



Rhodes on Cashmere care suites

A place to call home.



ARVIDA

Rhodes on Cashmere

An Arvida Living Well Community



Arvida's Rhodes on Cashmere community is on a journey to transform the ageing experience with the introduction of our new care suites.

Transforming the ageing experience

Arvida's Rhodes on Cashmere community is on a journey to transform the ageing experience, so that you can always live the best version of your life. Our latest innovation is the introduction of purpose-built care suites that establish a new gold standard for long-term care.

Our care suite initiative began with listening to residents who live in one of Arvida's many communities. We asked what they would like to experience if they ever needed a higher level of care.

Their feedback, summed up by these two comments, was clear:

"I want a place where I feel at home. A place where I can be myself, where friends and family are welcome, where I feel valued by people and have a sense of purpose every day."

"I want a home that looks and feels like my own, with space and privacy. It's my haven. When I need care, I want it to come to me with people I know and trust."

Care and support that's all about you

Arvida has turned the traditional model of care on its head with a fundamental shift in how we provide support to residents. Now care is shaped to the person, rather than making the person fit into care.

Our residents are at the centre of our thinking. We take a holistic view of what's important to each person and what makes them tick. This helps us to provide a living environment that's good for mind, body, heart and soul. We call this 'living a life with soul'.

In practice, supporting your 'life with soul' means we are led by your wishes. You can sleep until you wake, eat when you are hungry, watch a movie, go for a walk, help out in the kitchen, bake a cake, head out on an excursion, call a friend, see family... whatever you need or want to do. On a daily basis, we respect and support your decisions and preferences, helping you to maintain a sense of purpose and a feeling of contentment.

Living a life with soul

Living the best life you possibly can; a philosophy that embraces physical, mental and spiritual health - mind, body, heart and soul.





What makes our care suites different?

Empowered by feedback from Arvida residents, we collaborated with award-winning architects to develop our care suite concept, which has become the benchmark that others aspire to.

Our design supports Arvida's philosophy of letting each resident march to the beat of their own drum. The freedom and personalisation that comes with a care suite is an offering we genuinely believe people want.

Key highlights of our care suites concept:

- Care suites are grouped into homely *micro-communities* called *households*
- We offer *standard, premium and deluxe suites*, to fit with your budget

- Every care suite comes with its own *ensuite, many with living area and/or kitchenette*
- Suites have been *professionally decorated*, so colours and furnishings are harmonious and attractive
- Each household has a *spacious shared kitchen, communal living rooms and access to outdoor areas*
- The Rhodes on Cashmere wellness partners supporting households are consistent, so residents *see the same friendly faces every day*
- *Personal and clinical care services are tailored* to the needs of each resident.



Fundamentally, our aim at Rhodes on Cashmere is to support you in your home, rather than have you feel like you are living in ours.



Our household design enables care to come to you

Rhodes on Cashmere care suites are grouped in households of up to 14 suites that are equipped for changing care needs, up to hospital-level care (see page 17 for details).

The shared kitchen and living area is the heart of each household; a place to come together for meals, have a game of cards, watch TV, read the newspaper and have a chat. The household is both a haven and a social hub where residents can participate as much as they like.

A team of wellness partners dedicated to you

At Rhodes on Cashmere we have a dedicated team of wellness partners, so you'll see the same friendly faces every day.

Our wellness partners are chosen for their passion, flexibility and can-do attitude. Their role is to work in partnership with you to do the things that matter each day. We call this the 'Attitude of Living Well'.

Recognising that living well means different things to different people, we focus on five wellness pillars to ensure your mind, heart, body and soul are equally considered each day. These wellness pillars are: resting, eating, moving, thinking and engaging well.

Having a consistent team of wellness partners means you get to know the people working in your home. They will soon become like extended family, as they discover who you are, what makes you tick and what matters to you.

Our new care centre lives up to the highest standards

More than 80% of Arvida's communities have been awarded four-year Ministry of Health certification for their standard of care. This is the 'gold standard' of aged residential care in New Zealand.

All care centres in New Zealand must be certified by the Ministry of Health and independently audited. They are assessed on a range of factors including resident rights, efficient and effective management, safe and appropriate clinical care, and the overall environment. The results of the audit determine the length of time (from one to four years) that the care centre is awarded certification. Four-year certification is the highest standard.

At Rhodes on Cashmere our wellness partners are supported 24/7 by onsite registered nurses who oversee medication and clinical care, and are available to respond to emergency situations. Pharmac-funded medication, nursing care, and communal equipment and mobility aids are all included in care suite daily fees.

Care that goes further

The purpose-built, state-of-the-art care centre at Rhodes on Cashmere includes three floors of care suites. It goes above and beyond the practicalities of care to address social engagement, emotional support and other aspects of wellbeing.

Each resident is supported by registered nurses and wellness partners who develop a personal care and wellness plan which focuses on our five wellness pillars – moving, eating, resting, thinking and engaging well.

Note: While GP, pharmacy and other allied health services are available through the care centre, they are not based on site.



“Staff strive to ensure that care is provided in a way that focuses on the individual, values residents’ autonomy and maintains their privacy and choice.”

Comments from Arvida's latest MOH audit.

Three care suite options

To cater for varying circumstances, we have developed three types of care suite – standard, premium and deluxe. All of these options allow you to make your suite feel like home with personal treasures and art.

Standard care suites

Studio-style suites are 22m². Your space includes a bed, armchair, ensuite bathroom, wardrobe and bench space.

Premium care suites

Ranging in size up to 33m², our premium suites include an ensuite bathroom, kitchenette and wardrobe. Generally, premium suites have an attractive outlook.

Deluxe care suites

With up to 51m² of floor space, our deluxe suites have a separate bedroom with wardrobe, a dining and living area, full kitchen and ensuite bathroom. Deluxe suites are often end suites, so have more windows for natural light. Some have balconies.



Standard care suite

What will you find in your care suite?

All Rhodes on Cashmere care suites are architecturally designed to be warm, inviting and contemporary. They are equipped for the provision of care, while feeling warm and homely.

It's possible to receive up to hospital-level care in a Rhodes on Cashmere care suite, which means there's less chance you'll need to move in the future. Medical-related features are cleverly hidden away, so your suite looks and feels like home.

Our care suites come with all essential furniture, so you only need to add your treasured keepsakes, decorative items, photos and artworks to make the space your own. Your suite is within a short distance of your household's shared facilities, including the dining room, living areas and kitchen.

Furniture provided in your care suite:

- Cubro king single bed and bedside cabinet
- Television, visitor chair and wardrobe
- Comfortable recliner chair (electric)
- Small fridge and microwave.

Five reasons why life is better in a Rhodes on Cashmere care suite

1. Space and privacy.

A Rhodes on Cashmere care suite is larger than an average care room, plus you have your own bathroom, many with living area and/or kitchenette.

2. Premium fit-out.

Attractive, ergonomically-designed furniture adapts to your needs, ensuring you are always comfortable. Your bathroom and kitchenette are fitted with top quality fixtures, tapware and appliances.

3. Medically-equipped.

Each care suite is equipped with fittings, lighting and emergency call systems that allow wellness partners to provide up to hospital-level care.

4. Companionship.

Care suites are joined to shared household living, dining and outdoor areas, where you can enjoy the company of other residents or take some time out for yourself.

5. Living a life with soul.

You are free to live by your own rules, be yourself and have meaningful connections to the people and activities you love, both inside and outside the Rhodes on Cashmere community.



Artist impression of main entrance.
Actual entry will vary.



Help with decision making

Finding the right care for yourself or someone close to you becomes easier when you have quick access to information, guided tours and specialised advice.

The decision to move into a care environment comes with highs and lows. There's a lot to think about, including specific care needs, proximity to friends and family, financial implications and the practicalities of moving.

At Rhodes on Cashmere we will do everything we can to help you navigate the pathway to a care environment that keeps you happy and well. We can share our knowledge of daily help, clinical care and financial challenges; you only have to ask.



Care and support options

Care suite residents can choose the level of care that best suits them. The minimum level is the care suite support package.

Care suite support package

\$695 per week/\$3,019.94 per month with the following inclusions:

- All electricity and heating
- Daily morning and afternoon tea
- Three meals a day
- Housekeeping assistance weekly
- Towel and linen change weekly
- Personal laundry service (one load per week, folded and delivered)
- Bed made daily
- 24/7 emergency call monitoring
- Initial health assessment
- Resident-led wellness programme
- Rates, including water
- Building and common area insurance
- Exterior repairs and maintenance
- Regular security

Rest home care

In addition to the care suite support package inclusions, rest home care includes all aspects of personal care, medication management, daily assistance with showering, dressing and getting ready for the day, as well as assistance with your bedtime routine.

Hospital-level care

This level of care provides higher level round-the-clock specialist assistance for daily living or end-of-life care.

Respite/short-term care (subject to availability)

From a single day up to one month, we can provide respite care that supports recovery from a hospital visit or gives family caregivers a break when needed.

For more information on care fees and subsidies, see page 22.

More about day-to-day services

Meals that are nutritious and delicious

The dining experience in Arvida care suites is about enjoying flavours, textures and aromas. It's also about catching up with your household friends in the shared dining area, although you can have your meals in your suite if you wish.

Our national dietitian collaborates with on-site chefs and residents to plan menus that are appetising and nutritious. Special dietary requirements are catered for and residents are encouraged to get involved with food preparation and service if they want to.

Dining hours are flexible, so you can retain your own routines and enjoy your meals at a time that suits you. Morning and afternoon teas feature home baking, fresh fruit and nutritious snacks.

Cleaning and laundry services keep your home beautiful

Our housekeeping team takes pride in keeping residents' rooms and all communal areas sparkling clean and hygienic. They work to your timetable and will clean your room when it suits you. Our laundry team will take care of your personal laundry and bed linen every week.

Round-the-clock emergency assistance

Your care suite is equipped with emergency buttons which are connected directly to the care team. Smoke detectors, sprinklers and fire alarms are also installed in your suite. The care team are available 24/7 and provide regular checks throughout the day and night.





Once you've decided you want to live in a Rhodes on Cashmere care suite, the move is straightforward. We're transparent about costs and fees, and our payment plans make managing finances easier.

How to get started

There are two ways to secure your Rhodes on Cashmere care suite:

Occupation Right Agreement (ORA)

1. Select the suite you wish to live in – standard, premium or deluxe
2. Pay a fully refundable deposit of \$2,000, which secures your chosen suite. You also have the option to pay an additional \$15,000 towards the ORA if you need to move in as soon as possible
3. Pay an entry payment for your suite of choice
4. Move into your new home with the free-of-charge assistance of Senior Move Managers, who help to sort, plan, pack, move and unpack your belongings.

The details:

- ORAs are applicable to all suites
- There is a capped 30% Deferred Management Fee (DMF) payable over two years with a minimum fee of \$5,000

- You pay the daily care fees applicable to the service level you receive
- You can choose to use the Arvida Easy Pay option, which accrues care fees against the capital payment (above the minimum payment of \$295 per week)
- Your fees stop the day of vacant possession
- We will repay the capital owing within 30 days.

Pay-as-you-go (Premium Accommodation Charge - PAC)

A small number of standard suites are available for the pay-as-you-go option.

Please enquire to ascertain availability.

Arvida Easy Pay is not available for pay-as-you-go suites.

Other details you need to know

Complimentary moving

You can enjoy the planning, packing, trucking and unpacking services of Senior Move Managers for no additional charge.

Note: some conditions apply.

Move now, pay later

When you sign the Occupation Right Agreement and make a \$15,000 partial entry payment, you can move into your suite immediately with the balance payable in two months from the day you move in, or at a time that coincides with the settlement of your family home, if earlier.

Deferred Management Fee capped

The Deferred Management Fee or 'DMF' is your contribution to the management and facilities of the community. In a Rhodes on Cashmere care suite, the DMF is capped at a maximum of 30% of the initial entry payment over a two year period. The DMF is not payable until you exit the community. You do not pay a Premium Accommodation Charge with an Occupation Right Agreement.

Care fees

The minimum entry to a care suite is the care suite support package. For rest home and hospital-level care, the fees are gazetted by the Canterbury DHB per week + community weekly fee. If eligible, a rebate is applicable.

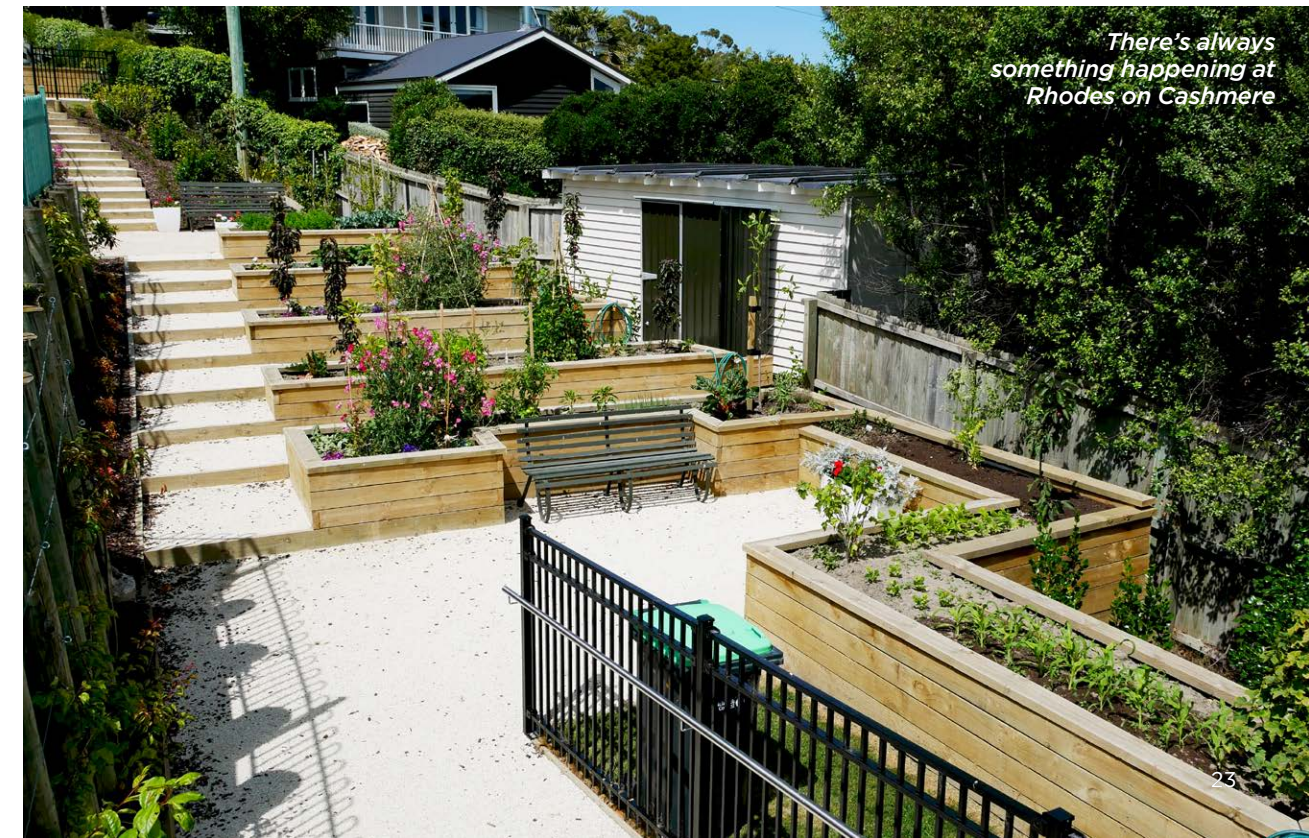
Subsidised care

You may be eligible for a Residential Care Subsidy or Residential Care Loan from the Government to help cover this fee.

Residents' expenses

Residents are responsible for payment of:

- Phone and broadband
- Contents insurance
- Sky TV, magazine and newspaper subscriptions
- Hairdressing and beauty treatments
- Podiatrist and physiotherapy treatments
- Hearing tests and services
- Dental treatment
- Toiletries
- Activities outside normal activities programme.



There's always something happening at Rhodes on Cashmere

Frequently asked questions

If you are looking at Rhodes on Cashmere for yourself or someone close to you, these questions and answers will help you to understand what makes our care suites different.

How can I be sure mum will be looked after the way she wants?

At Rhodes on Cashmere we are committed to improving the everyday life and wellbeing of residents in our care suites. Our wellness partners move to the rhythm of our residents, rather than set schedules and routines. Part of the settling in process involves getting to know what is important to every new resident. If your mum has completed a NASC assessment, we will tailor a care plan specifically for her and review it with both of you on a regular basis to make sure it's relevant and effective.

Dad's really not a morning person, will he have to stick to a timetable living here?

Definitely not. One of the five pillars of our Living Well care model is resting well. This means your dad can get up and go to bed when he's ready. He can also rest whenever

he feels tired and eat meals when he's in the mood.

I'm worried that mum's mental state will deteriorate when she moves. What's likely to happen?

Recognising that a change in living circumstances can often have associated feelings of stress and loss, we ensure that the transition is well supported. Getting to know new members of the Rhodes on Cashmere community will always be a high priority. Companionship, familiarity and maintaining a positive identity are hugely important for mental wellbeing.

We will ensure your mum will soon feel part of a close-knit group of friends who help each other to live well every day. This will include ensuring day-to-day activities reflect the interests and needs of each member of your mum's home.

Can I still get my superannuation?

Absolutely! You are living in your own home, so are entitled to your government superannuation as usual.

However, if you are eligible for and receive a residential care subsidy, the majority of your Government superannuation will be paid automatically to Rhodes on Cashmere to offset the costs of your care.

Do I qualify for a subsidy?

If you haven't already been assessed as needing residential care, we can help you to arrange a needs assessment.

What happens if dad's health deteriorates and he needs additional care?

Our care suites are licensed to provide rest home, hospital and palliative care as necessary.

At Rhodes on Cashmere, we will adapt the level of support provided according to your needs. Should you require a higher level of care over time, it will be provided.

Are all your caregivers qualified?

The care provided at Rhodes on Cashmere is led by a carefully chosen team of experienced registered nurses and qualified wellness partners. A registered nurse is on call 24/7 and they are supervised by a clinical manager who's responsible for the entire care centre. We provide regular in-house training for all staff for ongoing education and learning.

Can I have visitors?

Absolutely, this is your home. Visitors are welcome any time to enjoy all community amenities. We just ask you respect the privacy of other residents.

What happens when I vacate my suite?

When you leave, the only deductions from the original entry payment are the DMF and any unpaid fees. All weekly package and Deferred Management Fees stop the day your suite is completely vacated.

I'm an existing resident, do I have priority access to care?

All of our existing residents have priority access to our care suites. We have a preferential transfer rate for all residents. *Note: this is subject to availability.*

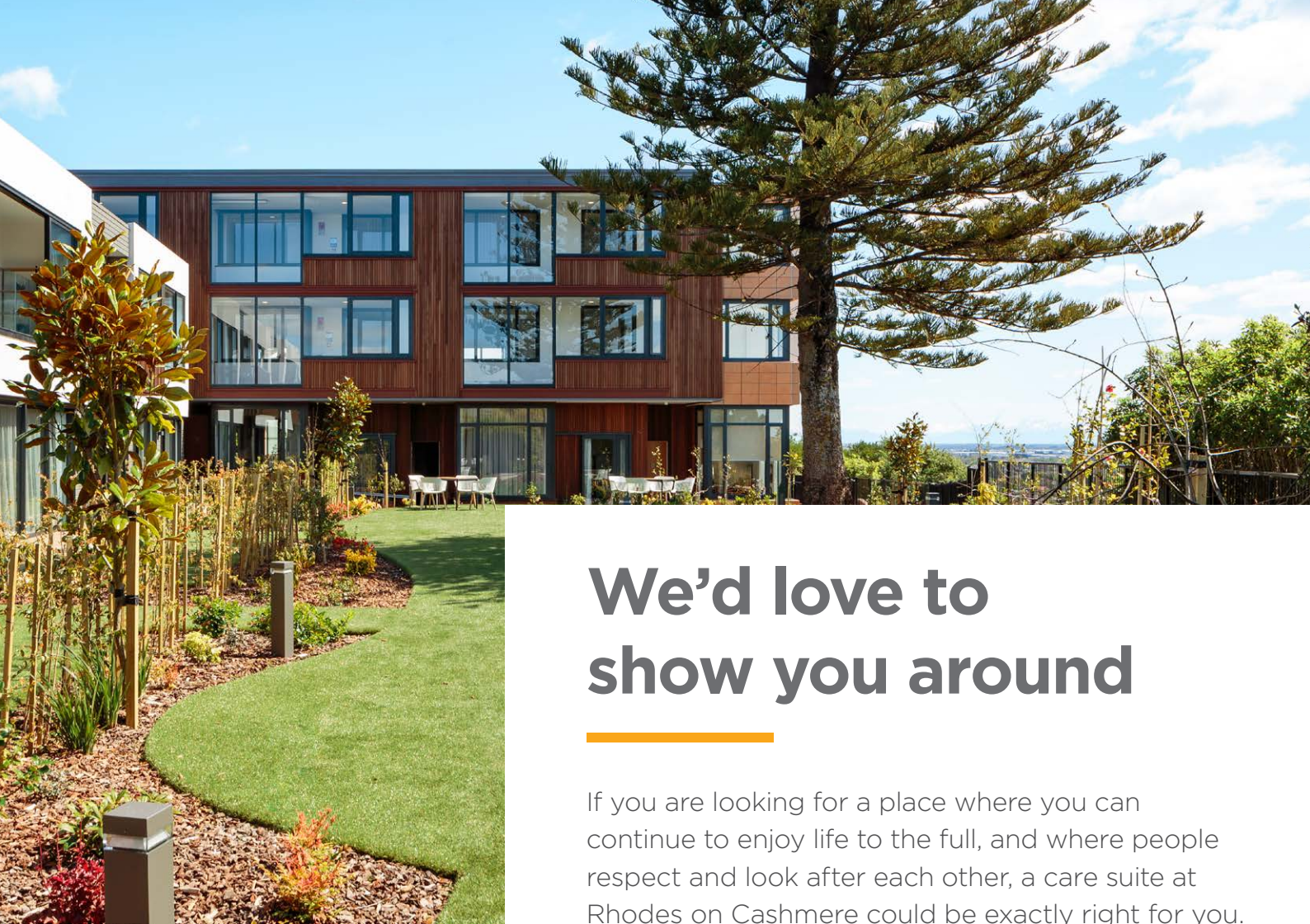


About Arvida

The Arvida Group is a publicly listed company on the New Zealand share market (NZX). Founded in 2014, we are one of New Zealand's leading operators of communities and care facilities for people over the age of 65. We have more than 35 communities around the country offering independent living, serviced apartments, rest home care, hospital-level care and secure dementia care.

We don't refer to our properties as rest homes or retirement villages. Instead we call them Living Well Communities, because they're designed to interact with and contribute to the immediate neighbourhood.

Our fundamental mission is to make our residents' lives better with everything we do.



We'd love to show you around

If you are looking for a place where you can continue to enjoy life to the full, and where people respect and look after each other, a care suite at Rhodes on Cashmere could be exactly right for you.

To find out more about our care suites,
call us on 03 332 3240 or 0800 278 432
or email sales@rhodesoncashmere.co.nz

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