


Care is at the heart  
of everything we do



HERITAGE LIFECARE





# Are you **ready** for A Better Everyday?

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Find us on Facebook to keep up to date with what our Care Homes & Villages are up to.

Go to [facebook.com/heritagelifecare](https://facebook.com/heritagelifecare)



# Norah's Message

Heritage is one of New Zealand's largest providers of residential aged care services. We have homes and small villages throughout New Zealand, providing a warm and welcoming home to over 2200 people.

The Care Home you are considering has been part of your local community for many years, with trusted and deep connections into your neighbourhood. Each home is unique, reflecting the local environment.

At Heritage we're here to help you feel completely at home, at our place, with our added support tailored to your own needs. When you move into a Heritage Care Home or Village, we welcome you into the Heritage family.

Our residents are our priority and we care about your independence, your differences, your friends and your family, as well as your care and support needs. We have 2400 staff, who are there to ensure that you get the level of care and attention that you deserve, to help make every day a better day for you. All of our caregivers and nursing staff are trained and committed to providing the very best in nursing care. We carry out regular in house training which ensures our staff are able to meet your needs at all times.

We invite you to view any of our homes, and see for yourself the advantages that come with living in a warm, friendly home, and being part of our larger Heritage family.



***Our residents are our priority and we care about your independence, your differences, your friends and your family, as well as your care and support needs.***

*Norah*

CEO of The Heritage Lifecare Group

## Our Vision

At Heritage, we talk a lot about living "A Better Everyday." This reflects our company mission, for all our people. When David Renwick first founded Heritage Lifecare in 2012, he wanted to bring a group of Care Homes under the same umbrella with a shared vision and values that we still work by today.

**Our values hold us accountable and encourage us to strive forward.**

**Integrity:** We are trustworthy, honest and ethical.

**Respect & Value:** We strive to show deep respect and consideration to all.

**Commitment:** We are dedicated to providing superior care.

**Effective:** We are driven to produce exceptional results.

**Efficient:** We strive for excellence through efficient work habits.



*Len, Care Home Resident*

## The staff are so **helpful**

Born and bred in Gisborne, Len owned a motor-body business, building trucks and fixing caravans until a stroke made him slow down. He's been with us ever since.

"It was an easy decision coming here, the staff are very friendly, and they really care about your wellbeing. They just can't do enough for you." Does he have any favourite staff members? "No, they all treat me the same, better than family. You can have arguments with family, never with the team here, we just have a laugh, it's a lot of fun." Len says he's thought about what "A Better Everyday" means but all the days are good here. "Having people to talk to is a great thing."

## We create **special** moments

"Our job is the fun part, the residents are our main focus and they make it so worthwhile."

As a Diversional Therapist at Heritage Lifecare, Andrea loves her work and finds it a pleasure to create activities residents look forward to.

"We put out a weekly programme and every morning they're waiting to have a chat about it. If you're happy to join in, we'll cater to you."

Andrea and her team are there to provide a fun environment and the popularity of the activities and outings shows they are certainly doing that. "We have a library, musical entertainment and dancing, and the local daycare centre brings in the littlies for a craft session and morning tea. That puts a smile on everyone's face."



*Andrea, Diversional Therapist*



# We take the time to **listen**

"We work hard to create a warm and friendly environment and people just relax when they get here."

When you speak to Gail, you can tell she's proud of the service they deliver. "The staff will always go that extra mile and we balance the clinical and professional side with the normalcy of day to day life. That injection of fun is really important."

"There are some real characters here. We take the time to get to know everyone. When new residents arrive, the activities girls will chat to them about what they want to do then complete a social plan around their wants and needs. Our diversional and activities staff do an incredible job."



*Gail, Heritage Staff Member*

# Everyone's **here** to help

Nona and her late husband Bill moved to Heritage Lifecare six years ago, after falling in love with a unit straight away. "We knew if we lived somewhere like this, the family would know we were well looked after. It's independent living but if we needed the staff, they'd be here in no time."

In fact, the staff have been amazing from the outset. "They built a fence and put a dog door in so we could bring our spoodle, Koha with us."

Being involved in community groups, Nona appreciates living here all the more. "I love the gardens, they're very peaceful. Ricky and Wendy, the gardeners are great as well and so are the neighbours, we all help each other out."



*Nona, Village Resident*





# Our Services

Throughout the country we cater for many levels of care. All of our caregivers and nursing staff are trained and committed to providing you with not only the best care, but “A Better Everyday”.

## Rest Home Care

Our Rest Home Care is family-friendly; this helps to ensure that our residents always feel at home, while getting the necessary support. This level of care provides assistance and support for daily needs, such as meals, laundry and personal care by a team of capable and caring caregivers.

## Hospital Care

Our Hospital Care is for residents who need extra support for medical conditions or more significant disabilities. This level of care is overseen and supported by registered nurses 24/7. Our hospital residents need more help in some areas, but still enjoy “A Better Everyday” with activities, events and delicious meals.

## Day Program

Many of our care homes offer a valuable Day Program for older people living within the local community. A typical day would include entertainment, crafts and activities, as well as a delicious lunch! We aim to give our day program residents a great day out from their usual surroundings.

## Respite Care

Our Respite Care can be a planned break, scheduled in advance, or we can offer emergency respite care when it’s needed. Respite Care also allows guests to experience a care home environment for when they may need to consider one in the future, and gives family/whānau caregivers a deserving break.

## Dementia Care

We consider it a privilege to be able to provide supportive care to our residents. Our Dementia Care services offer the security and safety that’s essential for people with dementia, with 24/7 care provided by our trained caregivers and registered nurses. We also provide a daily programme of activities and support to enhance quality of life.

## Specialised Hospital Care

Some of our locations provide a higher level of specialist care in a safe and secure environment for people with behaviours that are challenging, this may be due to advanced stages of dementia or addictions.





## Activities on Offer

**Your likes and dislikes are important to us at Heritage. We can help you to continue to do the activities you like to do by creating a programme that is specifically designed for you.**

We want our residents to continue to do things that they enjoy, which is why there is a big emphasis on providing choice when it comes to deciding what you want to do with your day.

Outings to the local town or city are always popular, with either a stop for ice-cream or coffee. Classic board games, indoor bowls or quizzes help keep the mind stimulated, and movie afternoons are great for watching classics you have now got time to enjoy again.



### Palliative Care

Our Palliative Care services provide all essential medical and emotional support to ensure residents are given the support and care they deserve. Our aim is to improve the quality of life for the resident and their family/whānau.

### Village

A retirement village offers you the independence and freedom of living in a private dwelling with the knowledge that support is available should you have need. You can share village life with other residents with whom you share a number of commonalities such as similar-age but with varying interests and different circumstances.

**\*Please contact a local Care Home & Village Manager if you have any further questions regarding our services.**







# Getting Started

## Care Home

### 1. NASC Needs Assessment

You will usually have an assessment of need, which is carried out by your local NASC (Needs Assessment Service Coordinator) provider. They will assess what level of care you require.

To find out how to contact your local NASC service, you can go onto the Ministry of Health website: [www.health.govt.nz](http://www.health.govt.nz) and search Needs Assessment and Service Coordination Services.

### 2. Obtaining a Subsidy

We encourage you to undertake a financial assessment with WINZ as the payment for your care services may be able to be met through a partial or full Government subsidy.



### 3. Resident Admission Agreement

After you have finalised your choice of a Care Home, you will need to sign an Admission Agreement. This is signed before entry.

The agreement is between you and your Care Home of choice. It states the rights and responsibilities of you and the Care Home.

### 4. Need Care Right Away?

Depending on availability, we may be able to accept an emergency admission. This can be due to a hospital's recommendation. In this case, an Admissions Agreement will need to be signed as soon as possible.



# Village

## The Village Purchase Process

**Step 1:** Select the villa you would like.

**Step 2:** You will be given an admission pack containing the following: Disclosure Statement, Occupation Right Agreement and Application Form. You and the manager will complete the application form together.

**Step 3:** Lodge the completed Application Form with the Heritage Village Manager with a deposit. The deposit cheque is made out to the statutory supervisor for the village. The deposit funds will be held in trust until the sale is completed. If the sale is not completed the deposit will be refunded to you.

**Step 4:** After receipt and approval of your application, it will be forwarded to the Heritage Lifecare solicitors who will prepare the full documentation. This documentation will be sent directly to your solicitor.

**Step 5:** You will meet with your solicitor who will explain the documents to you. Once both you and the solicitor are happy that you understand the documents and they are in order, you and your solicitor will sign them. All the signed documents will then be sent back to our solicitors for signing by Heritage Lifecare.

**Step 6:** Cooling off period. After the agreement is signed, a 15 working day cooling off period begins, during which you may change your mind and cancel the agreement. If you cancel you are entitled to a full refund of any deposit you have paid.

**Step 7:** Your solicitor will pay the final settlement cheque to the statutory supervisor who will hold these funds (in addition to the original deposit they are already holding) until settlement, or late, for 15 working days from the date you signed the Occupation Licence.







## Care Home & Village **FAQs**

### **Care Home**

#### **How do I come into your Care Home?**

You'll firstly need to be assessed by an NASC assessor from your local DHB. They will assess whether your level of need requires movement into a Care Home. If you do need fulltime care, you can shop around at our locations. Once you have chosen a Care Home, you'll need to sign an admissions agreement as well as an Enduring Power of Attorney form by going through a lawyer.

#### **What is an NASC Assessor?**

An NASC (Needs Assessment Service Coordinator) is from the DHB and conducts needs assessments for people who may require rest home care. They determine what level of support is needed and what care the person requires.

#### **Who pays for my care?**

If you cannot fund your care yourself, a needs assessor can set up a means test through Work and Income to see if you meet the criteria for partial or full subsidised care.

#### **How will I get my medication?**

Staff will ensure that your medication is given to you as prescribed.

#### **Can I practice my own cultural beliefs?**

We have an open-door policy for residents from all religious and cultural affiliations. Some of our facilities also have their own Chaplin.

#### **Do you have a hairdresser?**

Most of our Care Homes have a hairdresser who visits regularly each week.

#### **What can I bring for my room?**

We want you to feel as comfortable as possible in your room, so you can bring personal items such as small furniture items and nic nacs to decorate your space to make it feel like yours. Please speak to the Care Home Manager if you wish to bring in any small electrical items.



## Can my family still care for me?

Yes of course, we understand the importance of having family around. There are many ways for your family to help care for you and remain involved.

## What kind of food is served?

Our menu is approved by a qualified dietician and we cater for special dietary requirements. Please contact your local manager for a current menu.

## Can I have alcohol?

Please talk to a senior nurse to see if alcohol would interfere with any medications you are taking.

## How is my laundry handled?

We have housekeeping staff who look after your washing and bedding. It's important to label all clothing prior to it being sent for washing.

## How will I spend my day?

We allow for a lot of choices in your day as we want to give you as much independence as possible. There is an activities programme every day, as well as outings throughout the week. It's up to you how much you would like to participate in, but we give you the option of what you would like to do.

## What kind of activities are available?

Each Activity Coordinator at our different facilities will tailor activities to what residents want and what is available in the area, but all will follow a programme guideline. Contact your local manager for a current activities programme.

## What is Enduring Power of Attorney?

An Enduring Power of Attorney (EPA) is a legal document that protects your wishes and assigns a trusted person (an 'attorney') to make decisions on your behalf.

# Village

## What is the Disclosure Statement?

A disclosure statement is required by law and sets out the information about the ownership, management, and the supervision of the village. It includes information about entering and leaving the village (occupancy tenure), the state of the village, the services and facilities offered and the arrangements for maintenance and refurbishment.

The costs of entering, living in, and what you can expect to get back after you leave are explained in the Disclosure Statement. It includes important information about the cooling off period after you sign the Occupation Right Agreement, during which you cancel the agreement and get a full refund of any deposit paid. You must receive a copy of our Disclosure Statement before you sign your Occupation Right Agreement.

## What is the minimum age for entry into our villages?

To live at one of our villages, you must be at least 65 years old.

## Do I have to participate in village activities?

You can participate as much or as little as you wish. Living in a community with other people provides

many opportunities for socialisation and making friends. Your privacy is respected but interaction with others is there if you want to be involved. The village has a range of activities and outings available.

Some residents like to be totally involved while others prefer to live quietly. The choice is entirely yours; you decide just how much you want to be involved in the life of the village.

## Can family and friends stay with me?

Guests are always welcome! Visitors can stay up to 4 weeks at a time. If they intend to stay longer, then prior consent must be obtained from the Village Manager.

## Are pets allowed?

We know how important a pet can be in a person's life and so most small pets are welcome to live in the village. It is the resident's responsibility to look after them so that they don't become a nuisance. Advance written permission from the Village Manager is required for any pet to live in the village.

We will want to reach agreement up-front over the responsibilities of pet ownership, who will care for the pet when you cannot and what might happen if your neighbours subsequently complain about your pet. We will agree to all of this in writing.





HERITAGE LIFECARE

**At Heritage Lifecare, when we talk about “A Better Everyday” we mean it, hand on heart. Our vision is to provide you with the very best in care and wellbeing, using our extensive experience in residential aged care to help individuals live their best life.**

A trusted aged care provider, Heritage Lifecare’s successful growth has stemmed from the ability to nurture and grow environments that feel like home – promoting inclusion, interaction and strong community values. Respecting individuals – both residents and staff – is the foundation stone on which Heritage Lifecare has been built.

We understand that choosing the right provider can be quite overwhelming so we’re here to answer any questions you and your family might have.

[www.heritagelifecare.co.nz](http://www.heritagelifecare.co.nz)