



TE HOPAI TRUST HOME & HOSPITAL NEWSLETTER



General Manager

Well what a year 2020 turned out to be!

December 2020

On the negative side, all of our lives have been turned upside down and it has been a year of uncertainty. On the plus side, our staff have worked tirelessly this year to keep our little community safe from the vagaries of a 'tricky' virus and we are very grateful for that but as with all challenges, there are opportunities.

Serendipitously, I was in Turkey for a good part of the time so I would like to take this opportunity to publicly thank Jill Kerridge, Tracy Broadley, Lillian Cois, Chris Sanders and the rest of the management and clinical team – what a stellar job they did in this space in my absence and I appreciated the constant updates I got from them. Our visit from the DHB reinforced the great job the team did – they were unable to find anything that this facility could have done better in preparing for and preventing the potential spread of the virus if it were to hit us. Staff were also very responsive. There were a handful of staff who indicated they would not be able to work if Covid reached us and all of those were for genuine medical reasons. Some of our staff even gave up working at other jobs which could have put our residents at risk, as this increases the risk of transmitting the virus if it were to hit the other facility, they were working in. What a team!

In terms of opportunity, this year, as part of our Covid response we have taken huge steps forward in supporting the Ministry of Health in potential contact tracing and set ourselves up to screen for 'wellness' for people entering our facility. Our new sign in/sign out system not only helps us with contact tracing if the virus were to hit, but it also allows us to monitor who we would need to contact if any other transmittable infection hits the facility (gastroenteritis being the obvious one). Likewise, so does our new temperature checking device at our reception areas.

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Again, this is another tool in our arsenal in potentially fighting off Covid, but also in trying to prevent our residents being taken ill with more common illnesses such as influenza or the common cold. The temperature checking works for visitors to the facility and our staff.

There is no doubt that 2021 will see new challenges as we adapt to the 'new normal' in a (hopefully) post-Covid world. It will be interesting to see what the rollout of the vaccine will look like, but you can be assured we will work hard to make sure we do our part in that rollout.

2021 is also an 'audit year' for us. Our certification audit will be in February and no doubt we will be talking to some of you during that process. Whilst we prepare for audit to some extent, this is more around checking our paperwork such as policy and procedure. We are confident that the care of our residents will not be an issue for us. More on that as we move into the new year.

Finally, I want to take this opportunity to wish you all a Merry Christmas and a very Happy New Year.

Pakize Sari, General Manager

Pride of Workmanship Award

It is an honor to announce that Phil Muru won the 2020 Rotary Pride of Workmanship Award.

He willingly performs the essential upkeep and tasks throughout our facility to maintain the health and safety of our building and equipment.

He is resourceful, his skill set to design and manufacture gadgets is an asset for Te Hopai; this was extremely helpful during Covid when he designed structures for equipment which was vital to support the staff safety.

He has solid technical knowledge which is extremely helpful in an aged care facility, especially with televisions and remotes...I am sure that certain residents deliberately misplace their remotes, so they get to see more of him!!

Phil is an inspiration; his hard work and values make him a role model for our workplace. We believe he deserves recognition for his individual effort.

He helps to make Te Hopai the place

it is; **a community!**





Merry Christmas & Greetings from the Finance, HR and Admin Team

What A Year... Having just reread last years message to our families, how much times have changed.

Over the last 9 months we have had the privilege of supporting our care staff to look after our residents during the various stages of lockdown. It was amazing to watch the entire team of staff pull together and work through this year. The generosity of families and residents (past and present) also meant we were able to distribute two payments to staff from our staff fund which the staff were very grateful for.

This year we have introduced an on line sign in register, fundraised for and installed thermal scanning and more recently been diligently policing the car park to ensure we have maximum space available.

We want to thank you so much for your support and understanding over the past year. It is always a pleasure to welcome you to Te Hopai and interactions with visitors are what we consider a perk of the job.

As well as our usual work, the familiar chimes of skype calls have resonated throughout the facility, many newsletters have been sent, temperatures have been taken, access has been limited, appointments have been made so it is a relief to be able to look forward to a relatively "normal" Christmas. Tracy, Chris and Delanie are taking a (well deserved) break between Christmas and New Year, but Michael will be here and able to assist where possible.

Collectively we wish you and your families all a lovely holiday break and hope you get to spend some quality time relaxing.

Tracy, Chris, Delanie and Michael

Wellbeing

It is wonderful many new staff members are taking responsibility for their personal wellbeing and utilized our subsidised gym membership Te Hopai offers.

This work environment can be stressful, so important staff continue to look after themselves. Contact Marianne if interested in a membership form.



I need an hour and a half to describe all the amazing work done by the staff here

Phil; resident





Volunteers & Staff

This is an opportunity to thank all our volunteers. Thank you all for giving your time, and sharing your skills and knowledge; you all add value to Te Hopai and make it the place it is.

When wandering around the place, often a volunteer can be found in a quiet sunny nook; immersed in a conversation or a board game, sitting in the garden chatting, or co-ordinating a weekly book, poetry, art group or classical music session.... we enjoy observing growing friendships and relationships.

A highlight this year has been the talented musical volunteers who have come on board. The standard has been outstanding, and it has been a privilege to have them performing in our lounges. Music really does touch the hearts of so many residents as it triggers memories and continues to connect people. We will certainly welcome them back, and any new musicians who come through our doors in the New Year.

We have evolved this year with the extra challenges and demands of Covid, our residents taught us a great deal as many have faced far greater challenges in their lifetime, they accepted the hardships of lockdown knowing the sacrifices everyone had to make to keep them 'safe'. During this time our volunteers were greatly missed, but eagerly our dedicated staff stepped in and volunteered their own time to entertain and add some fun to the place....this was a great opportunity to experience the musical talent of our staff (and residents), and



Remember that the happiest people are not those getting more, but those giving more.



what talent we have! Staff also took the time to get dressed up and support our Wacky Wednesdays, Mid Winter Event & our own Olympics which added smiles to the faces of our residents, although at times I think the staff had more fun! To our volunteers, we thank you for being dedicated; for arriving and leaving some days without receiving recognition, not even a small thank you. More importantly, thank you for seeing the need and responding.

We look forward to working with you all in the New Year, as the days get warm and bright we look forward to more drives and outings, hopefully more time in the outdoors and enjoying the delights of mother nature.

The team looks forward to more big events in the Rest Home Lounge, this is definitely what we do well and missed this year. Residents and staff enjoyed the opportunity to shop at our recent craft market, there will be more next year. Thank you to staff and family members who help us, and support each other as we continue to create the 'buzz' around the place.

Wishing you all a safe Christmas.

Diversional Therapist Team
Marianne, Mariandel, Libby,
Sara, Eve & Amanda





Quality Manager

We have been running a number of projects this year which were put in place to try and make our services better. Unfortunately, many of these were disrupted due to the pandemic and subsequent lockdown, but we are back on track and have these up and running again.

Our residents in Owen Street have been working on a leaflet and video designed to welcome new residents into the facility, as they felt our current admission booklet did not provide a hospitable experience for new residents. We are hoping these media items will help anyone new to the facility to settle in and make new friends.

We have also been working hard to improve our garden area in Kowhai. The residents have planted vegetables, watched them grow and then subsequently eaten them. We have our next crop ready to plant when the rain stops and we hope to be able to enjoy the fruits of our labour in the next couple of months.

When we conduct audits in the facility, we usually poll some of our residents and ask them what they think about things like the food and laundry services, the layout of the building and other topics of interest. We received some feedback from some of the residents to say that they are not certain of the process for making a complaint, they are not sure that we follow up on complaints and they are not sure if we rectify things that are

not right. We would like to assure everyone that we take complaints very seriously and we have two pathways that can be followed. If you are upset about something, you may go directly to the RN or the Clinical Manager to express your complaint verbally. This gives us the chance to rectify what is wrong and we may be able to do so immediately. If we do not sort things out to your satisfaction, you may put the complaint in writing and we have set timeframes in which we must investigate the issue and respond to you. If we still do not satisfy you that we have sorted the problem out, you may take your complaint further and write to the Health and Disability Commissioner or contact Advocacy Services. Contact details for each of these organisations are in the Admission folder you are given when you look around or on the day you arrive and move in.

When we hold residents' meetings, we have the chance to explain what we have done to make things better, and we also respond personally to individuals who fill in surveys and identify themselves.

If you have any ideas for improving services, don't hesitate to talk to a member of staff. We develop a Quality Plan at the beginning of each year and so this is the chance to get your idea actioned.

Sam Ogilvie (Quality Manager)





Kowhai Happenings

2020 has been a mixed bag for us all. We made the best of Lockdown with Vulori, Marie, Ana and Angie putting on two Fijian concerts, one singing and the second traditional dancing, they were both very popular and helped to break up the time without visitors.

It was a quiet time and we missed our families very much, keeping in touch by Skype and phone was a whole new experience and many people took to this way of communicating very successfully.

Jane Pairman, has transformed the South end of the Kowhai inner courtyard with gorgeous plants, trees and a variety of sculptural pieces and interesting vessels, this has improved the outdoor experience for all Kowhai residents.

Anna Harris the gardener and I have been planning improvements to the outside courtyards at Kowhai for some time and have recently purchased trees and shrubs for both the courtyards with money given by the family of a former resident. We have also purchased a wooden bench to enhance the outdoor seating options. This is an ongoing project and there is always potential to improve the outdoor experience for our residents and their families.

We wish you all the best for the festive season and thank all those who have supported us in 2020.

Libby Wycherley Kowhai.



If I need a cup of tea at 3am in the morning, it is never too much trouble for the staff.

Bronwen; resident

Staff have an attitude of kindness & care. Always happy and willing to be helpful... never resentful.

Jill; resident



He'll Scatter Round Some Stuff

When Santa Claus on Christmas Eve
Comes riding on his sleigh,
He'll scatter round some stuff for folk,
To find on Christmas Day;
And if, despite some fossicking
They can't locate the stuff,
Then that will simply mean that they're
Not looking hard enough;
Though quite a few won't look at all,
And there's a simple cause,
They're dismal, cheerless
folk who don't
Believe in Santa Claus!

Merry Christmas

by John Jensen
(resident)

