

Radius Althorp

# *Information Pack*

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

Hello and welcome to Radius Althorp. 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  
Executive Chair







# OUR HOME *is your home*

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

Radius Althorp's person-centred care ensures residents experience companionship, community and comfort whether they need respite care, palliative care or long term aged residential care at rest home, hospital or dementia levels.

Our dedicated activities coordinators keep residents engaged and busy with regular indoor activities, as well as museum and "Big Day Out" beach outings, ice creams on the boardwalk, exploring local parks and gardens, sightseeing, and even train rides and the odd spot of cricket.

We offer Keep On Your Feet strength and balance classes to help keep everyone in top form.

Because light plays a vital role in the health of our residents and staff, we ensure all rooms offer plenty of natural lighting. Each wing has spacious living areas where residents, family and friends can gather.

Bedrooms are private sanctuaries and we encourage people to bring favourite pieces of furniture to make the space their own.

We are aged care specialists; we pride ourselves in providing an excellent standard of nursing and care services to our residents, their families and whānau.



# Levels of Care

*Radius Althorp 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 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 Althorp 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.



“

*I just want you to know how grateful and appreciative we all are for the care and support you give our mum. It's reassuring to know she is in loving hands.*

Angie K



# 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.

### *Bedroom Temperature*

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 Executive Chairman







## Our Food

Radius Althorp 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.





*“I enjoy the activities here, I meet people and I am doing the things I used to do. It is so much fun. I especially enjoy the sing-a-longs”*

- Naera F  
Radius Althorp Resident

## RECREATION CALENDAR

*Radius Althorp  
Sample*

MONDAY MANE	TUESDAY TUREI	WEDNESDAY WNEREI	THURSDAY TAITE	FRIDAY PARAIRE	SATURDAY RAHOROI	SUNDAY RATAPU
9:20 am 10:30 am 11:00 am 1:30 pm	1 MOBILE LIBRARY Garden Day  Table Games	2 Gocula's Exercise Group Church Service Floor Games	3 Queen's Birthday Party  Music Entertainer - Chris & Robyn	4 Tiki Tour- Te Puna Quarry  Floor Games	5 Newspaper or Walking Lounge Exercises Hand Massages & Sing-a-long	6 Newspaper or Walking  Balloon Tennis & Classic Movie
9:20 am 10:30 am 11:00 am 1:30 pm	7 Floor Games  Classic Movie Afternoon	8 Garden Day  Indoor Bowls & Happy Hour	9 Gocula's Exercise Group Church Service Quiz Challenge	10 Exercise and/ or Art  Music Entertainer - Penny Brown	11 Tiki Tour - Bayfair Mall  Flower Picking	12 Newspaper or Walking Lounge Exercises Hand Massages & Sing-a-long
9:20 am 10:30 am 11:00 am 1:30 pm	14 Cooking Club  Classic Movie Afternoon	15 MOBILE LIBRARY Garden Day  Indoor Bowls & Happy Hour	16 Gocula's Exercise Group Church Service Bowling Challenge	17 K9 Friends Visit  Music Entertainer - Last of the Summer Wine	18 Tiki Tour - Omokoroa Beach  Walk-a-bouts	19 Newspaper or Walking Lounge Exercises Hand Massages & Sing-a-long
9:20 am 10:30 am 11:00 am 1:30 pm	21 Cooking Club  Yorkshire Lad	22 TGA Model Railway Club  Indoor Bowls & Happy Hour	23 Gocula's Exercise Group Church Service Dazzling Beadwork	24 Matariki Celebrations  Individual Time/ Table Games/ Audio Stories	25 Tiki Tour - Maketu Beach  Matariki Gardening	26 Newspaper or Walking Lounge Exercises Hand Massages & Sing-a-long
9:20 am 10:30 am 11:00 am 1:30 pm	28 Cooking Club  Classic Movie Afternoon	29 MOBILE LIBRARY Garden Day  Indoor Bowls & Happy Hour	30 Gocula's Exercise Group Sing-a-long Quiz Challenge			27 Newspaper or Walking  Balloon Tennis & Classic Movie

BIRTHDAYS: JOHN C



# 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 Althorp 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*

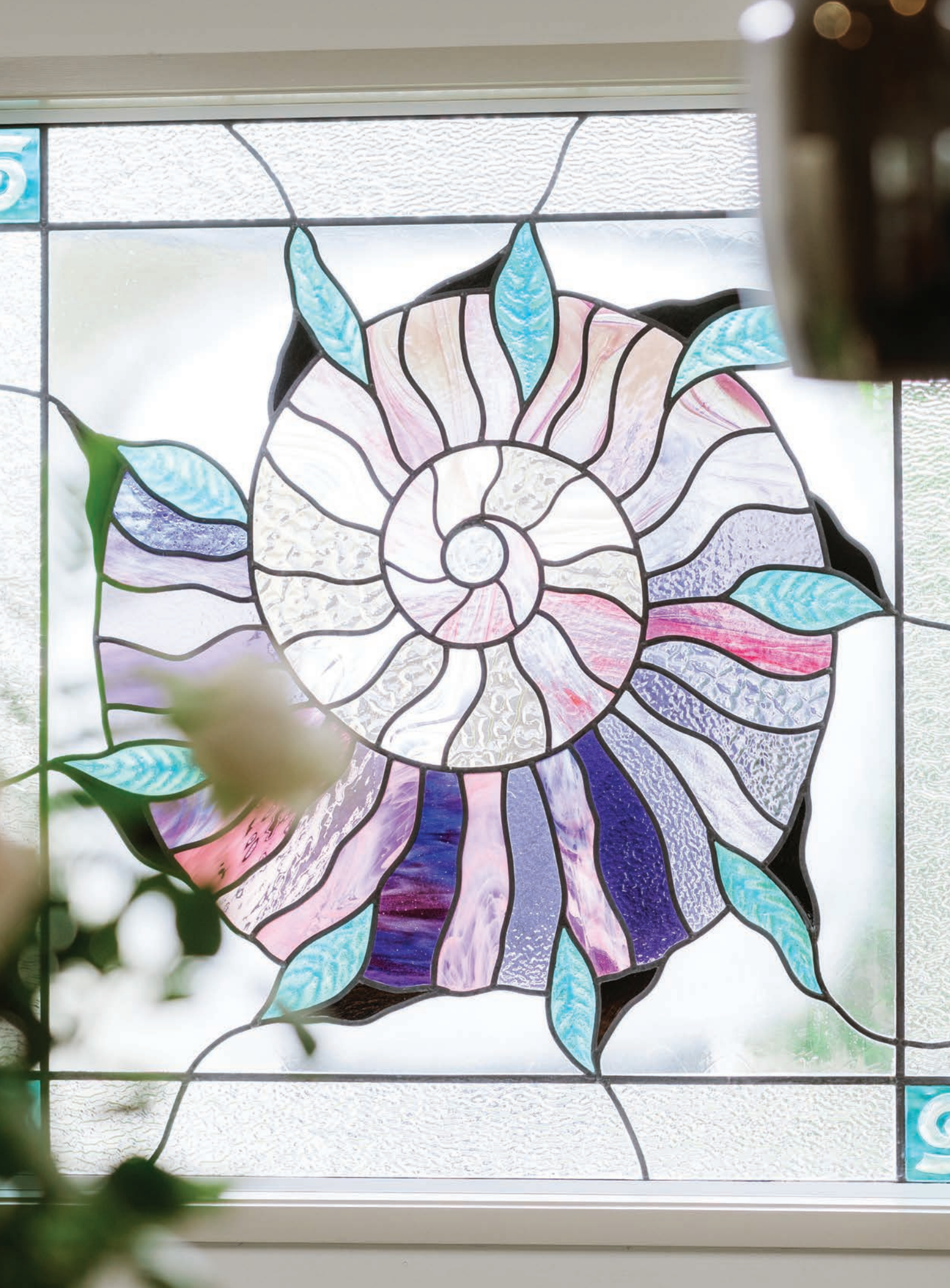
I lead and work with an awesome team who strive to enhance the lives of our residents.

This involves the organization, design, coordination and implementation of a person-centered leisure-based activity program. My aim is to improve the quality of their lives through meeting their emotional, spiritual and social needs whilst also focusing on their overall wellbeing.

As an unknown author once said, "Recreation's purpose is not to kill time, but to make time live; not to keep people occupied, but to keep them refreshed; not to offer an escape from life, but to provide a discovery of life."









## MEET THE *Team*



***Nancy McGregor***  
Manager

Hello and welcome to Radius Althorp.

I have been in aged care for 25+ years in various working roles, and on my way to management, aged care has become my passion. I enjoy developing special bonds with our residents and their families, and it is an honour to look after them on their final journey of life.

We moved to New Zealand six years ago from Australia (Perth, Western Australia). When I say we, that's my husband Steve, daughter Alanna and our dog Lexi. My first ever job in NZ was in 2017 with Radius Glaisdale in Hamilton.

I took on the role of Manager at Althorp to challenge myself, learn new experiences and push myself to achieve. We have relocated to Papamoa to live the beach lifestyle.

I believe caring is my calling. I love my job, and I have a great team of staff, lovely family members and amazing residents who have become Althorp's extended whānau.



***Chantelle Dean***  
Reception



***Veah & Remya***  
Clinical Managers



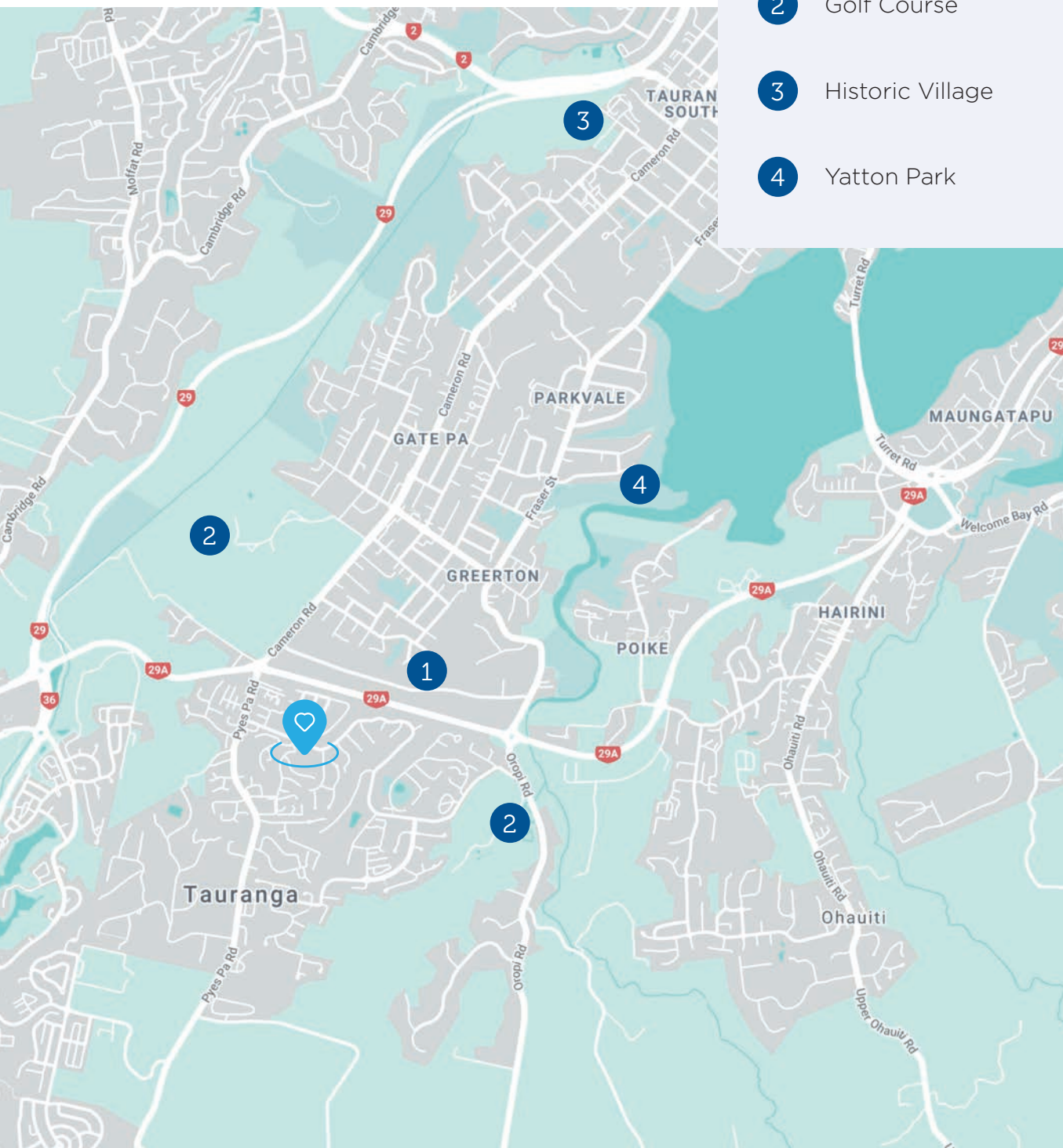
***Bernie, Erika,  
Karina & Becky***  
Activities Team

# Locations & Attractions



Radius  
Althorp

- 1 Local Cafe
- 2 Golf Course
- 3 Historic Village
- 4 Yatton Park







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

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

Book a personal tour with Nancy, 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

9 Grantston Drive  
Pyes Pa, Tauranga

Visitor parking available.

## Contact us

Nancy McGregor  
Manager

07 543 2912  
[althorp@radiuscare.co.nz](mailto:althorp@radiuscare.co.nz)

 [facebook.com/RadiusCareNZ](https://facebook.com/RadiusCareNZ)

 [radiuscare.co.nz/aboutus](https://radiuscare.co.nz/aboutus)

# *Also in Tauranga* **RADIUS MATUA**



Here at Radius Matua we love an excuse to celebrate, and our New Year's Eve party is a highlight of every year. Our seven-day activity rosters encourage residents to join in and keep active every day, and our park-like gardens and sheltered courtyards provide a tranquil place for residents, family and friends to relax and spend time.

Radius Matua offers a social and stimulating atmosphere with great food, a wide range of activities, and caring, compassionate staff.

We know that when your loved one can no longer live completely independently, choosing an aged care home can be one of the most emotional, and important decisions you need to make. That's why we put the diverse care needs of our residents first, and our trained staff provide individualised care that allows all of our residents to live with dignity and as independently as possible.

So if you're looking for something closer to the Tauranga CBD, please get in touch.



***Maryna Soper***  
Manager

07 576 2802

124 Levers Road  
Matua, Tauranga



# 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](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 (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 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 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 it 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**

Nancy McGregor  
Manager

07 543 2912  
[althorp@radiuscare.co.nz](mailto:althorp@radiuscare.co.nz)

*We look forward to  
hearing from you!*



## Radius Althorp

REST HOME, PRIVATE HOSPITAL & DEMENTIA CARE

### ADDRESS

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### EMAIL

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 [facebook.com/RadiusCareNZ](https://facebook.com/RadiusCareNZ)

 [radiuscare.co.nz/aboutus](https://radiuscare.co.nz/aboutus)