

CENTREED



Living
Your
Best
Life!



Helping support our communities across New Zealand

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CENTRED

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Work with us!

Register your interest or check out our website for available roles in Ultimate Care aged care facilities around New Zealand.



www.ultimatecare.co.nz/careers



FRONT COVER
Diversional Therapist Louise bringing Oliver the pet lamb along to meet residents at Ultimate Care Ranburn. Photo by Activity Co-ordinator Carina



Caring for New Zealand

-
- 1. Ultimate Care Ranburn Village 7 Nova Scotia Drive, Waipu Ph: 09 432 0675
 - 2. Ultimate Care Rosedale Village 255 Rosedale Road, Albany, Auckland Ph: 09 414 1144
 - 3. Ultimate Care Manurewa 39 Great Sth Road, Manurewa Auckland Ph: 09 267 2536
 - 4. Ultimate Care Oakland Lodge Village 108 Thirteenth Ave, Tauranga Ph: 07 579 5420
 - 4. Ultimate Care Oakland Lodge 125 Fourteenth Avenue Tauranga Ph: 07 578 2514
 - 5. Ultimate Care Cambridge Oakdale 58 Tennyson Street Leamington, Cambridge Ph: 07 827 4480
 - 6. Ultimate Care Rhapsody 30 Mill Road, New Plymouth Ph: 06 759 0080
 - 7. Ultimate Care Aroha 128 Monrad Street Highbury Palmerston North Ph: 06 358 8093
 - 8. Ultimate Care Lansdown Court Village 1 Oxford Street Lansdowne, Masterton 5810 Ph: 06 377 3339
 - 9. Ultimate Care Palliser House 186 East Street, Greytown Ph: 06 261 9020
 - 10. Ultimate Care Madison Village 144 Queen Street West, Levin Ph: 06 367 2305
 - 11. Ultimate Care Churtonleigh 24 Mallard Grove Churton Park, Wellington Ph: 04 478 4273
 - 12. Ultimate Care Ponake House 135 Constable Street, Newtown, Wellington Ph: 04 389 7007
 - 13. Ultimate Care Kensington Court Village 18 McMahon Street, Stoke Nelson Ph: 03 547 9444
 - 14. Ultimate Care Allen Bryant 45 Bealey Street, Hokitika Ph: 03 755 8353
 - 15. Ultimate Care Karadean Court 5 Queen Street, Oxford Ph: 03 312 4891
 - 16. Ultimate Care Bishop Selwyn 350 Selwyn Street Spreydon, Christchurch Ph: 03 379 4044
 - 17. Ultimate Care Rose Court Village 115a Rose Street, Somerfield, Christchurch Ph: 03 337 2221
 - 18. Ultimate Care Lakewood 31 Horseshoe Lake Road, Shirley Christchurch Ph: 03 385 9364
 - 19. Ultimate Care Rose Lodge Village 129 Tweed Street, Invercargill Ph: 03 218 4306
- ULTIMATE CARE REST HOMES
 ULTIMATE CARE INDEPENDENT RESIDENTIAL VILLAGES

Ultimate Care Group is a family-owned group that started in 2007 and is one of the largest residential aged care providers in New Zealand.

With nationwide coverage in all aspects of assisted living, care options include independent living, dedicated rest homes, and hospital facilities.



MESSAGE FROM THE CEO

Welcome!

Welcome to the first edition of “Centred” – our new periodical for families, residents, and friends of the Ultimate Care Group. We call it “Centred” as not only are our 1,000+ team mindful of what we do, we also remember that you, the reader, are at the heart of it.

*He aha te mea
nui o te ao?
He tangata he
tangata he tangata!*

There is an old expression: “Do not forsake me in old age: let not old age and stagnation rule my habits and customs”. Here at UCG, we try to take that to our spirit and enrich the people’s lives who have chosen to make their home with us. Whilst our youth may be gone, we still have a great deal of fun in us all, and experiences yet to be had. Whether it is an outing, a good meal, time with our loved ones, some new activities, or just a good old laugh, we want our homes to be your happy place. Over the next few months we will be working on more activities to make sure that is the case, and encourage everyone to take a part in them. Our thanks go out to our Activities teams and DTS for making this happen

*What is the most
important thing in
the world?*

Running Aged Care is a complex operation. With the many caregivers, nurses, domestic staff, maintenance, chefs and managers, we aim to be centred on our elders, respecting that the crown of glory is old age. Hopefully these pages will say thank you for entrusting us as a member of your family.

*It is the people, the
people, the people!*

He aha te mea nui o te ao? He tangata he tangata he tangata! What is the most important thing in the world. It is the people, the people, the people!

Thank you to the UCG team, our partners, and our whanau for making our homes yours, and our sincerest best wishes for the holiday season.

Best wishes for you, your family and friends in 2025,

Ben

BEN UNGER
Chief Executive Officer
Ultimate Care Group



Serving Suggestion

Nestlé
docello

PROTEIN ENRICHED

DESSERT MIXES



Empower with Protein delight with taste. Desserts that care as much as you do.

NESTLÉ Docello® is a game-changer for delicious and protein-enriched dessert mixes, specifically designed with nutrition in mind to inspire you and satisfy your residents and patients. These dessert mixes offer numerous benefits, making them a perfect addition to any menu.

- ✓ **Source of Protein*:** Essential for building and repairing body tissue and muscle mass*, crucial for elderly residents and patients.
- ✓ **Source of Calcium*:** Important for maintaining strong bones**.
- ✓ **Nutrition Calculated Per Serve:** Facilitates measurable dietary planning.

* When prepared with full cream milk.
** As part of a healthy and varied diet.

BETTER BUSINESS
A TASTE FOR

For more information about our amazing range of DOCELLO Dessert Mixes and other solutions for your kitchen, please visit our website nestleprofessional.co.nz or contact your local Nestlé Professional representative on 0800 830 840.



Wedding of the Year!

Jenene Parata met Tom Coneglan on her first day at Rhapsody Ultimate Care in New Plymouth two years ago, and they became fast friends from that day on.

The pair are double amputees and skillfully navigated their way around the facility and the city on their motorised wheelchairs. The couple wed 17th August in front of their children, family and friends, two weeks after Jenene popped the question to Tom!

She rang him saying 'I have something to ask you. Marry me!' He said he'd think about it. Tom had already asked Jenene

several times to tie the knot, so moments after he joked about needing more time, he said yes, yes, yes!

With only two weeks to prepare for the first-ever wedding at Rhapsody, the 'Mother of the Bride,' Facility Manager Sarndra Wallis, flew into action!

Residents came on board, craft groups made decorations, and maintenance staff tidied the gardens and turned the lounge areas into a wedding venue. Meanwhile, the kitchen crew worked on a superb celebration wedding menu.

And the excitement didn't stop there. Tom and Jenene became media stars, with the Taranaki Daily making them front page news and Seven Sharp reporter Caroline Robinson turning up with a film crew, resulting in a five-minute clip airing at prime time later that week!

Sadly, Tom has since passed away, but we know his wedding to Jenene was the best of days, surrounded by friends and family, love and laughter. Rest in peace Tom.



*At least one and a half times the protein per serve of our NESTLÉ Docello® Panna Cotta and Crème Brûlée Desserts when prepared as directed.



Julie Thomas, Manager



Unlike many care facilities nationwide, Ultimate Care Lakewood is one of the few specialising in dementia-only care. The nursing staff are trained in New Zealand's Level 4 Dementia qualifications. With a smaller, home-like environment, Lakewood staff can focus on Dementia in its many forms and spend time creating an individual plan for each resident.

Lakewood's Facility Manager, Julie Thomas, says that the word 'Dementia' is an umbrella term for many related illnesses and is not a normal part of the ageing process. "Neither is it a mental illness," says Julie. "It's a neurological disorder that affects the cortex of the brain, and that is why it is often called the 'invisible' illness." The person looks normal as cognitive decline progresses.

For families, the journey can be overwhelming. By the time a loved one enters care, a range of emotions can kick in – guilt, relief, memories, and a sense of loss. However, the burden lessens when families experience the environment, and level of compassion and fun at Lakewood. Many have commented how comforting it is to know you're not alone; the staff share your concerns, give advice, and take time to get to know personalities and quirky nuances. Its those genuine laugh-out-loud moments that make you smile, long after your visit!

Lakewood took the perfect opportunity to raise awareness of the disease by having a lot of purple-themed fun on 21 September, World Alzheimer's Day!



RESIDENT PROFILE:



Photos of our model resident Jeannette Shaw once graced the New Zealand Women's Weekly pages and catalogues for various fashion houses in the early 1960s and 1970s.

Trends in New Zealand and worldwide were changing, and we saw mini skirts, hot pants, platform shoes, and even unisex T-shirts and trousers!

Jeannette's work, however, remained at the glamour end, with a focus on timeless elegance. She adorned evening wear, elegant accessories, coats, gloves, and hats, showcasing a style that transcends trends and remains eternally chic.

We love to help her feel and look her best. She does her makeup every morning and has her hair styled by our activities staff. She is always so appreciative and glows with confidence once she has been pampered.

Her two sons are especially proud of Mum's career, as she did a great deal of her catwalk parades for charitable organisations.

Elegance, beauty and kindness!





OLYMPIC GAMES PARIS 2024



Ultimate Care's System Administrator, Linda Fairweather, experienced a roller coaster of emotions the night the family watched their niece Erika, swim the race of her life at the 2024 Olympics in Paris, only to be beaten by a fraction of a second!

Only five women in history, including Erika, have swum the 400m event in under four minutes. Four of them were lined up for the final in Paris.

Erika was reported as saying at the end of the race "Obviously I'm a little bit gutted to get fourth. Nobody wants to be there, but I have done myself proud. I mean that was an Olympic final and I just came fourth in it."

Linda felt very lucky to have been able to travel to Paris to support Erika in one of her biggest adventures so far.

"The feeling of being able to cheer for our niece, Erika and New Zealand, both pool side and at New Zealand house is something that we will never forget," says Linda.

"We are so very proud of Erika for her achievements but also of the amazing young woman she has grown up to be. Full of laughter, determination and a love for her dog Patrick, we are excited about where we can follow her next."



The 2024 Summer Olympics

Paris 2024 put a whole new spin on our Ultimate Care activities! Once staff began planning, the enthusiasm became infectious. Sports and games were adapted, and a competitive spirit grew, fed by French food! Flag and torch bearers led daily parades, and then there were the all-important medal presentations. And, regardless of which flag you held, we all proudly supported our Kiwi athletes.

Let the Games Begin!



Fresh Air and Friends

Our Ultimate Care Rest Home, Cambridge Oakdale, in Leamington, is uniquely situated in the heart of the Waikato region. The area is adorned with oak trees, many planted in the 1880s, giving the streets and boardwalks a picturesque charm.

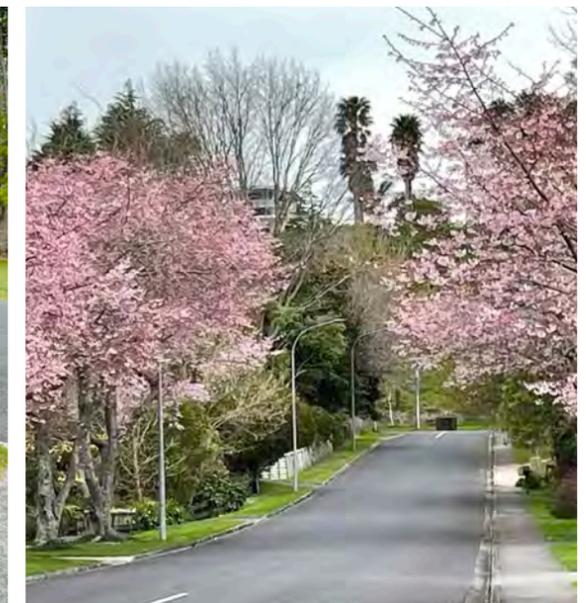
Staff are always eager to rally the troops and join in a walk around the block. The fresh air and friendly neighbours who wave and greet the familiar walkers make for a relaxed, eagerly anticipated outing.

Springtime is extraordinary as trees become a stunning palette of pink and white blossoms, and the oak leaves change colours with the seasons.

Facility manager Lezani Meyer says the walks are much anticipated, and the pace is unhurried. “We find our residents are relaxed and calm. They’ve chatted with friends along the way, setting the tone for the day.”

Gwyneth Common Park, a favourite spot for dog walkers, coffee carts, and weekend picnickers, is just across the road. The Leamington Pony Club is also nearby. On-site, there’s a variety of indoor activities, including music, art and baking sessions, ice cream van visits, and opportunities to catch up with different community groups. Outings to the Races, Lake Karapiro, and the Velodrome, ensures there’s always something fun to look forward to.

Leamington is semi-rural, and many residents hail from nearby small towns and farming families says Lezani. “Yet the proximity to cafes, supermarkets, and the very popular Cambridge Farmers Market appeals to our people.”



Residents enjoyed seeing their surroundings from onboard a horse drawn carriage!

A wonderful winter vista from Ultimate Care Karadean in Oxford.



Photo by Facility Manager Maria Erasmus.

Ben & Ian's Ultimate Adventure!



Tour Aotearoa is one of the world's great bike-packing trips. Stretching 3,000 km from Cape Reinga to Bluff, it follows a combination of cycle trails, from cruisy backroads and cycle paths to rougher 4WD roads and singletracks into towns full of character, history and warm hospitality.

Ben Ray, Ultimate Care Groups Commercial Manager, says the Trail has been a long time 'bucket list' challenge for him and his mate, Ian, who lives in Wellington. They have both been riding at least 250 - 300km each weekend and cycling to work three days a week in preparation for their 23-day journey.



"This is not our first challenge together," says Ben. "Since our University days 30 years ago, we've had several adventures with varying degrees of difficulty, and the Aotearoa Trail has been a long time coming!" As we go to print, they will have begun the journey between Cape Reinga and Bluff.

For extra comfort, the Trail takes the riders into Ultimate Care country, with four of our facilities or Villages operating within the North Island and three more in the South Island!

Staff are gearing up to greet the boys with hot coffee, food, cold drinks and lots of photos. Residents and staff will undoubtedly wave them onwards with cheers and encouragement (after they've washed their dirty laundry!)

Follow their journey on our Ultimate Care Facebook as they navigate some of New Zealand's diverse landscapes! All the best, Ben and Ian, on your ultimate bike adventure!





NAVIGATING THE JOURNEY

Where do I begin?

Arranging your next step into care home living can be complex, but we're here to help.

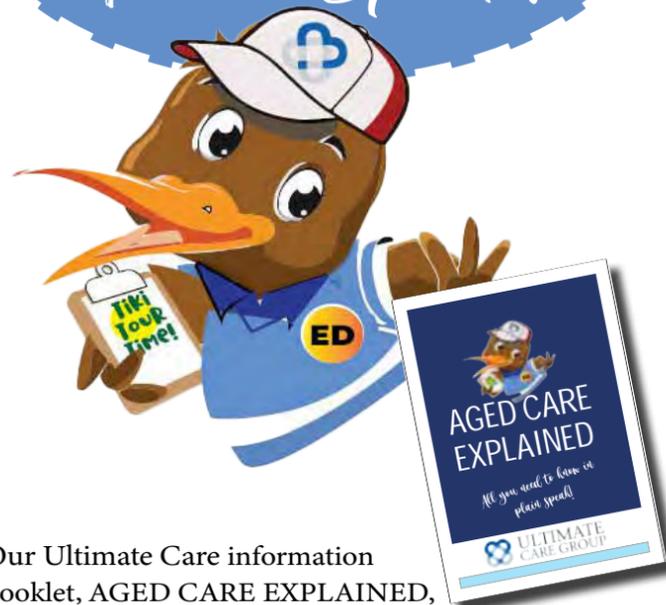
If you're considering where to move as you age, we can help demystify the many things you may want to acknowledge before moving into a care home.

For example, what makes you feel you need to change your life? Is it a lack of social contact, or are you physically unable to do some of the tasks you want and need to do?

Or you may have a loved one who is physically or mentally in need of extra support that you can no longer provide.

For many years in the care industry, we at Ultimate Care have received a lot of feedback about the uncertainties people experience when contemplating their next move. For many, the number one thing that causes apprehension is, "How will I finance my move?" On a personal level, we're often asked, "What's a typical day like? What activities are offered? Can I have my own phone and laptop?" We're here to help and have recently launched a new handbook to answer many questions and put your mind at ease.

All you need to know in Plain Speak!

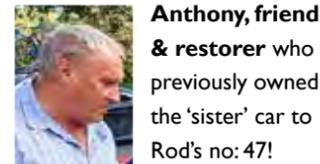


Our Ultimate Care information booklet, AGED CARE EXPLAINED, is especially written in Plain Speak to assist with answering your questions. There are also useful links and advice to make you feel comfortable with your next move.

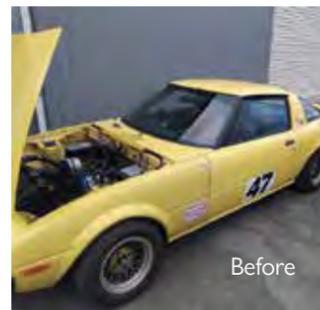
Available to download from our website:
www.ultimatecare.co.nz/helpful-information



From the Thrills of the Fast Lane, to a Ride down Memory Lane!



Anthony, friend & restorer who previously owned the 'sister' car to Rod's no: 47!



A resident of Ultimate Care Karadean in Oxford, Rod McElrea's world has revolved around cars from a very young age. Winning the New Zealand Beach Racing championships in Nelson in 1971 and the OSCA championships in 1983, you could say, Rod has been the driving force behind his son and grandson's love of the sport.

The car he drove to win the OSCA, number '47', was involved in an accident and eventually he sold it. Buyer, Anthony embarked on a loving restoration over the next 10 years. And on a glorious Sunday in November he was all set to surprise his friend. It was a beautiful morning at Karadean so Rod's wife,

Adrienne suggested taking a walk. As they reached the driveway, he heard a familiar rumble—not his current ride, the Mustang, but a sound from many years ago. The couple looked up to see his old number 47, unrecognisable, turning into the entrance and his friend Anthony behind the wheel. It was an unforgettable and spectacular surprise!



In 2017 the McElrea men became the first three generation Kiwi racing team to compete in a teams event at Timaru International Motor Raceway. "It was a very special weekend for us because we had never driven together before at any event, so it was a very memorable day," said Andy.

Andy lives in Australia and runs McElrea Racing. The team finished the Bathurst 12-hour second overall and won the Pro-Am. The team is currently the Porsche Carrera Cup champions. Rods grandson Hunter lives and races in the USA.



Left: Rod, his son Andy and grandson Hunter.

As part of putting our residents and their families front and centre in daily life at Ultimate Care, we are embracing a Kiwi life that recalls growing up in the 1940s, 1950s, 60s, and 70s New Zealand!

Our rejuvenated activities programme, for example, will take on a retro look and feel with music, food, games and the people who made us laugh, cheer and gasp at the cleverness of inventors from a little country at the bottom of the world.

We embarked on a journey with our staff to talk with residents and discover what makes New Zealand unique. We were overwhelmed with the positive sentiment shared, particularly from many staff and residents whose families or themselves, as young adults, made New Zealand their home.

We often smile at how we were, our fun, and the Kiwi slang we all understand and relax into. As part of that, we are re-emphasising how we embrace our Kiwi culture.

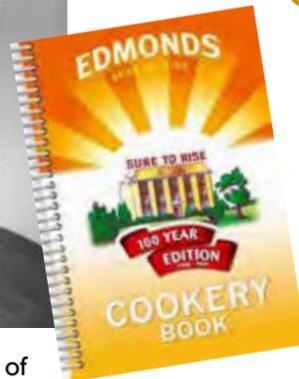


We then decided the concept needed an ambassador – a fun character that would champion the many aspects and embed a plan of action. And that character needed a name!

Takahe is a pretty cool name...not like Pooh-kek-ohhh!



A nationwide callout to all our care homes and villages teams around New Zealand swung into action. Residents and staff submitted hundreds of funny, cute, Te Reo and characterful names. Simplicity won out, and 'Ed' the UCG Kiwi was born!



It's an acknowledgement of everyone's favourite New Zealand mountaineer, explorer, and philanthropist: Sir Edmund Hillary—the first person in the world to reach the summit of Mt Everest.



The other 'Ed' that solidified our naming our Kiwi is Edmonds. The company published an iconic cookbook that remains the first point of reference for Kiwi cooking and baking and the highest-selling book ever published in New Zealand.



It's all about the fun, the food, the famous faces and the families! We're celebrating our wins, the funny times shared along with the friends we loved and spent our summers with!



Kiwi Slang

LANGUAGE

Kiwi slang has been embedded into our everyday language - our words sing with cultural significance! A 'Tiki Tour' is an outing, the 'Wop-Wops' are rural bushland, and if asked to 'Bring a plate', make sure it has food on it!



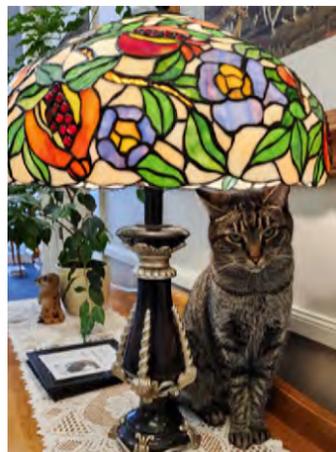
Regularly, our facilities will host Ed the Kiwi-themed events - quizzes, afternoon teas, crafts, music and dance! All welcome to join us for these activities. Watch out for your newsletters.



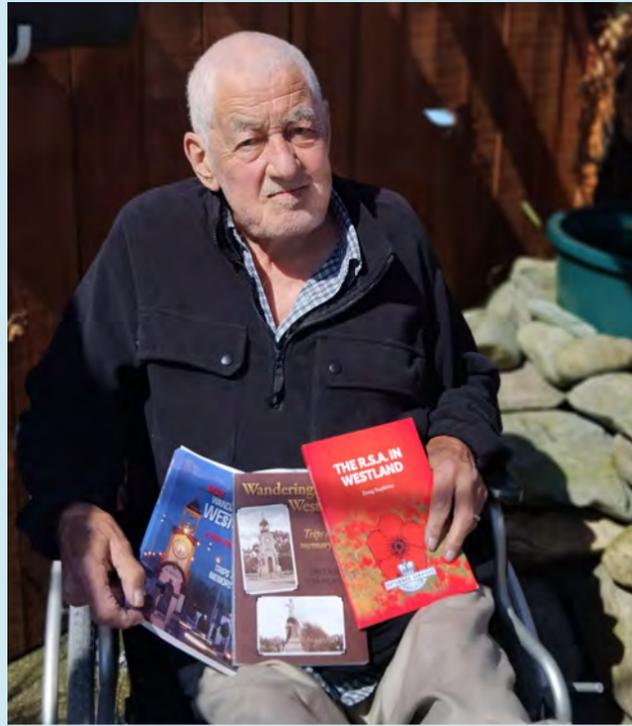
Pet Therapy

Making a 'Paw-sitive' impact!

Pet therapy or bonding with animals helps people of all ages and stages, both physically and mentally. Several of our care homes have a friendly furry pet living onsite or as a regular visitor! Interacting with an affectionate animal forms a bond, produces calmness, reduces boredom, and increases movement and activity through walks and play. The companionship decreases loneliness and improves our mood and general well-being. There are too many reasons not to pat a pet the next chance you get!



PROFILE: DOUG STAPLETON



Growing up as the Milk Bar Kid of Hokitika



Douglas Stapleton recently spoke to fellow residents of Ultimate Care's Allen Bryant, about his life growing up on the West Coast, particularly his connection to a local landmark, Stapleton's Milk Bar. He and his young cousins became the labour force for the business from an early age, having mastered the art of ice cream rolling at age five!

The family operated the Milk Bar from 1937 until 1987 after his three aunts, sisters Ada (Mrs Cowdry), Olla (known as Ollie) and Rose, leased the space from the owners next door of the Princess Theatre, later refurbished and renamed the Regent Theatre.

Movies were shown at the theatre every night except Sundays, and the famous shop was open for business from 8:30am – 11:00pm. Every inch of counter and shelf space was stacked with chocolates, lollies, liquorice, bubble gums and boiled sweets in big glass jars, and a vast supply of boxed and wrapped confectionary, some of the brands still on our shelves today.

During intermission, boys were employed to move along the aisles, selling ice creams and lollies from tin trays, held up by straps slung over their shoulders.

Brother to "the girls", George, established an ice cream manufacturing plant "Stapleton Supreme Ice Cream, using local milk and flavourings. Local suppliers from Greymouth and Christchurch delivered crates of fizzy bottled drinks.

New owners have since fully renovated the Milk Bar, retaining its original name, and it remains a local landmark. The iconic store has gained a new fan base, with visitors from all over the world giving it a firm 5 stars on Trip Advisor!

Doug, his cousins Diane, Neville, Natalie, and David are proud of their sweet Hokitika heritage!

Doug Stapleton is the author of three books about Westland. For several years he wrote a column called 'Musings' in the West Coast Times, sharing the history of Westland, the people and places that make it so unique.

Below: The Misses Stapleton's Milk Bar from left: Olla (Ollie) Ada Cowdry (nee Stapleton) and Rose.



(Above) June 24 1958, widespread flooding of the Hokitika River meant no milkshakes that day!



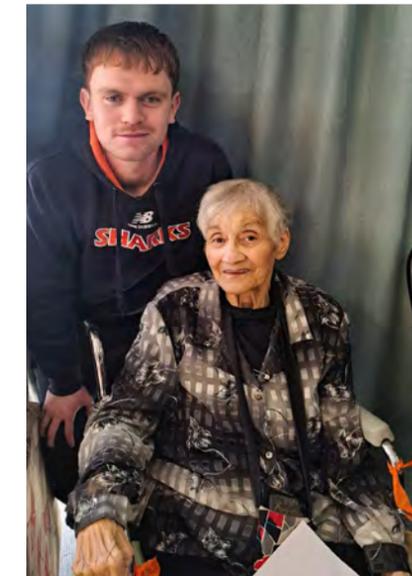
The Regent was originally built as an ice skating rink in the 1930s and, in the 40s and 50s, became Hokitika's second picture theatre. When the run-down Princess Theatre closed its doors, the Regent re-opened in 1980, with funding and co-ownership by the community.



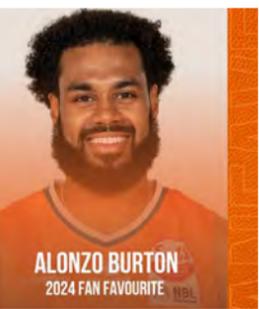
Sharks spotted at Rose Lodge!

Following a visit to Ultimate Care Rose Lodge, the Southland Sharks Basketball Team posted this on their Facebook page:

FANS FIRST: During the season the SHARKS spend a lot of time in our community engaging with fans of all ages. This week we made a special visit to some of our more senior fans. What an absolute pleasure to visit Rose Lodge Rest Home.



Not all were Sharks fans initially, but their support of all things good in Southland was more than apparent. Needless to say, next season their TVs will be on for SHARKS games and we have already been invited back. One of the highlights of the season - thank you Activities Co-ordinator Donna Hunt for inviting us.



ALONZO BURTON
2024 FAN FAVOURITE

Not long after the team's visit, Alonzo was voted 2024 Fan Favourite! Thanks Rose Lodge!

The Gift of Art



Terry Oliver-Ward

Terry had many interests and hobbies and came to photography late in life. Her early photography reflects her life-long love of animals of every kind.

Terry was diagnosed with degenerative lung disease, which had limited mobility, strength, and energy. She took many photos while sitting in her car, which enabled her to follow her passion.

She was passionate about informing people about places that were accessible to wheelchair users so that they could enjoy the pleasure and satisfaction that it brought to others as well. Terry planned to create a directory to help others discover and explore wheelchair-accessible sites.

As her mobility decreased, she transitioned to taking more photographs inside, and thus, the water drops and the dandelion collection were born.

She was passionate about photography and about encouraging others. Terry spent many hours, both in person and online, helping other photographers develop their skills, learn new photo techniques, or share their talent with the world.

Sadly, Terry passed away in October and has gifted part of her collection to Aroha, Ultimate Care in Palmerston North.



Terry's daughter Monique is the sister-in-law of Aroha's Facility Manager, Brenda De'Adman.

We at Aroha are very honoured to receive Terry's art as a gift so that we can continue inspiring others within Aroha's walls.

- Brenda De'Adman
Facility Manager, Ultimate Care Aroha,



TERRY OLIVER WARD





Colour Our World!

Photo: Maria Erasmus, Facility Manager Karadean

Every year Ultimate Care residents embrace the Public Health Awareness Days and Cultural Days by donning the theme's colour and turning them into fun events!

Ultimate Care Karadean, Oxford, is fortunate to have, growing onsite, their own crowd of Daffodils!



Whether you're living independently or in care, we are passionately committed to providing you support, care and advice.



Medicine Management Services

We offer personalised medicine management services designed to make it easy for you to stay on top of your health.

Vaccinations Available

Protect yourself and those around you. Our pharmacists provide a range of vaccinations, including flu, COVID, and other seasonal immunisations. **Walk-ins are welcome, or simply book ahead to fit your schedule.**

Earn Living Rewards Points



Our communities are invited to join our Living Rewards program and enjoy rewards on every purchase and selected services as well as access to special offers and promotions.



Get it Delivered

Browse our selection of health and beauty essentials from the comfort of your home and have them conveniently delivered to your doorstep.

Contact your local Unichem and Life Pharmacy for expert advice

Simply scan the QR code to find a location near you!

Unichem



life Pharmacy



Unichem

life Pharmacy



LUCY ADAMS
HEAD OF CLINICAL
Ultimate Care Group

Being asked to prepare a summary of my career and some general information about myself has provided me with the 'self-indulgent' opportunity for reflection.

My philosophy for life has been and remains a creation of memorial chapters that have and continue to create work and life experiences that include meeting and working with amazing people.

I have been fortunate to have had a remarkable career so far that has allowed me to use it as a vehicle to travel to exciting places and enhance my own learning. As a platform for continuous improvement, the chapters of my life and career have sometimes been turbulent, but others have been seamless. That's life. The battle scars and learnings contribute to who you are and how you engage with subsequent chapters.

I began my career as a typesetter in the 80s and decided to be a flight attendant, but having limited success in learning languages, the next best option was to become a nurse. A turning point was when I realised nursing was my passion. I was proud to work for the Auckland DHB and loved my neurological and neurointensive care time there. I then found my way to the emergency department! With this experience, I then had a stint working on cruise ships as a lead nurse from Miami and loved the Caribbean!

In Alice Springs, Townsville, and Tasmania I worked in Emergency Departments and my philosophy was more of a 'work hard, play hard, focus-on-fun' approach! The teamwork, friendships that developed, and experiences I had, positioned me for my next chapters before returning to Auckland.

During my tenure at Auckland DHB, I became involved in a Change Programme for a new hospital; I had already been in a position as an Occupational Health and Safety Advisor. Both experiences involved change management, influential leadership and sound people skills. I love learning, so I have always been quick to lead courses alongside my core role.

I then joined the NZ Police in a non-sworn capacity doing Occupational Health and Safety and completed my MHS [Master's in Health Science]. My role was diverse and extremely interesting, and during this time, I learnt a great deal about structure, processing and working within a hierarchical framework. This experience prompted my interest in completing an MBA. My most significant achievement with the Police was participating in the National implementation of Stab Resistant Body Armour.

After the Police, I worked for St John as a Health Emergency Manager and introduced the Emergo Train System into NZ. Designed and developed in Sweden in the 1990s, the Emergo Tool Train System is a disaster simulation exercise and training system. As the programme lead for this national tool, I developed, facilitated and often wrote the exercises and reports. It was fun, and the success of the exercises was due to the level of engagement. I met amazing people who were committed and dedicated to responding to emergencies.

I completed my MBA later in my career, and whilst thoroughly enjoyable, it demanded a significant effort, considering I finished it while working in Australia as Clinical Governance Director (acting) and Nursing Director of Continuous Improvement and Innovation.

My time in Australia was an incredible experience, including camping in the outback under the stars, rodeos, and camel races. There was even time for a little romance! With every chapter of life so far, I think fondly of the many stories, the people, and just how much everyone has contributed to the very fabric of my own story.

My recent roles have been at Waitemata DHB as Associated Director of Nursing and then at Wanganui DHB (a fabulous role with a great team) as Chief Operating Officer / Director of Nursing. Having spent time down the country from my home, away from my now elderly parents, I decided I didn't want any more travelling. I had retained my house in Auckland and had come home as much as possible; it was an easy decision to return, but not alone. I brought someone extraordinary with me.

In the post-COVID era, I contracted to MoH, which enabled me to work from home to be with my fur baby, whom I adore. I am now anchored here in Auckland in my lovely home that I refurbished a few years ago, with my fur baby, who rules the house and is the centre of my life. All of this has fitted in well with my new chapter and role at Ultimate Care Group as Head of Clinical.

Lucy Adams,
Head of Clinical
Ultimate Care Group



Unipak glove solution elevates aged care services for Ultimate Care Group

Ultimate Care Group is enhancing the quality of care across its nationwide facilities through a new partnership with Unipak and its leading Bastion range of personal protection equipment.

Peter Etchells, Aged Care Consultant at Unipak, takes pride in supporting one of the country's largest aged care providers.

"Just one year into our partnership, the Group is already reporting benefits for both its staff and residents, and that truly makes our hearts sing."



Nationwide quality control

Last November, Unipak implemented new disposable gloves and advanced dispensing units from its Bastion range across all 19 facilities, which cater to over 1,200 care beds. Under Peter's leadership, more than 900 care staff received comprehensive training on the proper setup and usage of these gloves, reinforcing the Group's infection control protocols.

"Support and guidance are at the core of what we do," Peter explains. "It's crucial that our customers maximise the use of their products. Teaching staff how to correctly install each item to prevent cross-contamination is essential."



Streamlining operations

Since partnering with Unipak, the quality and superior resistance of nitrile disposable gloves and the Progenics dispensing system has surpassed previous standards, significantly enhancing infection prevention measures for residents.

"The Group reports that our Bastion products have been vital in managing infectious outbreaks," Peter notes. "The products are part of an integrated platform helping to reduce both the number and severity of incidents."

What began as a glove partnership has now expanded to include protective hats, boots, aprons, wipes, rubbish bags, and even vinyl gloves for kitchen use.

"The Group has been impressed with our rapid delivery and consistent supply, which have exceeded their previous provider's offerings. By making us their single supplier, pre-approving products, and utilising our reporting and analysis, they are minimising inefficiencies and streamlining their ordering process," states Peter.

The road ahead

As regulations and innovations in personal protection continue to evolve, Unipak is dedicated to helping Ultimate Care Group remain competitive in serving New Zealand's ageing population.

"Our team prioritises staying informed and regularly engages with both local and international partners," Peter emphasizes. "We aim to be a valued partner for Ultimate Care Group and look forward to introducing Ben and his team to new developments that will support their success in the growing aged care industry."

 Our Bastion products undergo stringent third-party testing and are certified to the highest accreditations internationally.

For further information, please contact Unipak at 0800 864 725.

unipak™



Meet Zoe Tantrum

"Roy and I are film Students at Te Herenga Waka Victoria University, Wellington.

I have begun a film project based on an interaction I had with my own Grandpa. We sat together at his retirement village and asked him about a 'treasured memory.'

It was a really precious time as he spoke, and I wanted to reach out to the community. I believed many seniors in these homes wanted a listening ear, which I am happy to extend.

Archiving memories through film has become really healing for the families and the person sharing their experiences, at least it was for me and my Grandpa.

We hope your readers will find this project as interesting and enjoyable as we have in producing it.

Thank you to Poneke House Manager Rowena, her helpful staff, and the extraordinary men and women who took part in the Remember Project."

Zoe Tantrum & Roy Hong



The Remember Project

We spoke with Zoe on day two of filming the Remember Project. She says meeting and chatting with Rea, Joy, Hazel and Lawrence was a delight! All four candidates exuded genuine happiness at having the opportunity to speak and share their stories.

Hazel, 87, had come from a large Irish family living in Wellington, and they all shared a passion for sport and athletics, with nine siblings – it meant a couple of teams right there! Hazel's favourite game was softball, and when she met her husband-to-be, watching him play rugby became another favourite! They returned to Ireland and married in Dublin before settling back in Wellington.

Joy is a delightful 95-year-old, and to Zoe, and cameraman Roy's surprise, she is proficient on her iPad! Joy's fondest recollection is the dances during the war when the 'Yanks' would attend, and the girls would line up against the wall like 'cattle in a sale'. But a Kiwi soldier who asked her to dance stole her heart, and 12 months later, they married. Postwar, he was able to turn his hand competently to many skills to support her and the family of two

young sons, and he even built their first home. Joy was proudly part of the 'make and mend' generation.

Rea's world revolves around her two sons, whom she chose to bring up alone. Her parents were very supportive and she will always be grateful to them. One son, who lives nearby, is now a policeman. Rea is an avid reader and was instrumental in helping to organise the local library pick up and drop off books to Poneke House each week. She remains independent and happy.

Finally, Lawrence, 97, has a fabulous collection of framed photos on his wall. His interview was less Zoe asking questions and more of a journey around the prints, prompting a memory and a story from each one.

We thank all of our interviewees and their families for allowing Zoe and Roy to commit their stories to film, preserving history on both a personal and collective level.

As they head into the post-production suite, we look forward to sending links to the work on their YouTube channel and wish them both all the best for their futures in film.

Rockin' RANBURN



"We love involving our community and local clubs they seem to enjoy it as much as we do!"



The Activities team at Ultimate Care Ranburn love a Rock 'n' Roll themed party - the music, food, dancing, and even the local muscle car club turn up! Even Elvis was seen in the building! After all, who can say no to a little bit of boogie?

Thanks, Diversional Therapist Louise and activity co-ordinators Carina and Angela.





Excellent people. Exceptional care.

Our local facilities provide personalised care and a sense of community, supported by the best resources and healthcare services.

When you need help and advice, our friendly, trained team is here for you and your family, 24 hours a day, 7 days a week.

Ultimate Care Group is one of the largest aged-care providers in New Zealand. We can support your comfort and care as your needs change in the coming years.

With our experience, you are in the best of hands. We ensure that you and your family can make the best choices for your level of support.

Contact us today to discuss how we can help provide the peace of mind and care you deserve.

www.ultimatecare.co.nz



Our approach to care

Our philosophy is to provide extra support as residents need it. Our nursing teams can create personalised care plans and provide ongoing assessments by working with residents and their families.

Exceptional care

Ultimate Care staff recognise that it is a privilege to care for our residents, and we believe you deserve Ultimate Care's promise of treating our residents with dignity, warmth, compassion, and respect.

Wishing you and your loved ones a safe and happy New Year 2025

from all of us at
Ultimate Care Group





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