



Support Works

Te Roopu Tautoko

RESPIRE OPTIONS and DAY SUPPORT PROGRAMMES
For District Health Board (DHB) funded clients



Please use your full carer support and respite allocation as it can result in improved physical and mental health. Carers of relatives who fully use their respite allocation often experience lower levels of care giver related stress giving them improved personal and family well-being.

If you are unsure of what anything means in this publication please use our contact details on the back page to ask us to explain.

www.nmdhb.govt.nz/supportworks.aspx

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Support Works can, following an assessment, allocate Day Services and Carer Support and Respite options for a person who is eligible for this kind of support. This is to enable a full time unpaid carer to take a break or it can be used to cover an emergency such as illness in the family.

The respite services described in this booklet are available to clients who have been assessed by Support Works Health of Older People team as eligible for respite funded by the DHB.

Respite can result in improved physical and mental health for a person with a disability and their caregiver. Carers of relatives who fully use their respite and day programme often experience lower levels of caregiver related stress giving them improved personal and family well-being.

Formal Respite

1. Formal Respite

This is care provided in a residential facility. There is a table listing the facilities you can choose in this booklet.

- *For those living in the Nelson Area*

There is a respite bed available at Stillwater Garden in Richmond. This bed can be used by someone at rest home or continuing care level. The bed is not able to accommodate someone needing a secure environment because of severe dementia. To book this bed you will need to phone Support Works on 546 3980 or 0800 244 300 and we can tell you if the dates you are planning are available and make the booking with Stillwater for you.

- *For those living in the Blenheim Area*

There is a respite bed available at Ashwood Park in Blenheim. This can be used by someone at the Rest home or Continuing Care level. To book this bed you will need to phone Support Works on (03) 539 3976 or 0800 244 300 and we can tell you if the dates you are planning are available and make the booking with Ashwood for you.

- *To book this bed please phone Support Works (03) 546 3976 or 0800 244 300.*

If you are not using the Respite bed at Stillwater Gardens Nelson or Ashwood Park Blenheim you will need to make your own booking. Please note other services funded by Support Works usually stop whilst you use your respite days.

Informal Respite

2. Informal Respite

This is care provided in your own home or in the home of the care worker. You may already know someone who can provide this care. This person can be a friend, neighbour, relative but not someone who lives at the same address as the full time carer. Informal Respite can be used in half day, daily, weekly or longer or any combination of these as long as the person does not exceed their annual allocation. A half day is defined as over four hours and up to eight hours. A full day is eight hours up to 24 hours. Short periods of care can be combined and claimed in half days and full days.

When your allocation has been approved

Support Works will notify the Ministry of Health. The Ministry of Health will process your allocation and, if you are using the informal support, will post to you information and invoices pertaining to your Carer Support respite days. If you have not heard from them within two weeks please contact our office we will follow this up for you. Phone (03) 546 3980 or 0800 244 300. For ongoing queries regarding your Carer Support, please contact the Ministry of Health on 0800 281 222 - then Press 1.

** We advise that you check when booking for Carer Support Relative Relief as some extra charges may apply.*



Name of Agency	Contact details
<p>Care Solutions LTD Unit 8 1 Koru Place Stoke Nelson 7011</p>	<p>Provide a pool of thoroughly vetted and trained caregivers to provide respite for families. Care is provided in a home environment. Families and caregivers are involved in placement choices. Placements are monitored and supported and personalised to suit each client.</p>
<p>The Good Companion PO Box 36 401 Christchurch</p>	<p>Nelson Manager Jane Hazlett 0274 905 633 info@thegoodcompanion.co.nz www.thegoodcompanion.co.nz</p>
<p>Miranda Smith Homecare</p>	<p>info@mshomecare.co.nz (04) 475 8875 0800 11 20 10 www.mshomecare.co.nz</p>
<p>Step Out: Nelson only</p>	<p>Hilary Langford Step.out@xtra.co.nz (03) 546 8285 0274 409 083</p>
<p>Life Giving Home Support Service: Nelson only</p>	<p>Lorraine McClunie (03) 546 6778 Lifeghss@gmail.com</p>
<p>Carol's Home Support - Blenheim only</p>	<p>Carol Singleton (03) 579 6441</p>

Name of Agency	Contact details
<p>Whilst the following agencies are contracted to the NMDHB to provide Home Based Support they may also be able to provide a respite carer.</p>	
<p>Presbyterian Support Home Care Nelson/Marlborough 360 Annesbrook Drive Annesbrook. Nelson</p>	<p>Our support workers provide professional yet personalised assistance in all areas of care.</p>
<p>Healthcare of NZ Ltd 355 Lower Queen Street, Suite 3 Level 2, Richmond, Nelson 7020</p>	<p>Our support workers provide professional yet personalised assistance in all areas of care.</p>
<p>Healthcare of NZ's focus is on a personalised quality service from experienced, well-trained care workers who receive nationally recognised training.</p>	<p>(03) 547 9350 - Nelson (03) 577 9005 – Blenheim www.ps.org.nz nelson@psusi.org.nz</p>
<p>Healthcare of NZ Ltd 355 Lower Queen Street, Suite 3 Level 2, Richmond, Nelson 7020</p>	<p>(03) 548 2009- Nelson (03) 577 9911 - Blenheim 0800 263 562 nzcare@nzcaregroup.co.nz www.healthcare.co.nz</p>
<p>Nelson Home Support and Nursing Service 607 Waimea Road, Nelson NELSON ONLY</p>	<p>Our service guarantees excellence in the provision of all personal care tasks, all home help tasks, day and night carer relief, and registered nursing care.</p>
<p>Florence Nightingale Agency 14 Harley Street, Nelson PO Box 1046</p>	<p>Our service guarantees excellence in the provision of all personal care tasks, all home help tasks, day and night carer relief, and registered nursing care.</p>
<p>Florence Nightingale Agency 14 Harley Street, Nelson PO Box 1046</p>	<p>For peace of mind and services with which you will be completely satisfied, look no further than Florence Nightingale Agency.</p>
<p>Access Aged and Disability Support P O Box 2138, Stoke, Nelson Robinsons Complex Building Stoke</p>	<p>Experienced, mature and reliable caregivers who will go that extra mile for you.</p>

Carer Support / Respite

It is wise to monitor the number of days you use to ensure payment is covered. Please use the table on the back page to fill in and get the Rest Home Manager to initial it when booking your formal respite. Please ensure that you read any admission information when booking a facility.

If at any stage your needs or circumstances alter significantly, please contact our Referral Co-ordinator to request a review:

- Phone 03 539 3976 or 0800 244 300
- Fax 03 546 3983 or 0800 244 900

When your Carer Support allocation has been approved, the Dunedin office of the Ministry of Health Sector Services will post you information about how to claim. If you have not heard from them in two weeks please contact Support Works on (03) 539 3976 or 0800 244 300. They will follow this up for you. For ongoing queries regarding Care Support, please contact the Ministry of Health on 0800 281 222 (press 1). Informal Carer Support Carers are not taxed on the payments they receive. They are not GST registered for Carer Support.

Please use the table on the back page as your record of Carer Support/ Respite used. Days are allocated as a number per year.

We will contact you annually to review your health needs. If at any stage your circumstances alter significantly please contact Support Works or your Needs Assessor directly.

Residential Homes – Carer Relief-Nelson /Tasman

* We advise that you check when booking for Carer Support Relative Relief as some extra charges may apply.

Continuing Care (Hospital Care) **CC** = Yes Dementia Care **D** = Yes

Rest home = **R**

Name of Facility	Street Address	Telephone
Ernest Rutherford Retirement Village R CC D	49 Covent Dr, Stoke	(03) 538 0880
Golden Bay Hospital CC only	Central Takaka Rd, Takaka	(03) 525 9808
Green Gables Home and Hospital R CC	241 Bridge St, Nelson	(03) 548 3114
Joan Whiting Rest Home R only	SH 60, Collingwood	(03) 524 8141
Kensington Court Retirement Home R CC	18 McMahan St, Richmond	(03) 547 9222
Metlifecare Oakwoods R CC	357 Lwr Queen St, Richmond	(03) 543 9700
Jack Inglis Friendship Hospital R CC D	15a Courtney St, Motueka	(03) 528 9662
Murchison Hospital & Health Centre CC only	Fairfax St, Murchison	(03) 523 1120
Naomi Courts D only	8 Clifford Ave, Bishopdale	(03) 546 9324
Otumarama Rest Home R CC	199 Nayland Rd, Stoke	(03) 547 5659
Stillwater Gardens Retirement Village R CC D	60 Templemore Dr, Richmond	(03) 543 8070
Tasman Rest Home & Dementia Care R D	14 Browning Cres, Stoke	(03) 547 6867
The Wood Retirement Village R CC	Milton St, Nelson	(03) 545 6059
Tui Glen Rest Home R only	23 Tui Glen Rd, Atawhai	(03) 545 1555
Wakefield Village Rest Home R only	10 Edward St, Wakefield	(03) 541 8995
Wensley House R only	49 Wensley Rd, Richmond	(03) 544 4099
Whareama Rest Home R CC	81 Neale Ave, Stoke	(03) 547 7786
Woodlands Rest Home R CC	9 Woodlands Ave, Motueka	(03) 528 8330

Residential Homes – Carer Relief In Blenheim

* We advise that you check when booking for Carer Support Relative Relief as some extra charges may apply.

Continuing Care (Hospital Care) **CC** = Yes Dementia Care **D** = Yes

Rest home = **R**

<i>Name of Facility</i>	<i>Street Address</i>	<i>Telephone</i>
<i>Aberleigh Village D only</i>	<i>19 McCallum St</i>	<i>(03) 578 7966</i>
<i>Ashwood Park Retirement Village CC D</i>	<i>128-130 Middle Renwick Rd</i>	<i>(03) 577 9990</i>
<i>Bethsaida Retirement Village R only</i>	<i>66 Litchfield St</i>	<i>(03) 578 3341</i>
<i>Fairview Hospital Ltd CC only</i>	<i>124 Maxwell Rd</i>	<i>(03) 578 1239</i>
<i>Lakewood Rest Home and Hospital CC only</i>	<i>53 Lakings Rd</i>	<i>(03) 578 6442</i>
<i>Redwood Retirement Village & Hospital CC only</i>	<i>131 Cleghorn St</i>	<i>(03) 578 7691</i>
<i>Waterlea Rest Home D only</i>	<i>50 McLauchlan St</i>	<i>(03) 577 6556</i>
<i>Springlands Lifestyle Village R only</i>	<i>149 Middle Renwick Road</i>	<i>(03) 578 2950</i>

RESIDENTIAL HOMES – CARER RELIEF IN PICTON

<i>Name of Facility</i>	<i>Street Address</i>	<i>Telephone</i>
<i>Seaview Rest Home R only</i>	<i>Seaview Cres</i>	<i>(03) 573 6027</i>

Day Support Programmes in the Nelson/Tasman Region

Day Support Programmes are one of a range of supports available to older people that could be coordinated by Support Works. Day programmes provide a positive, stimulating and worthwhile experience for the person attending the Day Programme and are designed to provide breaks for the carers.

Name of Day Programme		Contact details
Stoke Social Seniors	The Stoke Social Seniors Club provides a variety of activities to meet the leisure and recreational needs of seniors in the Nelson/Tasman District. Including hot meals, bus trips, games and adventure walks.	Stoke Seniors 547 2660 stokeseniors@xtra.co.nz
Wakefield Village Rest home Day Care Services	A service for locals over 65 years who wish to socialise with others, share interests and try new experiences.	Wakefield Village Resthome (03) 541 8995
Totara Club Enliven Positive Ageing Services. Presbyterian Support	Opportunities for socialising in a personalised activity programme in a warm and safe environment, including games, exercises and relaxation and fun. Morning tea and lunch is provided and transportation is available.	Totara Day services manager 547 9350 Nelson@psusi.org.nz www.enliven.org.nz
Harakeke Nelson Enliven Positive Ageing Services. Presbyterian Support	We welcome people who have had a diagnosis of Alzheimer's disease or another dementia. We provide social opportunities, motivation and appropriate activities. We can provide transportation.	Harakeke Nelson 547 9350 Extn 708 nelhkke@psusi.org.nz www.enliven.org.nz
Wensley House 49 Wensley Rd Richmond	People visiting to use the day programme are welcome to participate in the variety of activities and entertainment on offer.	Wensley House 544 4099 wensleyhouse@xtra.co.nz
Jack Inglis Friendship Hospital Day Service 15a Courtney Street Motueka 7120	Our service is for people who have had a diagnosis of Alzheimer's disease or another dementia. Our vision is for the day to be a positive experience through partnership with residents and family/whanau.	Jack Inglis Friendship Hospital 528 9662 Manager@Friendshiphospital.co.nz www.nmdhb.govt.nz

Day Support Programmes in the Blenheim Region

Name of Day Programme	Contact Details
<p>Totara Marlborough Enliven Positive Aging Services. Presbyterian Support</p>	<p>Opportunities for socialising and participating in a personalised activity programme in a warm and safe environment.</p> <p>The programme includes opportunities to participate in games, exercises, relaxation, fun and laughter.</p> <p>Morning tea and lunch is provided and transportation is also available in our minibus.</p>
<p>Forget-me-not club Alzheimers Marlborough</p>	<p>Alzheimers Marlborough runs a Day Centre called Forget-me-not club on a Monday, Wednesday and Friday.</p> <p>The clients are picked up in our van, brought to the centre for a day of activities including morning tea, lunch and afternoon tea before being returned home in the van.</p> <p>The Day Centre provides relief for carers. The day centre provides the client social interaction and stimulation in a familiar safe secure environment. Our staff are experienced and qualified and the volunteers are trained to understand the special needs of our clients.</p>

Additional Resources

www.eldernet.co.nz – A directory for older people in NZ including rest homes, residential care, retirement villages, home help, community groups, public hospitals and other third age services.

A Question of Where is the book version of www.eldernet.co.nz which you can request a free copy of by contacting Support Works.

We want to learn from your experience of Support Works. If you want to have our Consumer Advisor visit you and listen to your experience please call us on (03) 539 3963 or 0800 244 300 to arrange an interview.

