SEE PAGE 23.



OUR HOME *is your home*

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

At Radius Rimu Park we put the diverse care needs of our residents first. Our team prides itself on providing the best lifestyle possible, supporting residents' hobbies and interests, and making our home their home.

Bowling championships, baking, woodwork and regular outings illustrate the variety of activities on offer. A dedicated activities coordinator ensures residents enjoy their passions and find new ones.

Tranquil, with extensively landscaped courtyards, planter boxes and a sensory garden, Rimu Park provides an environment that encourages family and friends to come together.

The interior is decorated to create a warm, comfortable atmosphere. Sunshine pours into the open plan lounge and dining room.

Upon entering Radius Rimu Park you will often be greeted by laughter, chatter and singing. A greatly relaxed, friendly, community atmosphere flourishes among residents, families and the caring staff. It is important that you and your loved ones feel as much at home as possible.



Levels of Care

Radius Rimu Park 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.



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.





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

Services

Our aim at Radius Rimu Park 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

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.

“

Here at Rimu Park, they make it feel like home. Everyone is caring and they take time out to sit down and talk to you.

E Campbell



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 Rimu Park 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.

There are three main meals a day; breakfast, lunch (which includes dessert) and dinner. 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."

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





“I enjoy the activities as they keep my mind active and are very entertaining. The van outings are wonderful and I love the quiz challenges.”

- Edith T
Rimu Park Resident

RECREATION CALENDAR						Radius Rimu Park Sample	
MONDAY MANE	TUESDAY TUREI	WEDNESDAY WNEREI	THURSDAY TAITE	FRIDAY PARAIRE	SATURDAY & SUNDAY		
	1 News Reading Chair Exercises Guess Who & Bingo Manicures One-on-one	2 News Reading Chair Exercises Quizzes & Word Games Rural Van Trip	3 News Reading Chair Exercises Ball Games Sing-a-long Matariki Crafts	4 News Reading Chair Exercises Queen's Birthday High Tea Movie Hour	5 & 6 Family & Friend Visits		
7 Queen's Birthday	8 Guess Who Bingo Manicures One-on-one	9 Quizzes & Word Games Parachute Game Sea View Van Drive	10 News Reading Chair Exercises Skittles & Ball Games Sing-a-long Matariki Crafts	11 News Reading Chair Exercises Walking Group Cooking Movie Hour	12 & 13 Family & Friend Visits		
14 Quiz Brainstorm Carpet Bowls Reading Group Singing Group	15 Entertainer: Kerry on the Piano Accordion Manicures One-on-one	16 Quizzes & Word Games Parachute Game Rural Van Drive	17 News Reading Chair Exercises Skittles & Ball Games Sing-a-long Matariki Crafts	18 News Reading Chair Exercises Walking Group Cooking Movie Hour	19 & 20 Family & Friend Visits		
21 Quiz Brainstorm Carpet Bowls Reading Group Singing Group	22 Entertainer: Kerry on the Piano Accordion Manicures One-on-one	23 Quizzes & Word Games Parachute Game Sea View Van Drive	24 Final preparation for Matariki Event Final preparation for Matariki Event	25 Matariki & Mid Winter Christmas Event with families and friends.	26 & 27		
28 Quiz Brainstorm Carpet Bowls Reading Group Singing Group	29 Guess Who Bingo Manicures One-on-one	30 Quizzes & Word Games Parachute Game Rural Van 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 Radius 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 on the Radius Care Facebook page and also the company magazine, Orbiter, which is available online at our website.

Our Ethos

The residents bring so much joy to my role!

Our memorial garden is a splendour to our care home, as many of our residents enjoy sitting out there. On a warm day it is so peaceful and often morning tea, lunch, and afternoon tea are served outside, where our residents have a free flow and come and go as they please.

Van drives are enjoyed weekly, along with crosswords, bingo, chair exercises, indoor bowls, just to name a few. We also do cooking every fortnight which is a favourite event for many.



Christina Wibongi
Activities Coordinator



MEET THE *Team*



Sue Billington
Manager

Hello and welcome to Radius Rimu Park. I started my nursing career working at Whangārei Hospital.

My first aged care management position was at Rimu Park 23 years ago, working as a nursing tutor.

I am thrilled to return to Whangārei after seven years as a Manager in Auckland. The birth of my granddaughter, Aliya, encouraged me to move back to my hometown of Whangārei. I was delighted to find some of the staff I worked with 23 years ago are still at Rimu Park.

I enjoy working alongside the fantastic team at Rimu Park, helping provide excellent care, with love and respect, to our residents and extended whānau in Rimu Park's homely environment.



Kirsty Golightly
Clinical Nurse Manager



Sue Burns
Office Manager

Locations & Attractions



Radius Rimu
Park

1

Cafe Narnia

2

Richmond Playground

3

Whangārei Golf Club

4

Whangārei Falls



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

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

Book a personal tour with Sue, our Care Home 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

297 Kamo Road, Whau Valley,
Whangarei

Visitor parking available

Contact us

Sue Billington
Manager

09 437 3933
rimupark@radiuscare.co.nz

 facebook.com/RadiusCareNZ

 radiuscare.co.nz/magazine-and-news

Also in **NORTHLAND**



Radius Baycare & Radius Potter Home

Up in the Bay of Islands you can find Radius Baycare set in Haruru Falls with a lush lawn and fantastic views with a fun activities calendar and caring warm staff.

A beautifully restored villa, Radius Potter Home in central Whangārei, offers a strong community focus, lots of outings, and a family feel.

At all our facilities from the moment you first contact us we care for you. We answer your questions, calm your concerns and guide you forward. Compassionately.

Because at Radius Care, caring is our calling.



Baycare
09 402 7112
3 Haruru Falls, Paibia

Potter Home
09 438 2668
Regent, Whangārei

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:

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



Contact us

Sue Billington
Manager

09 437 3933
rimupark@radiuscare.co.nz

*We look forward to
hearing from you!*



Radius Rimu Park

REST HOME, PRIVATE HOSPITAL & DEMENTIA CARE

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 *radiuscare.co.nz/magazine-and-news*