



A GUIDE FOR YOU AND YOUR FAMILY

From assessment to exploring a care home

Keep this guide after your conversation with a healthcare professional. Take it to a visit and use it to note what you would like to ask.

1. Understand your assessment

Ask your assessor to explain the level of care and services identified, what happens next and who to contact if your needs change. Involve family or whānau in the conversation where you wish.

2. Explore suitable local homes

Call a home to discuss your assessed needs, preferences and current room availability. Arrange a visit and ask about everyday support, facilities and how the home would meet your needs.

3. Confirm the next steps

Agree who will coordinate documents, funding questions and the proposed move. Ask how information will be shared securely. Availability and suitability must be confirmed directly with the home.

Call a local Promisia care team

LOCATION	CARE TEAM	PHONE
Feilding	Ranfurly Manor	06 323 5050
Feilding	Nelson Street	06 280 4839
Christchurch	Aldwins House	03 242 0180
Christchurch	Chatswood	03 332 7323
Cromwell	Golden View Care	03 928 6015
Cromwell	Ripponburn	03 445 0021

Your questions for the visit

A conversation or visit does not confirm admission. Confirm care suitability, availability and fees directly with the home.

Further guidance: [NZ Government: starting residential care](#)