

Caring for the Carers

Vitae's onsite support service provides an independent, supportive and open environment for Dementia Care NZ.

Dementia Care NZ works with some of our most vulnerable citizens. Employees are encouraged to offer person centered care for elderly residents as they strive to create a loving, warm and homely atmosphere in where each person is supported to experience life richly.

Achieving a high standard of care is only possible when staff are well supported. Vitae has been engaged by Dementia Care NZ to provide an independent point of contact for the care staff in 4 business locations.

Alison Hume, Director , Dementia Care NZ describes the impact of Vitae's onsite support service saying, "The service Vitae provides in supporting our staff to deal positively with challenging situations and interactions, both in the workplace and at home, is invaluable. Knowing that a discreet, trusted and familiar individual is always available when needed gives our staff the ability to deal with issues as they arise in the day to day working environment. This prevents escalation and leads to a happier, more stable and contented workforce. This in turn has a positive impact upon our residents."

Dementia Care NZ

BUSINESS CHALLENGE

Provide an accessible, confidential staff support service across multiple sites.

VITAE SOLUTION

24/7 Freephone Assistance Helpline, regular onsite visits by an independent support person, access to counseling and trauma services as required.

BUSINESS BENEFITS

All employees have someone objective that they can talk to openly and in confidence. Vitae's services support Dementia Care NZ to achieve their business outcomes by caring for the Carers.