Elms Court

MAKE YOURSELF AT HOME

Make Yourself At Home

We believe in providing a flexible extended family which recognises the individuality of each resident and their whānau by providing homes, not facilities.

Family

We aspire for our homes to accentuate aroha, care, pākiki, purpose and joy. Much like any healthy home. All residents are treated as individuals, shown patience, dignity and respect.

Lifestyle

We promote a quality lifestyle for our residents in a supportive environment, encouraging our residents to maintain independence in a safe, comfortable care setting.

Environment

Our staff are an essential and crucial part of the home, providing the culture and environment in which the residents can feel comfortable and confident enough to be part of the decision making process, participate in everyday events to make it really feel like it's their home.

CONTACT US

Elms Court Gardens

Phone: (03)348 2445 / 021 0292 4922
Email: sarah@elmscourt.co.nz
Facility Manager: Sarah Trusler
Clinical Nurse Manager: Jess Liua'ana

Our Values & Habits

The **LAND (WHENUA)**
supports our roots which allows our **ELM** to flourish

Empathy

Aroha: Care and respect for people, facilities, equipment and resources

Learn

Pākiki: Grow together, by being curious, acquiring new skills & knowledge

Meaningful

Manaaki: Residents & staff have significant relationships, purpose & joy/harikoa

Synergy

Whanaukataka: Working together to create connections & trust to improve the well-being/hauora of the residents & staff who care for them

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RESIDENT VILLAGE MAP

General Information

ELIGILIBILTY

Eligibility to reside in a Rest Home/Hospital must be assessed prior to entry. Contact your local Clinical Assessors at Christchurch Hospital or in the community. This can be arranged through your General Practitioner.

STAFF

A Registered Nurse is rostered on 24/7. Further support is also available from the Clinical Manager and Village Manager who are on-call 24 hours a day.

Additionally, care givers are on duty to assist the Residents with their daily needs. We have over 70 staff who are all obliged to participate in our ongoing training programme. Our most common care shifts are 7-3:00pm, 3-11:00pm and 11-7:00am. Our Registered Nurses and Care partners are all trained at a level which provides skilled quality care.

MEDICATION

This is over-seen by the Clinical Manager/Registered Nurse in conjunction with the Doctor and Pharmacist. There are special Drug Charts drawn up for each resident and your medication will be reviewed by your doctor at least three-monthly. Trained staff will ensure you receive your medication at the appropriate times. Please ensure you discuss any known allergies with the Registered Nurse.

PODIATRY

Cadence Podiatry visits every 2 weeks. The cost for this service is $55.00.

PHYSIOTHERAPIST

Our Physiotherapist from Physio NZ visits once a week. We also have a dedicated Physio Assistant, Averil, who implements the physio plans. Staff are all educated in appropriate manual handling and transfer techniques.

LAUNDRY

Laundry is done at no extra charge. This service includes due care being taken with garments that are clearly labelled, with a woollen cycle, however we would advise family to wash any knitted jerseys, cardigans etc at home.

General Information

ACTIVITIES

The activities programme is organised by Jayne, Alisoun and Prasanti and changes regularly. Each resident is assessed individually and their particular interests are included into the programme. Activities are arranged to cater for all levels of participation and a wide range of interests.
The participation of residents in the Activities Programme is voluntary, however is of great importance in promoting socialisation, mental and physical stimulation and encouraging a general sense of vitality. If you have particular interests please make these known so they can be included in the programme where possible.

OUTINGS

Regular outings are arranged. We have a broad range of outings to cater for all levels of interest, eg. Casino, Willowbank, garden visits, cafes for afternoon tea. Some outings will incur extra costs.

Residents are encouraged to keep contact with family and friends outside 'Elms Court'. Please let us know before you go out in case there is medication that needs to be taken during your absence. You are requested to advise staff when leaving the premises for safety purposes.

LIBRARY

Outings to the Christchurch Libraries can be organised for the residents. We also have a small library in the Gallery lounge.

HAIRDRESSER

A hairdresser (Shelley) visits every Wednesday. Prices are on the salon door. If you would like to use your own hairdresser while residing in 'Elms Court Gardens', this can be arranged through the Manager.

EXERCISE

All residents will be encouraged to join in the regular exercise programme. Residents will be encouraged to take daily walks inside and outside the building to maintain your strength. This is part of our falls prevention programme.

General Information

CHURCH

We have regular church services of multiple denominations.

ASSISTANCE WITH DAILY LIVING

All residents will be assisted with showering, toileting and dressing as required.

IF THE RESIDENT HEALTH DETERIORATES

The resident may stay in the Rest Home if it is appropriate. This depends on the nursing care required. Referral for reassessment may occur if the resident is deemed to need a level of care we are not certified to provide. As we are also a hospital, usually we can cater for this and most often in the same room.

SHOPPING

Residents are encouraged to go out with family or friends. Please tell a staff member when going out and on your return. This is a safety requirement.

CALL BELLS

Call bells are conveniently situated in all bedrooms, toilets, showers and lounges. The call bells have extended cords where necessary to accommodate comfort.

HOW TO GET HELP

Please ring your call bell and a staff member will come and help you day or night. Residents can ring the call bell at any time.

BEDTIME

There is no specific bed time just when it suits you. If you require extra pillows etc., for your comfort please ask one of the staff.

ELECTRIC BLANKETS & HOT WATER BOTTLES

These are not permitted as a means to ensure resident safety. All rooms are heated by thermostat controls to ensure the preference of the residents is achieved and staff monitor these to ensure comfort needs are met.

General Information

FOOD

The meals are of a consistently high standard. The menu is on a 4 week cyclonic menu, therefore a great amount of variety is catered for. The menu changes every 6 months to account for summer and winter. For example during summer we have a BBQ once a fortnight. This also allows for new items to be added to the menu and opportunity to assess whether the meals are enjoyed by the residents. Residents are also surveyed from time to time to ascertain their perception of the meal service. The results of these surveys are then integrated into our Quality Improvement programme. The menu is audited by a dietician to ensure the food service is meeting nutritional guidelines.

The kitchen is also audited regularly for food safety to ensure compliance and we pride ourselves on a high standard. The food control plan is an integral part of the kitchen inline with the Food Act 2014.If you have any questions, concerns or feedback, please speak with Henry (Kitchen Manager). He is only too happy to discuss food preferences with the residents.

BREAKFAST: 7-9:00am

Breakfast consists of a selection of cereals, toast, porridge, fruit, prunes and yoghurt. We encourage residents to come to the dining room to enjoy a hot fresh breakfast rather than ordering a breakfast tray.

MORNING TEA: 10:00am

Morning tea is varied each day and options include scones, muffins, toasties and pikelets. Please make all cups available for collection so that they can be washed and returned into circulation for afternoon tea.
Diabetics have the right to alternatives. For example; we offer sandwiches instead of sweet options for morning and afternoon tea.

LUNCH: 12-12:30pm

At lunch we offer soup and bread as well as a lighter main course. For example; macaroni and cheese, croissants and baked potatoes. In addition a selection of fresh cut fruit is also on offer.

General Information

AFTERNOON TEA: 2:00pm

Afternoon tea is varied each day and options include cakes, slices and biscuits. Friends and family are welcome to share morning or afternoon tea with you.

DINNER: 5-5:30pm

The main meal of the day consists of meat and vegetables and a dessert. Desserts could be hot or cold often served with fruit, custard, cream or ice cream.

SUPPER: 7:30pm

Supper is offered daily with a sandwich and/or biscuit option available.

Beverages are offered with all meals. Cups of tea are available to residents and families at any time. You may help yourself from the Cressy, Seymour and Randolph lounges.

TEXTURE MODIFIED DIETS (Iddsi)

The majority of residents have normal textured diets (level 7). Some residents require a texture modification such as; soft and bite sized (level 6), minced and moist (level 5) and puree (level 4). A decision for such a modification is based on an assessment by the registered nurse and/or a speech and language therapist or dietician. If you are concerned about any modification please speak with the Clinical Manager.

ALLERGY or DISLIKE?

Please specify on admission whether you are allergic to a certain food type or have a strong dislike to something. While the kitchen will strive to achieve resident satisfaction there are 86 residents within our home and separate meals based on personal taste cannot be catered for.

ALCOHOL

Residents can have a drink however this is monitored where medically required. We have a Happy Hour weekly which is on the activities calendar. There are also special social occasions where alcohol may be offered.

General Information

MONEY

We have a ‘comfort’ money system where the Office Manager locks away the resident’s personal money for security. Please ask Ingrid anytime to get access to your money.

We also hold a dedicated trust account to which regular top-ups can be paid and funds are easily accessible via reception to use for outings, shopping or hairdressing / podiatrist services. All transactions are recorded and a monthly statement is provided to either the resident, or the person responsible for managing finances, as applicable.

Comfort fund payments can be made to the following account:
ECG Resident Funds 02 0820 0692022 001. Please reference the resident’s name when making deposits, and email gardensoffice@elmscourt.co.nz and let us know you have made the deposit.

IF I RUN OUT OF MONEY TO PAY MY FEES

You may apply for a subsidy. Management can advise what the subsidy process is. It is advisable to do this well in advance of your money running close to the legislated threshold as processing of applications can take some time.

PETS

In some instances, we can have birds, cats and fish and dogs (socially and house trained). This needs to be discussed with management prior to admission.

TRANSPORT

Access to therapeutic services and activities in the community occur on an ongoing basis however, residents may be asked to pay for transport to some appointments.

Transport to appointments will be arranged with family members or friends in the first instance. In an emergency, transport will be provided. Transport to activities within the activity programme is also provided.

The cost of a chaperone will be oncharged, if family is not available to take residents to appointments.

General Information

DOCTOR

Two Doctors visit our village. Dr Hammond Williamson from Fendalton Medical Centre, and Dr Joshua Howe from Arc Health. Please discuss with the Registered Nurse if you wish to see your Doctor. They will routinely see all residents 3 monthly or sooner if required.

If the resident or relative calls the Doctor outside the regular and emergency visits without consulting and gaining approval from management, the resident will be responsible for the fee.

SMOKING

'Elms Court Gardens' is a NON-SMOKING workplace and resident care facility. Residents may however smoke or vape in the designated smokers area only, please ask staff for the location. Under no circumstances is smoking or vaping allowed inside the building

PERSONAL ITEMS

It is important that you arrange your own insurance to cover items that are owned by the resident or bought into the village for personal use including hearing aids and dentures. Residents are encouraged to bring as many personal items as possible. Television, radio, pictures and items of furniture. All electrical items brought into the village will need to be test and tagged at a cost of $5.00 per item.

VISITING

Visitors are welcome, but visiting times may be subject to restrictions as prescribed by Ministry of Health guidelines. If visiting at night, please ring the front door bell as these doors are locked for security reasons. To prevent cross-contamination to our residents, we ask that you refrain from visiting if you are suffering from an illness that may be contagious i.e.; influenza, recent diarrhoea or vomiting.

General Information

INTERPRETER SERVICES

We aim for each resident to have full understanding, within their potential, of events in this facility and issues related to their care, therefore we are able to access Interpreter services where there is an actual or perceived need. If a language barrier is evident please do not hesitate to discuss this with management.

CONCERNS / COMPLAINTS

We recognise complaints as an opportunity to improve service so we remind you to voice your concerns directly to any staff member on the premises. We welcome suggestions for improvement which may be written and left at reception. A complaints form is located at reception.. This can be anonymous if you wish.

There is also a brochure from the Health and Disability Service advising of Consumer Rights in this folder. The Village Manager's door is always open to discuss any problem.

We have bi-monthly resident's meetings to jointly discuss any problems that may have arisen and any upcoming events of interest.

WIFI

Free wifi is available throughout our home for both residents as well as family members and guests.

GUEST WIFI

Please scan the QR code below

Elms Court Gardens Fees

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STANDARD ROOM RATES

Maximum Fee Payable by any Resident, following an assessment but not qualifying for a full subsidy under the Income & Asset Test conducted by Work & Income

The amount you will be required to pay will be dependent upon the results of your assessed health care needs and an income and asset test by Income Support Services (WINZ).

The full hospital fee is not required to be paid for those residents who are assessed as requiring long term hospital care under our contract with the Ministry of Health, whether qualifying for a subsidy or not.

Please refer to the Admission Agreement for greater details on charges, Ministry of Health requirements and service specifications.

HOSPITAL LEVEL CARE $222.40 per day

REST HOME CARE $222.40 per day

* (With Te Whatu Ora Age-Related Residential Care top-up)

PREMIUM ROOM RATE

- Premium Room; Full ensuite with toilet and shower $10-$60 per day

Note:

All prices listed are as at 1 July 2026, and include GST at the appropriate rates. Prices may vary from time to time without notice. Fees are reviewed 1 July annually.

Some rooms may be subject to a Premium Room Rate, this will be discussed prior to admission.

Elms Court Gardens Services

MAKE YOURSELF AT HOME

FULL BOARDING & LODGINGS

- General laundry service;
- Cleaning services and supplies;
- All residents are responsible for the purchasing of personal toiletry items;
- All bedding, a bedside cabinet, and wardrobe;
- Television, video and stereo system in lounge area;
- All meals including fresh fruit.

PERSONAL HYGIENE FACILITIES

- Showering and bathing facility
- Full or partial assistance with hygiene cares
- Care with and assessment of skin, nails and oral hygiene.

PERSONAL GROOMING

- Assistance with dressing as required;
- Assistance with preferred hair style;
- Use of hairdryer and management of hair removal if required;
- Assistance with accessories and make-up.
- Items used in programmes are supplied. Activities Programmes are also incorporated in your individualised Care Plan.

CARE PLANNING INFORMATION INCLUDES

- Nutrition and hydration assessments and support strategies;
- Mobility assessments and support strategies;
- Assessment for pain management strategies;
- Medication management strategies;
- Skin and Wound Care instructions;
- Continence assessment and management strategies;
- Grooming and Hygiene interventions;
- Rest/Sleep special needs;
- Behaviour management plans;
- Specific cultural and religious values and beliefs;
- Clinical assessment and management strategies to meet specific needs.

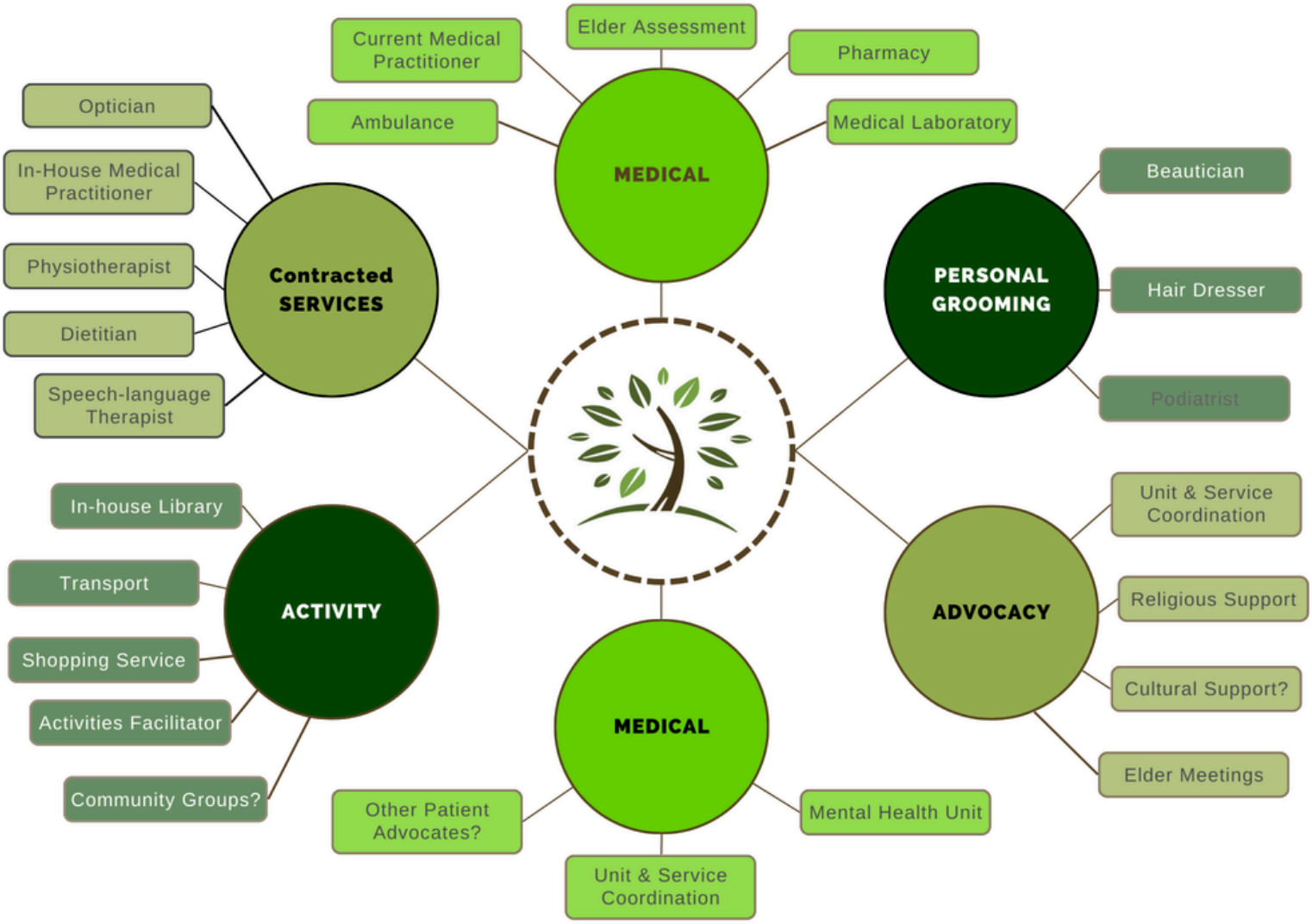
SERVICES NOT INCLUDED IN THE FEE

- Optical services.
- Audiology services.
- Dental services.
- Legal and financial services.
- Hairdressing, beautician, podiatrist services.
- Dry cleaning.
- Wear and damage to personal clothing and belongings.
- Transport (see admission agreement).
- Individualised equipment (although some financial assistance may be available from other agencies e.g. ACC/ISS).
- Speciality entertainment fees e.g. orchestra or show.
- Toothpaste, shampoo and soap and other personal care items for individual use.
- General Practitioners. Residents may be asked to pay the difference between the charge for the rest home Doctor and a preferred Doctor, who is charging at a higher price.

Elms Court Gardens Services

MAKE YOURSELF AT HOME

Other services can be accessed to ensure quality of life & appropriate provision of care.
Some services require referral by a medical practitioner



We welcome any suggestions to improve our service

104 Wharenui Road, Upper Riccarton
Christchurch 8041
Phone: 03 3482445
gardensffice@elmscourt.co.nz
www.elmscourt.co.nz

Code of Rights & Responsibility Policy

These Rights and Responsibilities clearly identify the principles by which 'Elms Court Gardens' operates.

Our residents can therefore be assured of a delivery of service based upon these Rights and Responsibilities.

YOU HAVE A RIGHT:

- To be treated with respect and dignity.
- To privacy and your confidentiality to be respected.
- To continue with cultural and religious practices and value systems which have determined your life in the past.
- To be free from harassment, coercion, discriminate and exploitation.
- To continue to be independent.
- To services of an appropriate standard.
- To information in a form that is understandable.
- To be consulted about all matters affecting you and be informed and involved at all stages and to give informed consent.
- To access support.
- To choose involvement in teaching or research.
- To raise any concern or to complain.

YOU HAVE A RESPONSIBILITY TO:

- To treat fellow residents as individuals and with respect.
- To treat staff as individuals with dignity and respect.
- To co-operate with staff in looking after your health.
- To tell staff when you are leaving home, whom you will be with and when you expect to return.
- To treat the home with care.
- To keep financial matters current.
- To comply with the smoke-free policy.
- To keep any house rules.

Concerns & Complaints Policy

'Elms Court ' is committed to the delivery of quality care. Every resident must be afforded a high quality of care, delivered to them with dignity, regardless of situations that may make this difficult.

A complaint is any situation (no matter how small) which the resident, significant other, or staff, may feel unhappy with. It is important for the sake of the resident, significant others and the home that any such issues are resolved.

We have a positive complaints culture as we cannot correct, find a solution or improve what we are not aware of. We encourage you to make any complaints about our service to us directly in the first instance. An open-door policy exists as a quality measure of your care and of your family members care in our home. We are committed to resolve all complaints as soon as possible and we view these as opportunities to enhance our service to you.

Address the complaint to:

- The individual or individuals who provided the service complained of;
- Any person authorised to receive complaints
  (any staff member who will forward these to management);
- Any other appropriate person such as an independent advocate or the Health & Disability Commissioner – Free Phone - 0800 11 22 33 or PO Box 1791, Auckland.
- Health & Disability Advocacy Service for independent advocate support can be contacted by telephoning 0800-11-22-33.

If the complaint is made to a staff member, that staff member must forward clearly and accurately the details of the complaint to management before the close of their duty. Complaints may be made anonymously, but will not be responded to individually.

We give the resident absolute assurance that the continuity of service will be maintained during the investigation and resolution of any concern/complaint without prejudice.

This procedure is based on the principles of natural justice along the guidelines issued under right 10 of the Health & Disabilities Services Consumers Code of Rights. The Code of Rights covers all aspects of the quality services but does not include complaints about which services are or are not provided.

The concept of 'Open Disclosure' will be implemented throughout all interactions with others to ensure transparency and timely communication of relevant information.

Concerns & Complaints Policy

Complaints noted on an informal basis will be 'formalised' for the purposes of ensuring an opportunity for improvement is not lost. All complaints will be discussed at management meetings and included on the complaints register at the time of receiving the complaint.

All complaints are documented and noted on the complaints register. The completed document pertaining to the complaint will then be placed on the relevant resident medical file or remain with the complaints register where the complaint relates to any other party (non-resident / non-staff).

A 'Concerns/Complaints form' is readily available to lodge concerns and complaints. It is given to residents on admission as part of the 'Information Prior to Entry pack' and is available to be freely uplifted from the facility at any time, or on request. If a verbal complaint is made, it is to be recorded on a form by the staff member receiving that complaint and forwarded to the Facility Manager for investigation and resolution.

The complainant is to be advised within five working days that the complaint has been received. It is appreciated that in many cases the complaint will be resolved considerably sooner than this.

Management is responsible to ensure that the concern/complaint is investigated thoroughly.

A clear and accurate record of any complaint is to be kept along with a record of subsequent action. Any opportunities for improvement are to be noted. The investigative process and the recommendation of resolution or opportunities for improvement of services should be carried out within 14 days of receipt of the written complaint, at which time the person who lodged the complaint shall be notified of the investigation. If resolution of the complaint/concern is drawn out, then monthly updates are to be made.

Documentation must clearly show that resolution has been to the satisfaction of all parties. If a satisfactory outcome is not achieved, then the complaint will be referred to an independent third party/advocate, for mediation and/or arbitration.

The Health Commissioner's Act makes provision for this process. Pamphlets outlining the details are available in the Elder handbook or can be freely uplifted from within the facility.

H&DSS: 2.4
(Please make use of the concerns / complaints form to bring any areas of service deficiency to our attention).