



General Manager Kim Entwistle and RN Jenny Hall and the overhead hoist system

QUALITY RESIDENT SERVICES

McKenzie HealthCare is certified by the Ministry of Health to provide hospital, rest home and dementia level care services, including palliative, short stay, convalescent and respite care. Our services include daycare, podiatry, physiotherapy and hairdressing. Policies and procedures meet New Zealand standards, regulations and District Health Board (DHB) contractual obligations. We have a focus on continual improvement and regular internal and external audits ensure we meet high standards.



Some of the McKenzie HealthCare team

HEALTH AND MEDICATION

Registered Nurses are on duty at all times. Family/whānau are actively encouraged to be part of each resident's care planning and support team. We discuss medication and keep it to a minimum, notify the family of health events and aim for quality of life decisions to support independence and dignity.

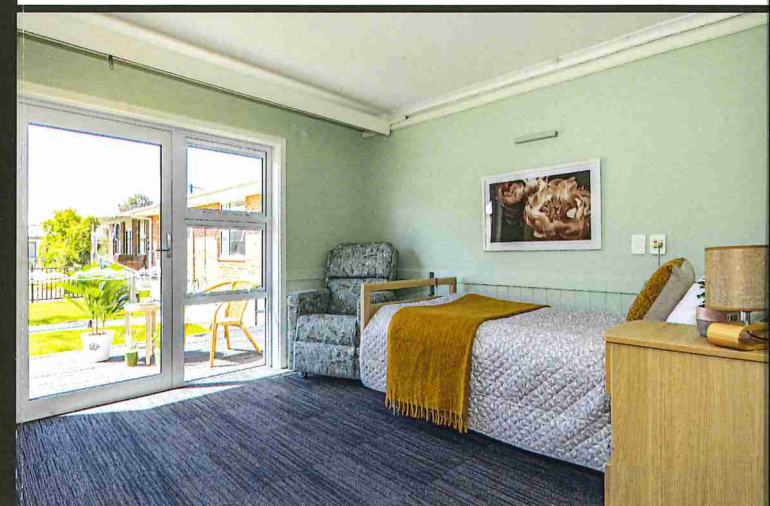
FEES

Fees in the Aged Residential Care sector are set by DHB and Ministry of Health and are reviewed at least annually. Many people are eligible for a subsidy through Work and Income New Zealand's income and asset testing regime. We have premium rooms available for an extra daily charge. Please make an appointment with the General Manager to discuss this option.

For more information email: admin@mhc.org.nz or call on 03 693 8299 - 9am - 5pm weekdays.



Residential Aged Care Services



SAFETY

Systems are in place to monitor staff and client safety. Staff are trained in manual handling techniques and we provide state of the art lifting equipment. We are committed to the principles of restraint minimisation and a 'restraint free' environment through the implementation of alternatives to restraint. We work in partnership with residents and family to develop individualised plans of care.

The fire sprinkler system is monitored 24 hours a day and checked monthly by qualified personnel.

CLIENT CARES AND CONCERNS

Older people often have difficulty expressing concerns they may have. At McKenzie HealthCare we encourage feedback, whether it be concerns, compliments or complaints. We have a formal complaint system to ensure any issues are properly addressed, and client satisfaction surveys are conducted annually to help review our strengths and weaknesses and to prioritise future improvements. Family feedback also helps improve services for future clients.

ROOM FACILITIES

Most rooms have either private or shared ensuites and 18 rooms have modern over-head hoists. Many rooms have room access to their balcony overlooking the gardens.

ENTERTAINMENT

Community goodwill is spread by many volunteers including local musicians and school groups. Our qualified Diversional Therapists provide opportunities for participation in a variety of enjoyable activities



VISITING

Family and friends provide essential support for clients in our care. McKenzie HealthCare is a family-friendly hospital facility and welcomes visitors at any reasonable time.

MEALS

For many clients, meals are the central focus of the day. McKenzie HealthCare has an appetising menu and is regularly reviewed by a registered dietician. Our kitchen staff use fresh ingredients to create interesting and nutritious meals and pride themselves on the quality of the meals and snacks they provide.

FAMILY

Involvement with family members need not end at the front door. Family can retain an important role by becoming the Carer Advocate. In this role, the family actively works with our team, teaching us about the individual likes and dislikes of each client, which helps us deliver the best care practicable for them.



McKenzie HealthCare is just minutes from the heart of Geraldine and is a neighbour to the flourishing McKenzie Lifestyle Village.

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WELCOME TO CARING IN OUR COMMUNITY

Be it respite, long or short term hospital care, rest home, dementia or palliative care services, McKenzie HealthCare offers the highest standard in holistic nursing care with kindness, compassion and encouragement.

A SAFE AND COMFORTABLE ENVIRONMENT

Most people prefer to remain in their own home for their personal privacy, independence and care needs. However, for approximately 6% of people over the age of 65 years, this is not the safest or most practical option.

McKenzie HealthCare provides specialised nursing care for people from Geraldine and surrounding districts. Staff are trained and qualified to deliver a high level of medical and age care tailored for each of our clients' special needs.

We have Registered nurses on at all times and trained staff caring for the residents ensuring all their needs are met.

