

KUMEU VILLAGE

Luxury Rest Home, Hospital
and Dementia Care

Also home to The Vineyard Villa and The Ladybug





WELCOME HOME

Nestled in the heart of Kumeu wine country, overlooking Kumeu River Winery and surrounded by picturesque grounds, Kumeu Village is a rest home with a difference. We don't just care for our residents – we're on a mission to provide a true home, rich with experiences and companionship. Kumeu Village is a vibrant community where our residents can live active and varied lives with autonomy and dignity.

For nine years, we have embraced The Eden Alternative Philosophy, successfully

implementing its values and principles of care. Now proudly independent, we continue to utilise the combined wealth of knowledge gained over the years to uphold Kumeu Village's 'Resident First' principles, enhancing our resident-focused environment.

As a 'Resident First' facility, we are dedicated to setting a new benchmark in elderly care by prioritising the well-being and satisfaction of our residents above all else.



MEET OUR TEAM

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Amanda Sweeney

Administration Manager

Amanda will greet you with a warm smile as you step through our doors. She plays a pivotal role in ensuring the smooth operation of our home. From conducting facility tours to processing admission documentation, Amanda ensures a seamless transition for our residents and their families.

Andreena Buckton

Resident Relations Manager

Andreena will likely greet you upon arrival. She ensures new residents receive a warm welcome and support, oversees the Resident First philosophies, and assists at the front desk, ensuring staff prioritise residents' needs and well-being.

Belinda Brice

Owner

Belinda is responsible for the continuing health of the Kumeu Village business, ensuring our organisation's key objectives are met and our core philosophies are adhered to.

Bryce Howard

General Manager

With a passion for people and process, Bryce has a long successful career leading, developing, and improving business performance. He has joined Kumeu Village to support the team with improving a complex and people intensive business.

Cleon Kinghorn

Director HR, Marketing & IT Manager

Cleon is responsible for the Human Resources of 140 employees, while also managing and maintaining the marketing and IT systems.

Debbie McCusker

Director of Nursing

Responsible for leading the delivery of premium care, ensuring the best possible clinical outcomes for our Residents. Working closely with the clinical team to ensure compliance with policies, procedures, regulations and relevant legislation to ultimately provide Residents with the level of care they need.

Dr Nathan Joseph

General Practitioner

Dr Joseph is our in-house doctor, with the assistance of the clinical team, his first concern is for the health and wellbeing of our residents. New residents are also more than welcome to keep seeing their usual doctor – just ask us how.

Gary Rickards

Memory Care Manager

Gary brings profound passion and expertise to our dementia and elderly care services. Serving as the primary point of contact for families of residents in both the Vineyard Villa and Memory Assist House, Gary ensures that every family feels supported and informed throughout their loved one's journey with us.

Gemame Medina

Clinical Manager

Gem works closely with our Director of Nursing and the nurses themselves on the floor to achieve quality patient care. She reviews and recommends processes to promote efficiency.

Georgia Pert

Operations Manager

Georgia has worked at Kumeu Village for over nine years and has a real passion for ensuring Residents are happy and healthy

in their home. Focusing on admissions, housekeeping and the overall day to day running of our home.

Julie Jang

Accounts Manager

Julie oversees all our financial administration, including our resident's individual comfort accounts.

Kristine Estillore

Life Enhancement Manager

Kristine is a registered Diversional Therapist. She is very passionate about the role she plays in ensuring meaningful and therapeutic activities are provided for all residents across all facilities.

Lea Tinsley

Kitchen Manager

Lea is a much loved, long-standing team member who brings a bright and bubbly personality and expertise into our kitchen. Lea supervises the food prep and cooking, maintaining a fully stocked kitchen inventory and complying with safety and cleanliness standards.

Karla Cadano

The Ladybug Manager

Karla is our dedicated Registered Nurse and compassionate House Manager. She brings a wealth of experience and a heartfelt commitment to our beautiful home for ladies living with dementia. Karla's expertise and devotion ensure that each resident receives the highest level of care and support in a nurturing and respectful environment. Her leadership and empathy create a warm, welcoming atmosphere where our residents can thrive and feel truly at home.

CHOICE AUTONOMY DIGNITY

What makes us different

As we get older, some things change; we may need more day-to-day support to be comfortable, safe, and well. However, what doesn't change are our personalities, preferences, or desire to live life our own way.

This is at the heart of everything we do at Kumeu Village. We believe in providing care with respect, honouring the individuality of each resident. Every day, we witness the empowering impact of offering choice, autonomy, and dignity to those in our care.



Belinda Brice
Owner



Georgia Pert
Operations Manager



Cleon Kinghorn
Director HR, Marketing & IT Manager



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General Manager



Debbie McCusker
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A LIFE TO ENJOY

Our home was founded on the belief that our residents deserve to enjoy their lives, supported by kind, respectful care. To us, this means running our community with love and compassion. We focus inward to meet the physical, emotional, and spiritual needs of our residents, and outward to support the people and communities who care for them.



Eat where you please – Residents can choose to eat in the shared dining room or in their own space—whichever they prefer.



Everyday services at your doorstep – Enjoy visiting the hair salon and seeing the podiatrist and physio, all without leaving home.



No set times – We serve each meal within a flexible time range each day, allowing residents to eat when they're hungry. Residents can go to bed and wake up whenever they please, rather than adhering to a strict schedule. Additionally, spontaneous activities are available throughout the day, based on what residents feel like doing.



More choice of food – Residents can request something extra from our chefs and bakers if they don't like the two options on the menu or if they feel like a snack. They can also enjoy sparkling water with their meals—or a glass of wine or beer, whatever they fancy.



Bring your pets – Your pets are part of what makes a home, and they are always welcome here.

WHAT IS A HOME?

Our home is organised to offer a wide range of choices, allowing residents to live the way they want, feel free to try new things, and stay connected to friends and family.



PRIVATE, PERSONALISED ROOMS

Our large rooms are comfortable and secure, featuring high-quality furnishings and easy access to the outdoors with their own ranch sliders. Residents can enjoy fine bed linens and personalize their rooms with their own furnishings and homely possessions. We encourage residents to decorate and arrange their rooms in any way they prefer.



VISIT AS OFTEN AS YOU LIKE

There are no set visiting hours—friends, family, children, and pets are always welcome to visit or stay. Residents are free to entertain guests, celebrate, and enjoy special time with loved ones, just as they would in their own homes. Families are welcome to stay the night to help their loved ones settle or when they are unwell.



ROUND-THE-CLOCK CARE

We provide 24/7 care, with our staff chosen for their professionalism, clinical expertise, and compassionate approach. Our care partners and nurses are dedicated to understanding and relating to our residents.



RESIDENTS' RIGHTS

Our residents are welcome to join the monthly Residents' Meeting that helps to make key decisions about the day-to-day running of our home. This includes helping to choose the contents of our menus, additions to the home, suggestions to improve our services and welcoming new residents.

If you or a family member wish to obtain the services of an advocate at any time, we can refer you to the Health Advocacy Service, or our local branch of Age Concern.

Ask us for a full copy of our Resident Code of Rights.

ENRICHING ACTIVITIES

Whatever our residents enjoy, we support them to continue. We offer:

- Gardening in raised beds for flowers and vegetables
- Animal therapy
- Outings, either independently or as part of our regular activity schedule
- Clubs and groups – residents can start one, join one of ours, or continue attending their favourite community groups
- Personalised activities based on passions and interests
- Spontaneous activities that residents choose at the time



CORE SERVICES

- 24-hour care
- 24-hour registered nursing
- Doctor visits
- Medication
- Meals
- Activities and scheduled outings
- Full laundry service

OPTIONAL EXTRAS

- Hairdresser
- Café and Shop
- Physiotherapy Services
- Beauty Treatments
- Podiatry Services



RESIDENT FIRST

Putting residents at the heart of everything we do

As a 'Resident First' facility, our approach to resident care mirrors how we would treat a cherished friend or family member. We understand the significance of addressing not only physical ailments but also nurturing the emotional well-being of our residents. In our resident community, we foster an environment where new ideas, acts of kindness, and thoughtful gestures are encouraged and embraced. Our goal is to create a home where loneliness, helplessness, and boredom are actively eliminated from our residents' daily experiences.

Together, we journey through life, enhancing its value for both residents and the dedicated staff providing care. At the heart of 'Resident First' is a focus on the residents themselves: their interests, needs, and preferences are paramount in all that we do.

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- At Kumeu Village, we recognise that loneliness, helplessness, and boredom are significant sources of distress for our residents.
 - In our community, we prioritise creating a nurturing environment where residents can engage with plants, animals, and children.
 - These relationships enrich lives and foster a sense of purpose.
 - We believe that loving companionship is essential for combating loneliness. Residents should have regular access to human and animal companions.
 - Our community empowers residents to both give and receive care, fostering a sense of purpose and independence.
 - Variety and spontaneity are key elements of daily life in our community. We cultivate an environment where unexpected interactions and events can occur, combating boredom.
 - Meaningful activities are vital for maintaining the human spirit. We aim to promote opportunities for residents to engage in activities that hold personal significance.
 - We believe in empowering residents and their loved ones by granting them maximum decision-making authority wherever possible.
 - Building our 'Resident First' community is an ongoing journey. We encourage and welcome our residents' family members to join us in this journey to enrich the lives of their loved ones.

SPECIALISED CARE FOR RESIDENTS LIVING WITH DEMENTIA

We have three homes for residents living with dementia: our Memory Assist House, which has been open since March 2015; the Vineyard Villa, which opened in June 2018; and the Ladybug memory-assisted lifestyle home for ladies in nearby Coatesville, which opened in June 2020.



Living well with dementia

Our dedicated homes for residents living with dementia are run using our 'Resident First' principles, combined with the latest interventions in clinical and dementia-specific care. The care partners who work in these homes are trained in working with residents living with dementia and are supported by diversional therapists, enrolled and registered nurses, and a lifestyle team that runs our animal therapy activities.

Freedom to live

Supporting residents to live their lives as normally as possible includes methods such as leaving doors to the garden open to allow walks in the fresh air and encouraging some residents to make their own hot drinks. However, we ensure the risks of these activities are balanced against the benefits of allowing residents to retain their independence and engage in meaningful activities.



Empowering residents

The residents in these homes do their best to make sense of life, despite having few or no short-term memories to help them. At all times, we prioritise their comfort, respect their decision-making, and aim to empower them to do as much for themselves as possible. We encourage our residents to assist with the daily running of the home and to partake in the normal activities of daily living—just as they would if they were still in their own homes. Washing dishes, preparing meals, folding linen, tending to animals, and making household decisions are all tasks that encourage independence and improve communication, motivation, and mood.

Supporting families

Family members are welcome to visit at any time of the day or night, and we encourage loved ones to take an active role in their resident's life. Family and friends often join us for regular activities such as musical entertainment, church, crafts, walking, gardening, bowls, and games. Loving someone with dementia isn't always easy. That's why we offer support for families and community members living with and caring for people with dementia. Our role is one of partnership alongside our residents, their family/whānau, and their friends, and we recognise that creating an environment where our residents can live their best lives is about all of us caring together.





MEMORY ASSIST HOUSE

The latest in dementia care

Our Memory Assist House (MAH) comprises 10 spacious bedrooms, each with a ranch slider to the outside and adjoining shared ensuites. Guided by our 'Resident First' principles, MAH offers the latest interventions in clinical and dementia-specific care.

Empowering residents

We empower residents to retain their independence and do as much as possible for themselves. We respect their decision-making while still ensuring their basic needs are met and that they are happy and comfortable. This may carry more risk than a traditional institutional home model, so we take every step to ensure these risks are mitigated.

Enriching activities

Our scheduled and unscheduled activities, round table discussions, and social gatherings help to combat boredom and loneliness. We encourage families to become part of this day-to-day rhythm.

Loved ones always welcome

As part of your loved one's care team, you are welcome to join in activities, share meals, and be involved in medical decisions for your loved one.



THE VINEYARD VILLA

A new model of assisted care

The Vineyard Villa is a unique 15-bedroom home designed and built for residents living with dementia.

Finding joy in the everyday

The Vineyard Villa is set up using a household model, to involve residents in a range of household tasks. Working closely with staff, residents help with cooking and baking in the kitchen, washing and folding clothes in the laundry. These, and other simple activities, are part of daily life for villa residents, giving them purpose as well as simple enjoyment.

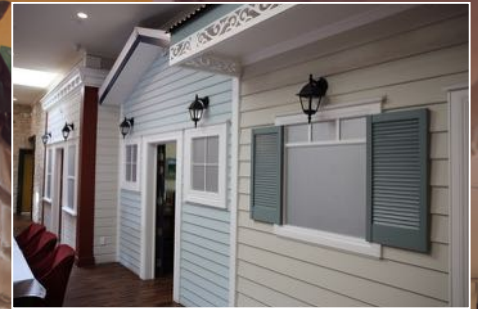
Peaceful, beautiful grounds

Set amid two acres of secure, walkable land, our grounds include great seating areas with vineyard views, bunnies and goats.

Caring companions

The Vineyard Villa is part of the main Kumeu Village building, and is overseen by our management and nursing teams, as well as our wonderful cooks.

Safety is of the utmost importance to us; sensor mats are built into beds so that when residents wake, Villa partners can check on them quickly. There is also the option to have a bedroom camera installed for family peace of mind.



The Ladybug

MEMORY ASSISTED LIFESTYLE

The Ladybug is a 15 bedroom 'memory assisted lifestyle' home set on 12 acres of farmland, specifically designed for ladies living with dementia.

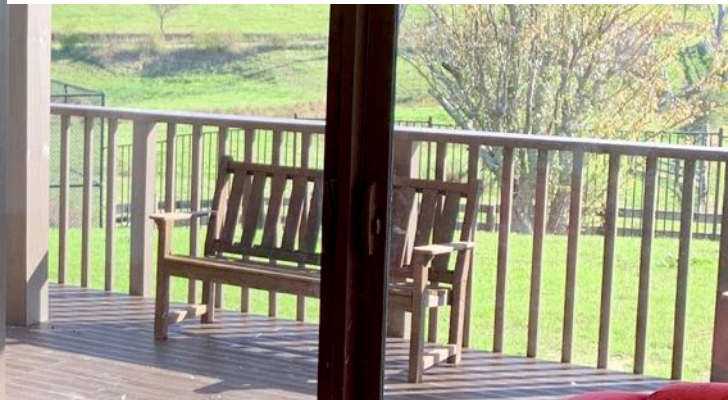
Small Enough to Care

A small number of people living under one roof creates a family-like environment where everyone is an individual and can make their own decisions. The Ladybug features an open kitchen, large ground floor bedrooms, access to the outdoors, animals (residents can bring their own pets), views of rolling hills, and space to breathe.

Like the Vineyard Villa, The Ladybug uses a household model of care where Care Partners work closely with residents on simple household tasks. They prioritise residents' comfort at all times, respect their decision-making, and aim to empower them to do as much for themselves as possible.

Peaceful, Beautiful Grounds

Set amid 12 acres of secure, walkable land with views of rolling hills, our grounds include a tennis court, stables for our ponies, roaming geese, chickens, fruit trees, and vines, with plenty of seating areas to take in the gorgeous views.



FOOD



NUTRITIOUS AND BEAUTIFULLY PREPARED

Mealtimes are an important part of the daily rhythm here at Kumeu Village. We offer nutritious food to foster health and well-being, while also providing plenty of opportunities for residents to socialise and enjoy companionship. Our residents are free to choose what, how, and when they eat, adding spontaneity that makes meals more enjoyable—and more delicious!



A MOVEABLE FEAST

Our kitchen offers a two-week rotational set menu, as well as à la carte options and a café menu. Residents' input into creating the menu ensures we offer food that everyone can enjoy—residents can bring suggestions or recipes directly to the kitchen. Each day follows a similar routine but includes plenty of variety:

- Breakfast with toast, cereal, eggs, and fruit
- Cooked breakfast on request
- Fresh baked treats every day for morning and afternoon tea
- A hearty lunch including dessert
- High tea weekly
- A light dinner followed by supper
- Happy hour every Friday
- Special diets catered to



CHEERS!

Many residents enjoy a glass of wine or beer with their meals and are welcome to keep a bottle of their favourite beverage in the fridge or kitchen.



CAFE ON SITE

Our in-house café is a great spot to meet and dine with family and friends. Guests can enjoy a meal with residents inside or outside under the pergola. The café serves fresh scones, muffins, homemade pies, toasties, drinks, and more every day.



CATERING SERVICE

We offer dining tables and private areas perfect for family gatherings. Contact our kitchen team for catering options.





HEALTH AND WELLNESS

INDIVIDUAL IN-HOUSE CARE

By closely tending to the physical health and well-being of our residents, we help them enjoy their senior years to the fullest. Our care services ensure Kumeu Village residents can manage their health and well-being with dignity and convenience.

INDIVIDUAL CARE PLANS

A registered nurse develops an individual support plan in collaboration with each resident, their family, and care partners. This plan outlines likes and dislikes, medical conditions, and any assistance that may be required with personal care. We encourage residents to be open with staff about how much they can do for themselves and what they need help with.

WEEKLY PODIATRY VISITS

A podiatrist attends to any foot-health needs of the residents at a weekly clinic held at the home.

IN-HOUSE DOCTOR

Our doctor runs on-site clinics two to three times a week, or more often if required. Residents are also welcome to continue seeing their own doctor - just ask us how.

MEDICATIONS INCLUDED

The cost of subsidised medications is covered in your Kumeu Village fee. Medications not on the subsidised medicine list, as well as most vitamins and supplements, can be organised.

SPIRITUAL SUPPORT

At Kumeu Village, we are committed to caring for the whole person, which includes providing pathways to practicing religious faith and spirituality. A preferred spiritual advisor is welcome to visit residents at their convenience, or transport can be arranged to any local place of worship. At the home, a Christian church service is held once a month, and communion is available..

CULTURAL IDENTITY

We believe it is important for residents to continue living in accordance with their culture and traditions, and we strive to meet these needs whenever possible. We work closely with local cultural support organisations to ensure that the cultural needs of all our residents are respected and accommodated.

PHYSIOTHERAPY SERVICE

Our registered physiotherapist, Tanja, provides a range of services including rehabilitation and pain management. Our activities team members are also certified group fitness instructors.

ANIMALS



THE JOY OF ANIMAL COMPANIONS

At Kumeu Village, we believe that a life worth living is one surrounded by animals. They bring joy to people's lives, offer companionship, and are proven to be a form of therapy.

MOVING INTO CARE

To make your loved one's move into care as stress-free as possible, we've outlined some steps you can take. If you need any help along the way, please don't hesitate to get in touch.



1

NEEDS ASSESSMENT

A needs assessment will help determine the level of care your loved one requires. They can:

- Receive a referral from their GP
- Be visited in the hospital by a needs assessor
- Directly contact the local District Health Board (DHB) and request a needs assessment. You can find the phone number for your local DHB at www.health.govt.nz or call 0800 855 066.

3

CHOOSE THE RIGHT ROOM

Contact us to organise a time to visit Kumeu Village, enjoy a coffee and a treat from the café, and discuss what our home has to offer.

4

PAYING FOR CARE

Your loved one may qualify for a subsidy or a loan to help cover the cost of their care. Contact Work and Income New Zealand or visit workandincome.govt.nz for more information on how to apply. Applications can be made before or shortly after moving into care.

2

NAME AN ENDURING POWER OF ATTORNEY

This person is responsible for the personal care, property, and welfare of your loved one and can help make decisions if or when they are unable to do so themselves. A lawyer or the Public Trust can assist with this process.

5

MOVING IN

Before your loved one moves in, we'll need the admission agreement completed and signed. You may also want to add personal touches to your loved one's room to make it feel warm, familiar, and welcoming upon arrival. Everyone settles in differently - our team is here to help make this transition as smooth and comfortable as possible.

PRICING AND INCLUSION Please talk to our admissions staff about our pricing options.



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and Dementia Care

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