



# Kingswood Rest Homes

Matamata and Morrinsville

175 Firth Street Matamata (07) 888-7418

59 Allen and 422A Thames Street Morrinsville (07) 889-7850

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



## INFORMATION BOOKLET

This booklet has been compiled to provide you with information which you and your family may find useful, outlining the basis of the care the Residents at Kingswood Rest Homes receive and the philosophy of our company.

**Haere Mai**

The Management and Staff of Kingswood Rest Homes wish to  
extend to you our Warmest Welcome

**Mā te Atua koe e tiaki**

## CONTENTS

Our Mission Statement and Philosophy.....	3
About Us.....	4
Staff.....	5
Assessment of New Residents and Planning Care.....	5
Prioritisation Process.....	5
Advocacy for Residents.....	6
Enduring Power of Attorney.....	7
Concerns and Complaints Policy and Protocol.....	7
Resident and Family Satisfaction and Residents’ Meetings.....	7
General Information.....	8-10
• Room Allocation	
• Transfer	
• Personal Possessions / Clothing / Valuables	
• Newspapers, Telephones and Mail	
• Televisions, Sky, Radios and Telephones / Electrical Appliances	
• Call Bell System / Cleaning and Laundry / Hairdressing, Nails and Podiatry	
Meals and Special Occasions.....	10-11
Cultural Recognition.....	11
Health Care / Privacy Protocol.....	11-12
Activities and Outings.....	13
What is the Spark of Life Philosophy.....	14
Residents’ Rights and Responsibilities.....	15
Useful Telephone Numbers and Websites.....	16

## **Introduction:-**

Kingswood Healthcare is a privately owned family business offering a premium level of care to our Residents. There are qualified, dedicated teams in place to ensure that the needs of all our Residents are adequately met. We employ the services of full-time Registered Nurses at both our Rest Homes, who work closely with the local G.P's and a Nurse Practitioner. In both Mata-mata and Morrinsville, we are the only Rest Homes in the area specialising in the 24 hour care of people who have been assessed as requiring specialist Dementia Care.

## **Mission Statement:-**

Providing dignified care for the Elderly

## **Philosophy:-**

Kingswood Rest Homes are comfortable, compassionate and friendly homes for Residents and those who provide their care. We will provide:

- A caring, home-like environment where the Older Person can live with the dignity, honour and respect they deserve as senior members of our community;
  - Safe havens for our Residents, responding to their changing needs and continually measuring and improving the quality of our services to them;
  - Support at all times by qualified staff that will provide the highest level of ongoing individualised care appropriate to the needs of each and every Resident;
  - Support and treatment for alleviation of pain and suffering;
  - Full and understandable explanations of individual treatment, medication and progress;
  - Access to doctors, counsellors and other health-care professionals whenever needed;
- 
- Stimulating contact with people of all ages and the opportunity to be involved in therapeutic and challenging activities within the home and / or community;
  - Individual recognition and respect for the privacy of the Residents and their personal possessions;
  - Encouragement of a feeling of personal security;
  - The encouragement and opportunity for each Resident to follow their own religious and cultural beliefs;
- 
- Through the “Spark of Life” Philosophy we will re-ignite the human spirit, boost self-esteem and bring joy to life in our Residents, ensuring that the Kingswood Rest Homes are places where the staff love working, the Residents love living and their families and friends love visiting.



**Caring for the Elderly and People assessed with  
Dementia is our Passion**

## About Us:-

Kingswood Rest Homes in Matamata and Morrinsville are currently the only Rest Homes in the Matamata Piako District specialising in the 24 hour care of people who have been assessed as requiring Stage 3 Dementia care.

In Matamata we offer a 25 bed specialist facility to care for people assessed with Stage 3 Dementia. There are single and double bedrooms available able to accommodate up to 25 men and women and we offer respite beds, when available, to those that need them.

In Morrinsville we offer 28 Dementia beds in two separate buildings with their own beautiful, enclosed gardens. Some of the bedrooms are private and others are double rooms. We have found that many people assessed with Dementia who have come into our care over the years have greatly benefited from sharing a room with someone else and great friendships have been established in this way.

The Rest Home Facility in Morrinsville is a brand-new purpose built building which opened in February 2016. We can accommodate 16 Residents in their own private ensuite bedrooms, with spacious living and dining areas and a private hair salon. There are lovely patios and gardens and a little 'coffee shop' for daily socializing.

Kingswood Rest Homes are owned by Kingswood Healthcare Holdings, which is a privately owned, family business. Tonya Holroyd, our General Manager and a share-holder in the business, oversees the day to day operation of the Kingswood Rest Homes in Matamata and Morrinsville, with the assistance of a qualified and experienced team of Registered Nurses and Caregivers, as well as a team of Grounds and Housekeeping Staff. She has had considerable experience in private hospitals and rest homes, with more than 20 years of experience in Private Hospital administration prior to taking up the position of Manager at our Rest Home in Matamata in 2007.

Our dedicated team of caregivers and nursing staff at the Kingswood Rest Homes have had years of experience in Rest Home Care, some with as many as 20 years in the industry. What the junior members of staff lack in experience in years of service, they make up for with passion for what they do and are well guided by the more senior staff.

We practice the "Spark of Life" Philosophy, through which we will re-ignite the human spirit, boost self-esteem and bring joy to life in our Residents, ensuring that the Kingswood Rest Homes are places where the Residents love living, the staff love working and families and friends love visiting. We are passionate about what we do.

We have recently been awarded four years of certification by HealthCert, (the Ministry of Health's auditing and certification arm), in Matamata and three years of certification in Morrinsville, achievements we are very proud of, with four years being the maximum certification given by the Ministry of Health.



## **Staff:-**

The staff at the Kingswood Rest Homes have extensive experience in Rest Home Care and in the care of people with dementia. We practice a policy of ongoing in-house and external education to ensure all staff members are fully capable of meeting the needs of our Residents. All staff have either already gained, or are working towards gaining their Certificate in the Care of the Older Person, a nationally recognised qualification.

In addition, our members of staff working in Dementia Care are trained specifically to care for people with Dementia, to minimise incidents of challenging behaviour.

Our Registered Nurses and Care Staff will explain the general routines to the Resident and the Resident's family or his or her representative.

## **Assessment of New Residents and Planning Care:**

Before admission Residents will be required to undergo assessment by the Older Persons Assessment Team (OPAT). The Assessor will be able to advise you of the level of care you require. You are able to access this assessment facility by a referral from you GP, Social Worker or a friend or relative may contact the Older Person Assessment Team and request an assessment.

Residents are not usually admitted until this assessment has been completed and approval has been granted by OPAT for them to enter a Kingswood Rest Home.

It would be at this stage that the Resident or his or her representative would start the process to apply for a Residential Care Subsidy or Loan, if at all. If this is already approved, the approval letter must be copied to the Manager of the Rest Home upon admission. If the subsidy or loan is not yet approved, then the Resident or Resident's guarantor must sign the payment guarantee and fortnightly fees must be paid until such time the subsidy is approved. If back-payment is made by the Ministry of Health once WINZ has approved the Subsidy or Loan, the over-payments made by the Resident will then be paid back to the Resident within 10 working days of payment being received.

## **Prioritisation process:-**

Residents are accepted on a first come first served basis and as beds become available.

Priority will, however, be given to prospective Residents who are from the Town or District which the Rest Home is in, at the discretion of the Rest Home Manager.

The Assessed level of care enables entry into a Rest Home or Hospital, but the level of funding assigned to the individual is currently asset by WINZ, under the auspices of the Ministry of Social Development.

If the individual does not qualify for Rest Home care, then they may pay privately if they still wish to proceed.



## **Advocacy for Residents:**

We are able to refer you to an independent advocacy service at the earliest opportunity if you have any concerns over your family member's care or your family's involvement in his or her care and are not able to reach a resolution.

### **Who is the advocate?**

The person who speaks and acts on behalf of the Resident.

### **What do they need to do?**

- Support the Resident and / or the Resident's family in making decisions or act on their behalf;
- Be included in decisions made by the Rest Home about the care and well-being of the Resident.

### **When are they needed?**

- When the Resident is unable to make his or her own decisions, for example in failing health or confusion ;
- On advice from the Manager or team leader or when the Resident chooses to have them;
- When the Resident is confused and not sure what to do.
- **What happens when there is no named advocate?**

The Manager is the person who will decide who is the best person to act on the Resident's behalf.

## **Client Advocacy Policy and Responsibility:-**

It is the policy of Kingswood Healthcare that Residents shall have ready access to an advocate, (who is culturally and spiritually appropriate), in situations where they require help, protection and support whilst receiving services from Kingswood Healthcare. Management will ensure that the Resident has received the services of an advocate within 24 hours of the request for an advocate being made, by either the Resident or the Resident's family.

It is the responsibility of all staff to observe Kingswood Healthcare's Mission Statement and the rights of Residents as detailed in the Residents' Rights and Responsibilities and to act as advocates for Residents and their families in their normal daily activities. Any Resident, or their family acting on their behalf, is free to retain the services of any external advocate of their choice.

## **Advocacies available to the Resident:-**

- Citizens Advice Bureau, Matamata - Phone (07) 888 8176
- Health Consumer Service - Free Phone 0800 801482
- Ministry of Health - Phone (07) 834 0013
- Raukawa Trust - Phone (07) 880 9774

## **Enduring Power of Attorney:-**

The person nominated will have Enduring Power of Attorney over many matters concerning the Resident's health and welfare. This person may or may not be the named advocate.

For any Resident who is unable to make their own decisions and requires the help of their Enduring Power of Attorney, (EPOA), the nursing staff are required to discuss any changes with that person before proceeding.

Consent and payment can only be made by the enduring power of attorney should the Resident be unable to do this for themselves.

More information on Power of Attorney is included in the Admission Agreement.

## **Concerns and Complaints Policy and Protocol:-**

Kingswood Healthcare is committed to the delivery of Quality Care. Every Resident must be afforded the highest quality of care, delivered to them with dignity, regardless of situations which may make this difficult.

There may be occasions when the Resident, or their family, has a genuine concern or complaint regarding the Resident's care or quality of life. It is important for the sake of the Resident, their family and the Rest Home that any such issues are resolved.

To assist resolution of issues; New Zealand Aged Care Association has established a protocol which allows for concerns regarding the delivery of care and breaches of Residents Rights to be dealt with in a sensitive and fair manner and as quickly as possible.

Residents and their families must feel secure that the Resident will not be adversely affected by exercising their right to question the service being provided and Kingswood Healthcare thus gives the Residents and their families absolute assurance that the continuity of service will be maintained during an investigation and resolution of any concern or complaint.

## **Resident and Family Satisfaction:-**

We regularly conduct surveys to give you the opportunity to tell us how we can improve our service and we welcome your comments and suggestions. All suggestions will be responded to by management.

## **Residents Meetings:-**

Monthly meetings are held with Residents. During these meetings you will be welcome to make suggestions on how the care provided for you could be improved and to discuss any other matters.



## **General Information:-**

### **Room Allocation:-**

New Residents are allocated a bedroom on admission, but management reserve the right to move a Resident to another room should the need arise. If this should happen, the Resident and / or family or representative will be consulted beforehand.

### **Transfer:**

Should the condition of the health of the Resident change; Kingswood Healthcare may be required to transfer him or her to a different level of care. This will be done in consultation with the Resident and / or his or her family or representative and the Resident's doctor.

### **Personal Possessions**

Residents may wish to bring paintings or ornaments, or perhaps their own favourite chair. This is limited only by the space available and by the Resident's care needs. Please discuss this with our Rest Home Manager. Having some personal, familiar things about will help a new Resident to feel at home right away.

### **Clothing**

On admission speak to our Manager or Nurse about which items of clothing we recommend are brought in on admission. All garments should be labelled for easy sorting during laundry and to limit losses. As labels wear, we will replace them.

Loose necks, preferably with button fronts, loose wrists and waltz-length are suitable for summer and winter. Cotton / interlock garments that wash and wear are the best, and less likely to cause skin irritations. Stretch fabrics are wonderful for the older person, as they stretch as the staff assist with dressing Residents. These fabrics launder well and do not require ironing. We also suggest one good set of clothes for special outings and occasions.

Night attire, including dressing gowns, must clear the floor by at least three inches, (reducing tripping accidents) and must be loose fitting. Please ensure that pyjama pants are the correct length and that pyjama tops fit loosely. Dressing gowns should have fully open fronts.

During the year, we ask that family or representatives check wardrobes and drawers at the end of each season and to remove and replace unseasonable clothing.

### **Valuables:-**

We are unable to store valuables, alternative arrangements will need to be made. Large sums of money should not be kept by Residents in their rooms.

### **Newspapers:-**

Communal Papers, The New Zealand Herald and The Waikato Times are all delivered to the Rest Homes and are available for everyone to read. If a Resident prefers to have their own copy of a newspaper, they are welcome to arrange delivery of this to the Rest Home.

## **Telephones and Mail:-**

Residents have the use of the Rest Home phones to receive calls and to make local calls. Private telephones can be installed in bedrooms at the Residents' cost. This will be on-charged without mark-up. Toll-calls made on the Rest Home phone will be on-charged.

Mail is delivered directly to the Rest Home by NZ Post and mail can be posted for Residents.

## **Televisions, Radios and Electrical Appliances:-**

The Rest Home does have a television in the lounge, but Residents often like to install their own televisions in their bedrooms. This must be done by a Kingswood approved contractor and the cost will be on-charged directly to the Resident with no mark up. Should a Resident wish to have Sky satellite television installed, we will arrange a Sky contractor on the Resident's behalf and this will be billed directly to the Resident. Televisions and radios in rooms should be used with consideration for other Residents.

For safety reasons we do not allow any heating appliances such as kettles, heaters, electric blankets, etc. in the bedrooms. If appliances such as radios or TVs are brought in, they will need to be tag-tested before bringing them in.

## **Call Bell System:-**

Our call bell system in the Rest Home, allows Residents to call staff for assistance should they need it and bells can be found in the bathrooms and toilets too. Call bells are not found in rooms in our Dementia facilities for safety reasons.

## **Cleaning and Laundry:-**

Residents being up and about for breakfast and morning tea allows our cleaning staff time to clean the rooms before midday.

We have a fully-equipped, modern laundry on site and any clothing which requires washing will be taken by the caregivers to the laundry daily for washing and drying and will be returned to the caregivers to pack away. We are unable to hand-wash woollens and delicate garments and these will have to be taken home by family for laundering. Clothes requiring mending will be left in the office for collection by family, unless a Resident has no family or friends locally, in which case we will take care of this for them.

## **Hairdressing and Nails:-**

Our contracted hairdressers call into the rest home on a regular basis and carry out their services in our specially equipped hair salons on site.

Our Caregivers are encouraged to spend quality time with our residents and very often, as their day allows, they can do the Ladies' nails for them.



All residents in our Dementia facilities will have hair dressing and podiatry services carried out routinely and we will pay for these services out of their petty cash, kept by us in a Trust account for them.

Rest Home Residents will pay for these services as they are carried out directly to the service providers.

## **Meals:**

We serve breakfast, morning tea, lunch,

afternoon tea and dinner daily as well as a hot drink and snack before bed. Residents and their families are encouraged to have input into menu choices. For this reason and because we wish to optimise the health of the Residents, we need to know if Residents have any particular dietary requirements.

We encourage all our Residents to start the day with breakfast in the dining room, unless your doctor or our Registered Nurse suggests otherwise. All main meals are served in our dining rooms and beverages and additional snacks are available at any time.

All meals and baking are freshly prepared on site by our qualified staff and strict hygiene and food regulations are observed at all times. All staff working with the preparation of food are appropriately trained in food preparation and service.

Cultural preferences may influence the sort of food that is preferred. Please let us know if there are cultural preferences and we will find ways of meeting these.

We make use of the WDHB approved dieticians from time to time, to advise us on menus and our cooks, menus and kitchens are audited once a year by a registered dietician.

Food is not to be kept in the bedrooms, apart from fruit or confectionary, but If you would like us to store special food items, please ask your caregivers to assist you.

## **Special events, birthdays and other celebrations:**

Birthdays are always celebrated in our Rest Homes. Please speak to our Rest Home Manager should you wish us to plan a special celebration and we will assist you. Christmas, New Year and Easter are celebrated at our Rest Homes every year and families are welcome to join us for our celebration functions.

## **Cultural Recognition:**

Cultural awareness is an integral part of Kingswood Healthcare's service, enabling us to ensure that every resident is treated equally and has his or her needs are met with respect to their cultural beliefs and protocols.

Kingswood Healthcare acknowledges the Treaty of Waitangi and our staff are culturally sensitive. Local Kaumatua often call on our Rest Homes and assist us with better understanding Māori culture. We also acknowledge Polynesian culture and aim to provide culturally sensitive care.



## **SAMPLE MENU**



### **Breakfast:**

Fruit Juice, Cereals and Porridge, Scrambled Eggs, Toast and Spreads, Tea and Coffee

### **Morning Tea:**

Savoury Scones

### **Lunch:-**

Hearty Beef Casserole served with Dumplings, Creamed Spinach and Diced Carrots  
Self-Saucing Chocolate Pudding and Cream



### **Afternoon Tea:**

Home Baking

### **Dinner:**

Homemade Soup of the Day with Buttered Bread.

Smoked Fish Pie with Lemony Carrot Salad

Chocolate Slice with Whipped Cream

Fresh Fruit

### **Supper:-**

Milo and Biscuits

Our weekly menus are wide and varied, all cooked in-house with the freshest ingredients, by our experienced cooks and we have scored an 'Excellence' for our Menus and Kitchens two years in a row.

## **Visitors:**

At Kingswood Rest Homes we welcome visitors at any time and look forward to getting to know friends and family. Participation in the Resident's daily life is encouraged.

## **Health Care:**

The staff at the Kingswood Rest Homes have either already gained, or are working towards gaining their Certificate in the Care of the Older Person, a nationally recognised qualification.

We employ the full-time services of Registered Nurses, who are on call when not on site.

Our Registered Nurses and Care Staff will explain the general routines to you and your family and will plan a daily care routine with the Resident.

Our Registered Nurses are responsible for monitoring the health and well-being of our Residents and for ensuring swift and proper treatment for any health problems which may arise and they work closely with the Doctors.

Kingswood Rest Home in Morrinsville makes use of the services offered by Morrinsville Medical Centre and Dallas Clinic. In Matamata the Doctors and Nurse Practitioner at Matamata Medical centre take care of our Residents.

If your GP practices from one of these practices, you will continue to see him or her. If, however, you have moved to Morrinsville or Matamata from another area, we will help you choose a GP practising at one of these clinics. A Nurse or a Caregiver will accompany you to all your GP visits and other health care services if a family member cannot.

Your involvement in planning your loved one's care is really important. There are various ways this happens. The Personal Profile document is completed either prior to or immediately after admission. This will also be utilised in developing the Resident's Lifestyle Care Plan, in consultation with you and your family member.

### **Other Medical Services:**

Other specialised medical services are all available, if needed or recommended by the General Practitioner, (GP), or the Nurse Practitioner, (NP), to the Residents over and above the daily practice of our Registered Nurses, Caregivers, GPs and NP.

If you wish to engage any other medical service for your family member, please put in a request to our Rest Home Manager or Registered Nurses. They will work closely with you and your loved one to ensure the best care possible.

Other medical services, for example dentistry, optometry, podiatry, x-rays, audiology, physiotherapy, etc. will be for the account of the Resident.

A podiatrist visits our rest homes every six weeks and it is recommended that all Residents make use of this service. Residents in our Dementia Facilities receive this service routinely each time he visits and this is paid for out of their petty cash which we administer on their behalf.

We can arrange for other health professionals to visit the rest home on an as needed basis too.



### **Medications:**

We have a medication policy in place and are responsible for the safe dispensing of medication to our Residents.

The pharmacists who we work with, robotically pre-pack all prescriptions which makes administration of medications very easy and eliminates mistakes.

All medications are kept in locked cabinets and are dispensed by qualified, authorised staff only, under the supervision of the Rest Home Manager or a Registered Nurse.

### **Privacy Protocol:**

We are committed to ensuring that the privacy and dignity of our Residents is maintained at all times whilst they are in our care. We keep information about their well-being and lifestyle needs on file, but this is confidential information and available only to the people responsible for their care.

## Activities:-

We have full-time Activities Coordinators working at all our Rest Homes. They are responsible for coordinating the daily activities. Residents from one Rest Home often visit the other Rest Homes to share in activities, functions and theme days.

Many of the Residents enjoy pottering around in the garden and help us grow fresh veggies, which we use in our daily preparation of meals.

Exercise, Life Skills Development and Spiritual Guidance are all offered and our Activities Coordinators organise a wide ranging program of activities and therapies during the week, including the Sunshine Clubs and craft sessions. (See more about the Sunshine Clubs overleaf). We often have visiting entertainers and take our Residents out on regular outings.

Kingswood Rest Homes have a wide range of activities available to our Residents every day, some of which are:

- Flower arranging;
- Interesting Arts & Crafts;
- Gardening and Garden Art;
- Bowls, Croquet and Mini Golf;
- Television and DVD screenings,
- Dancing, Music Therapy and exercises to Music;
- Visiting musicians and other entertainers;
- Music and Sing-a-longs;
- Board Games, Quizzes and Card games.
- Reading - daily news and books, (from our local libraries).



## Outings:

Our Rest Homes provide well-maintained, comfortable mini-busses for regular and varied outings to local places of interest, for picnic lunches and afternoon teas.

Lunch outings to the local RSA are a regular event and our Activities Coordinators often take our Residents on outings to town, museums, the beach and other places of interest.

Our Residents often visit Residents at our other Rest Homes and get together for special occasions such as Matariki Celebrations and St Patrick's Day.

A calendar of yearly celebrations is available from our Rest Home Administrator.



## What is the Spark of Life Philosophy?

Kingswood Rest Homes embrace the Spark of Life Culture Enrichment Philosophy which is designed to rekindle the “Spark of Life” in our Residents. We practice this philosophy across the board in Rest Home and Dementia Care, as we have found the benefits to be great.

The Spark of Life club programme is a gentle, practical and celebratory approach to human relationships and communication.

We invite our Residents to join our “Sunshine Clubs” and enjoy specific stimulatory sessions to reawaken their memories and skills. The club programme has small groups that operate on an equal level, which provide a safe haven where people with Dementia can experience success in everything they say and do. This boosts their self confidence, thereby enhancing their ability to communicate.

Based on love, appreciation, patience and playfulness, Spark of Life clubs encourage spontaneous and creative self expression. These clubs are carefully thought out and planned programmes designed to improve the emotional and social wellbeing of our Residents who have been assessed with Dementia

The “Spark of Life” philosophy is based on ensuring that every Resident has a happy, loving environment to live in, where our caring staff are supportive partners to them, rather than just caring for the physical needs of the person.

The three core principles, that double as strategies, are all conscious choices and represent the Spark of Life Mind-set – HOW you think – and the Spark of Life Attitude – HOW you act – that underpin every interaction. The strength of these strategies lies in not what you do, but HOW you do it – nor in what you say but HOW you say it.

### They are:-

- **Shift your Focus** – from your own viewpoint to the other person’s point of view, with the aim of gaining genuine understanding of “where the other person is coming from”.
- **Share your Heart** – to engage compassionately with love and appreciation with the aims of boosting self confidence, which strengthens a person’s identity.
- **Shine your Light** – at an energetic level to give love, confidence and gentle encouragement with the aim of enriching the other person’s life



### The Five Universal Emotional Needs we work hard to ensure are provided are:

- To be needed and useful;
- To have the opportunity to care;
- To love and be loved;
- To have self esteem boosted;
- To have the power to choose

The Spark of Life Approach is a natural partner to the Eden Alternative and Person Centred Care and works in perfect harmony with their principals and styles of application. It has been described as the practical step-by-step guide to implementing person-centred care. Visit the Spark of Life website at [www.dementiacareaustralia.com](http://www.dementiacareaustralia.com)

## Residents' Rights and Responsibilities

The Health and Disability Sector Standards require the provider to inform the Resident of their rights and responsibilities. Below is New Zealand Health Care Providers' Code of Resident Rights and Responsibilities, which has been formulated to incorporate the Code of Health and Disability Services Consumer Rights.

### You have a right to:

- Personal and health care according to your needs, to be consulted about all matters regarding your care and to be involved in decision making around your daily living;
- Be treated as an individual and with dignity and respect and to fair treatment at all times;
- View a copy of the Code of Health and Disability Services Consumer's Rights 1996;
- Treat the Rest Home as your home and to regard yourself as a member of a family;
- A service that is safe and quality controlled;
- Choose and maintain contact with individuals and groups from the community and to socialise with whomever you choose;
- Be able to choose from a range of activities both in the Home and in the Community;
- Maintain your personal independence as much as you can;
- Ensure that your possessions are not shared without permission;
- Privacy and Confidentiality of any records;
- Continue with cultural and religious practices and value systems which have determined your life in the past;
- Complain about anything that upsets you and if necessary have access to an independent advocacy service .



### You have a responsibility to:

- Treat fellow Residents and staff with dignity and respect;
- Remember that other Residents have the same rights as you;
- Assist staff in looking after your health;
- Inform staff when you are leaving the Rest Home, who will be with you and when you hope to return;
- Treat the Rest Home with care and respect;
- Keep any financial matters current;
- Adhere to any house rules;
- Inform Kingswood Healthcare Management of any private arrangements or needs.
- <https://www.health.govt.nz/system/files/documents/pages/81341-2008-nzs-health-and-disability-services-core.pdf>

## Useful Phone Numbers:-

- **Age Concern New Zealand:**  
[www.ageconcern.org.nz](http://www.ageconcern.org.nz)  
Phone : (07) 838- 2266
- **Grey Power:**  
[www.greypower.co.nz](http://www.greypower.co.nz)  
Phone: (09) 299 -2113
- **Alzheimers New Zealand:**  
[www.alzheimers.org.nz](http://www.alzheimers.org.nz)  
Phone: (04) 381 -2362
- **Eldernet New Zealand:**  
<http://www.eldernet.co.nz/Home>  
Phone Seniorline 0800 725 463
- **Citizens Advice Bureau**  
[www.cab.org.nz/Pages/home.aspx](http://www.cab.org.nz/Pages/home.aspx)  
Phone: (07) 888 8176
- **Ministry of Social Development:**  
[www.msd.govt.nz/what-we-can-do/seniorcitizens/](http://www.msd.govt.nz/what-we-can-do/seniorcitizens/)  
Phone: (04) 9163300
- **Mental Health Foundation:**  
[www.mentalhealth.org.nz/page/196-older-people](http://www.mentalhealth.org.nz/page/196-older-people)  
[www.mentalhealth.org.nz/page/173-dementia-related-sites](http://www.mentalhealth.org.nz/page/173-dementia-related-sites)  
Phone: (09) 300 -7010
- **Dementia Care Australia - Spark of Life**  
[www.dementiacareaustralia.com/library/dementia-foundation-for-spark-of-ife.html](http://www.dementiacareaustralia.com/library/dementia-foundation-for-spark-of-ife.html)  
Phone: +61 3 9727 2744
- **Ministry of Health :**  
[www.health.govt.nz/your-health/services-and-support/health-care-services/services-older-people](http://www.health.govt.nz/your-health/services-and-support/health-care-services/services-older-people)  
Phone: 0800 611 116

