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GLOSSARY



ACC: Accident Compensation Corporation.

ARRC: Age Related Residential Care. Term often used in relation to the DHB contract with residential care providers. (See also page 146)

ATR: Assessment Treatment and Rehabilitation (or 'rehab' in some areas). An inter-disciplinary team (including doctors, nurses, social workers, speech language therapists, physiotherapists and occupational therapists) provide these services.

DEMENTIA CARE HOMES: These specialise in dementia care and provide a safe, secure environment.

DHB: District Health Board. These provide or organise health services. DHBs in this region are: Auckland, Counties Manukau, Waitemata and Northland.

DUAL USE/SWING BEDS: May be used as either rest home or hospital beds. (See page 127)

GP: General Practitioner or doctor.

InterRAI: A computer-based assessment and care planning tool.

MC: Maximum contribution. Those in contracted residential care who have been needs assessed and eligible for care, are required to pay no more than the MC. The amounts as at 1 July 2017 range from \$977.90 - \$1062.95 per week (depending on where you live). NASC will be able to tell you the amount for your area.

MoH: Ministry of Health. The MoH has given the responsibility for funding of age-related disability services to the DHBs.

MSD: The Ministry of Social Development provides a range of support services to older people including additional financial assistance to those who meet eligibility criteria. Enquiries related to older people are now handled by MSD.

NASC: Needs Assessment and Service Coordination. A common term for a service responsible for identifying your needs and setting up services. (See page 7, 54)

ORA: Occupation Right Agreement. (See page 90).

RCS: Residential Care Subsidy. A subsidy available for residential care (i.e. rest home, hospital, dementia, or psychogeriatric) to those who meet eligibility criteria.

RV: Retirement Village.

PSYCHOGERIATRIC CARE: A residential care service for people whom a psychogeriatrician determines would benefit from care in such a setting. (see page 127). Also called D6/PG.

WINZ: Work and Income. A division of the Ministry of Social Development.

WHO TO CONTACT IN YOUR AREA

Auckland DHB area:

Community Services ADHB
Greenlane Clinical Centre
Private Bag 92024
Auckland 1142
Phone: (09) 631 1234
Fax: (09) 623 6472
E: communityservices@adhb.govt.nz

Counties Manukau DHB area:

Counties Manukau DHB
Needs Assessment & Service
Co-ordination (NASC)
Middlemore Hospital
Private Bag 93311, Otahuhu
Auckland 1640
Phone: (09) 276 0040
Fax: (09) 276 0041
E: DutyNasc@middlemore.co.nz

Northland DHB area:

Health of Older People,
Northland DHB
Whangarei Area Hospital,
Private Bag 9742, Whangarei 0140
Phone: (09) 430 4131 / 0800 88 88 90
Fax: (09) 430 4128
E: nasc@northlanddhb.org.nz

Waitemata DHB area:

Waitemata DHB Needs Assessment &
Service Co-ordination (NASC)
North Shore Hospital, 124 Shakespeare
Road, Takapuna, Auckland
Private Bag 93 503
Phone: (09) 442 7171
Fax: (09) 486 8997
E: nascinfo@waitematadhb.govt.nz

Hokianga Area: Hokianga Health, Parnell Street, Rawene. Phone (09) 405 7709

For general information about how the process works:

Seniorline Phone 0800 725 463

Hours: Monday to Friday 8am to 4pm (excluding Public Holidays)

Funded by all New Zealand DHBs





Like to talk to someone?

If you, or an older person you know is having difficulty managing at home, phone Seniorline to find out about:

- Help to stay at home**
- Relief care for carers**
- Rest home care**

www.seniorline.org.nz
Call 0800 725 463

EQUIPMENT & OTHER SUPPORT

If you are finding it difficult doing everyday tasks then getting some specialised equipment or home modifications might make things easier. They may help you to remain independent and increase your confidence and happiness about being at home too. Examples of commonly used items include: hip protectors; stocking pullers; bath stools; jar openers; shower stools; toilet raisers; walkers; scooters; medical alarms; sensor alarms/mats; home modifications e.g. a ramp or hand rails; etc.

There are several ways in which you can obtain specialised equipment including:

- Accessing MoH funded services
- Privately buying the equipment or having modifications installed
- Applying to other organisations for funding e.g. Lotteries Grants etc.

Demand for MoH funded equipment and modifications services (EMS) currently exceeds available funding. To deal with this a prioritising process has been set up. Those who have the greatest need and will benefit most from service are given higher priority. Your eligibility for MoH funded services depends on whether you have a disability that will last longer than six months, the cost of equipment (if under \$50 you may have to buy it yourself), your residency, whether you have access to other funding e.g. ACC, the outcome of an assessment known as the 'Impact on Life' questionnaire and the associated prioritising system.

The assessment must be undertaken by an approved assessor and this most commonly comes about after a health event which results in you being admitted to hospital or needing support at home. You can ask for an assessment yourself by contacting your GP, NASC, Enable information (phone 0800 171 981) or other authorized services (see www.health.govt.nz keyword 'equipment').

The 'Impact on Life' questionnaire asks you to think about the effect that your disability is having on you and those closest to you. Avoid putting on a 'brave front' and thinking about others who are 'worse off' than you; think about and ask yourself honestly, if a change in your situation may help you to manage your disability. A computer programme is used to process your answers. It establishes what support you would benefit from, your eligibility for funding and priority. Should funding not be available other options will be discussed with you.

If you are buying equipment there are specialist stores that have a range of equipment. You do, however, need to be aware that not all equipment suits all people. An example of this is a walking frame; they're not all the same and getting the wrong one could make going for a walk even more dangerous, so make sure you get good advice, preferably from a trained person or professional. A good equipment store will always assess your ability to use the equipment correctly and safely. Consider the storage and transportation of larger pieces of equipment, e.g. walking frames, do they fit in the boot of a car?

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ASSESSMENT & SERVICE COORDINATION

Find out:

- ▶ Why an assessment will be useful
- ▶ How to get an assessment, how the system works, who is eligible
- ▶ What might happen during and after an assessment
- ▶ Who will do the assessment
- ▶ How this will affect what you pay for

Sometimes older people put up with poor health and/or disability when they don't have to. These problems can often be sorted out and quality of life improved. The assessment process helps to find out what's going on and, if it's found that you need services, then service coordinators will help to put these in place.

Each DHB has a team of experienced health professionals who are responsible for this process. This includes people known as Needs Assessors, NASC, Service Coordinators or Care Coordinators. In this region, we refer to the service as NASC. When you contact the service you will be told about how things work in your region. These people may also:

- Refer you to medical and other specialists if needed.
- Recommend a course of action best suited to your needs.
- Put you in touch with the right people to set things up.
- Advise you how to proceed or help guide you through 'the system'.
- Advise you as to your eligibility for services and any subsidies.

Assessment

An assessment is not something you pass or fail. It is a way of finding out about your health and well-being and determining what you might benefit from. It's to your advantage to be honest about your situation. An assessment may be basic and quick or more comprehensive. It can take place in your home, at an inpatient ward or rest home, clinic or another place of your choice. It is usually done by a Clinical Needs Assessor or, if your needs are less complex or are being reviewed, a contracted and qualified agent at a home support agency or residential care facility, etc.

If you have a comprehensive clinical assessment you will be asked about: your health, your personal situation, including any support from family/whanau or friends, what you can do for yourself (abilities you have) and what you want to do. It can take up to several hours. Specialist referrals may be made for further assessments if required, e.g. with a geriatrician (doctor), physiotherapist, occupational therapist, social worker, gerontology nurse specialist, speech therapist, etc. The outcome of the assessment will be discussed with you and, if relevant, treatment and/or equipment provided and arrangements made to coordinate services. A computer based programme known as interRAI is used during the process.

Being referred for an assessment

Assessment and service coordination services are free to New Zealand citizens or residents who are eligible for publicly funded health or disability services. A referral for an assessment is made to NASC. It is usually made by your GP or from someone else in the health system; however you can refer yourself (your GP may be contacted for further information). The referral is considered and prioritised. Those who have greater needs are given priority. You may also be referred for different types of assessment depending on your need, e.g. a comprehensive Clinical Assessment will be done for those with higher and more complex needs. A waiting list may operate in some regions. Waiting time should not be longer than 15 days.

Coordination of services

The outcome of both types of assessments may result in you requiring some support services. These services often referred to as 'packages of care', vary according to individual need. The person coordinating your services will talk with you about your options and draw up a 'Care Plan' (outlining your needs, goals and recommended support). Together you decide what services you need and who will provide them (you may have a choice). 'Packages of care' formalize all types of support you may receive and therefore may include: personal care (showering, dressing etc.); household assistance; equipment; support for any carer; getting assistance from family/whanau, friends and community.

There may be a cost for some services; others may be funded. If your assessment shows that you are not eligible, you cannot get subsidised/funded services.

While the goal is to help you live as safely and independently as possible at home, sometimes this is not possible and residential care may be considered. The person coordinating your services can authorise entry into residential care.

Important points

- With your permission, your family/whanau and/or those closest to you will be invited to be involved with these processes.
- Sometimes a basic assessment or review can be done over the phone. Generally calls are only made if it is thought that the situation can be properly addressed over the phone. If you can't hear well over the phone, feel uncomfortable talking about these things over the phone or if you don't think a phone call will allow you to properly explain your situation, then ask for a 'face to face' meeting. It is also a good idea to have a support person with you if taking such a call. "Two heads are often better than one."
- If you have funded support services these will be regularly reviewed, e.g. annually. If your needs change a reassessment will be needed.
- If, following assessment, there is a change in your circumstances, including your financial circumstances, contact NASC for advice.
- If you do not agree with the outcome of the assessment, or the recommendations, you can ask for a review.

CHECKLIST-HOME SERVICE PROVIDERS

Tick the boxes when you are satisfied you have addressed the issue. A checklist can also be downloaded from www.eldernet.co.nz

- Do you need/want assistance with: personal care/domestic care/both?
- Have you thought about asking family/whanau/friends for help?
- Do you know if you will have to pay for services yourself or if they will be subsidised or part subsidised? (Eligibility for funded services is determined via an assessment. See page 54-57)
- Do you have a choice about who will provide your service?
- Are there services you require or would like that the agency cannot, or will not, perform?
- Can the agency deliver culturally appropriate care, if required?

Your support or care plan

- Has the agency worked with you to establish a clear support or care plan? (This plan gives you and those working with you a common understanding of what's needed to achieve your goals.)
- Do you understand and agree with it? (You should have input into it.)
- Does this plan make it clear if you need to pay for anything?
- Do you know what will happen if your health needs change?

Your support worker

- Are you comfortable with the person who has been assigned to you?
- Will you have the same caregiver or support working coming to you, or will this person change? How important is this to you?
- Will you have to do some things for yourself or with the assistance of your support worker? (It's a good idea to do as much for yourself as you can.)

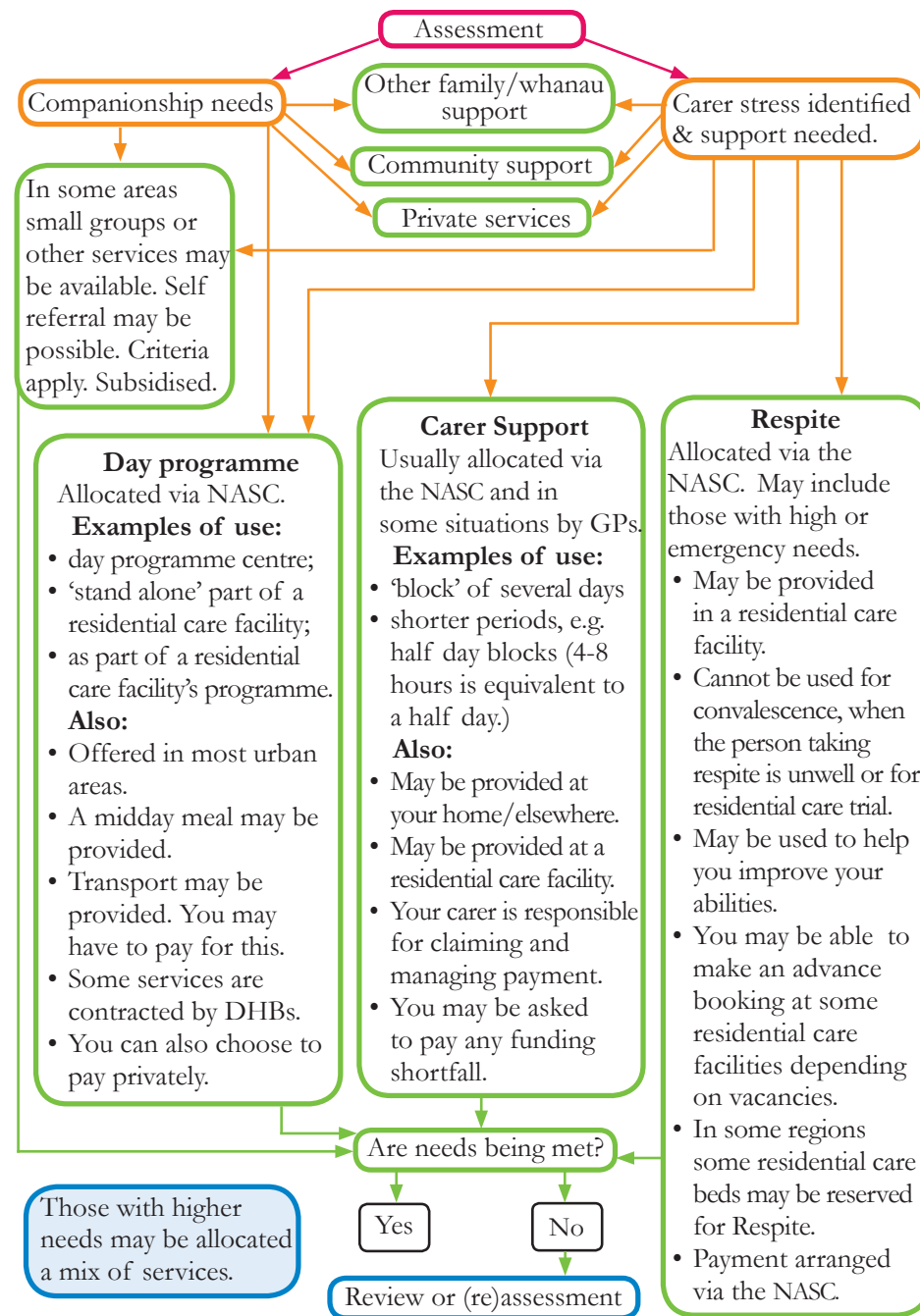
Practical things

- Do you check IDs before you let unknown people into your home?
- Are you careful about your financial practices e.g. not giving a blank signed cheque to anyone, never giving anyone your bank card and PIN etc?
- If you are partially or fully paying for the service do you have a clear indication of the fees? (Check to see that GST has been included.) What is the billing process? Are there minimum charges?
- If you live rurally or remotely will you be charged for travel?

Problems

- Have you been given information about who to call if you have any questions or complaints about the service?
- If you wish to stop the service, or change the agency, have you been given information about how to do this?

SHORT TERM BREAKS - OVERVIEW





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DAY PROGRAMMES & OTHER SOCIAL SUPPORT**

Auckland DHB Region	Phone (09)	Address
Aranui Home & Hospital (*# only)	846 2944	19 Woodward Rd. Mt Albert
Chinese Positive Ageing Charitable Trust *	624 1368	546 Mt Albert Rd. Three Kings
Communicare CMA Friendship Centres *	631 5968	Various locations
Enliven Day Programme *#	622 4788 or 622 9696	Onehunga Centennial Hall, Grey St. Onehunga
Friendship for the Elderly	027 457 1961	Auckland
Lavender Cottage *#	815 4785	23 Wainoni Ave. Pt. Chevalier
Senior Services Friendship Programme	027 511 0334	32 Delta Ave. New Lynn
Selwyn Foundation Day Centres	0800 473 599	Various Locations
Shanti Niwas *	622 1010	14 Spring St. Onehunga
The Anchorage Day Centre *#	815 3991	Cnr Taniwha Rd. & Elstree Ave. Glen Innes
TOA Pacific	276 4596	Otahuhu and Mt Roskill
Counties Manukau DHB Region	Phone (09)	Address
Bupa David Lange Care Home *	256 0092	4 James St. Mangere East
Bupa Parkhaven Hospital *	275 6069	131 Buckland Rd. Mangere East
Chinese Positive Ageing Charitable Trust*	624 1368	16 Swan Cr. Pakuranga
Communicare CMA Friendship Centres	631 5968	Various locations
Enliven Day Programme *#	267 1312	217 Weymouth Rd. Manurewa
Howick Baptist Day Programme *#	538 0803	139 Union Rd. Howick
Palms Day Centre *#	237 3070	104 Harris St. Pukekohe
Selwyn Foundation Day Centres *	0800 473 599	Various Locations
Te Oranga Kaumatua Kuia Maori Disability Support Services Trust	255 5470	64 Mascot Ave. Mangere
TOA Pacific *	276 4596	Otahuhu and Mt Roskill
Vaka Tautua *	0800 825 282	Mangere, Otara & Papatoetoe
Waitemata DHB Region	Phone (09)	Address
Care & Craft	482 3238	Birkenhead
Care & Craft	478 9803	Milford
Chinese Positive Ageing Charitable Trust	624 1368	7 The Strand. Takapuna
CMA North Shore *#	489 8954	Auckland wide
Communicare CMA Friendship Centres	631 5968	Head Office: Yarnton House 14 Erson Ave Royal Oak
Dee's Dementia Social Group	489 3176	Mairangi Bay and Takapuna
Equip Totara Club Dementia Day Care *#	477 2637	550 East Coast Rd. Windsor Park

Homes, hospitals, units/villages

For details of bed numbers and daily availability
see: www.eldernet.co.nz

AUCKLAND DHB REGION

See key on page 123

AUCKLAND DHB AREA		RH	D	H	PG	CA	RV	SL	Info pg
Avondale	Anne Maree Gardens 24 Coronet Pl. (09) 828 3741	✓		✓	✓				160
Avondale	Avon 2095 Great North Rd. (09) 828 7391	✓						✓	
Avondale	Bupa Avondale 92 Rosebank Rd. (09) 828 0109	✓	✓	✓					
Avondale	Cosmopolitan Geddes Terrace R.V. 17 Geddes Terrace (09) 828 2885						✓		
Avondale	Rosaria Rest Home 23 Roberton Rd. (09) 828 3284	✓							
Avondale	Rosehill Gardens 23 Elm St. (09) 828 9844						✓		
Blockhouse Bay	Blockhouse Bay Home 39 Batkin Rd. (09) 828 1043	✓							
Blockhouse Bay	Bupa Sunset 117-123 Boundary Rd. (09) 627 9094	✓	✓	✓			✓		
Blockhouse Bay	Capella House 39 Bolton St. (09) 627 9780	✓	✓	✓					
Blockhouse Bay	CHT Peacehaven Home & Hosp. 55 Kinross St. (09) 627 8653	✓		✓					58
Blockhouse Bay	New Windsor Aged Care 103 Tiverton Rd. (09) 828 9222	✓							
Blockhouse Bay	Powley Metlifecare 135 Connell St. (09) 627 0700	✓		✓			✓		99, 168

AUCKLAND DHB AREA CONTINUED		RH	D	H	PG	CA	RV	SL	Info pg
Ellerslie	Mercy Parklands 12 Umere Cres. (09) 579 7241			✓					137
Ellerslie	Summerset at Heritage Park 8 Harrison Rd. (09) 950 7960	#		#		✓	✓		87
Epsom	Aria Park R.V. 1-3 Claude Rd. (09) 630 8430	✓		✓		✓	✓		92
Epsom	Bupa Cornwall Park 17 Cornwall Park Ave. (09) 524 4429				✓				
Epsom	Chadderton Rest Home 28 Alpers Ave. (09) 524 2169	✓							
Epsom	CHT St John's Hospital 54 Pah Rd. (09) 625 6054		✓	✓					58
Epsom	Cromwell House & Hospital 5 Warborough Ave. (09) 524 7702	✓	✓	✓					
Epsom	Elizabeth Knox Home & Hosp. 10 Ranfurly Rd. (09) 523 3119	✓		✓					132
Epsom	Elizabeth Retirement Home 20 Pah Rd. (09) 625 6144	✓						✓	155
Epsom	Epsom South Retirement Home 57 Pah Rd. (09) 625 6481	✓						✓	
Epsom	Epsom Village 67 Ranfurly Rd. (09) 631 5785						✓		103
Epsom	Rose Lodge Rest Home 2 Liverpool St. 0800 767 343	✓							126
Epsom	St Patrick's Home & Hospital 3-7 Wilding Ave. (09) 638 8258	✓		✓					160
Epsom	Victoria Epsom 28 Orakau Ave. (09) 963 2848	✓							
Glendowie	St Andrews Village 207 Riddell Rd. (09) 585 4020	✓	✓	✓			✓ _R		94, 99