

# MEETING MINUTES – PUBLIC BOARD MEETING

Te Hopai Trust Board

Te Hopai Home and Hospital Limited

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Date and Time:	Wednesday 2 <sup>nd</sup> July 2025 at 6:00pm
Venue:	Te Hopai Home and Hospital, 51 Hospital Road, Newtown, Wellington
Meeting for:	Public Board meeting
In Attendance (Board members and presenting):	David Bratt, Masako Crawford, Anna Davison, Cheryl Goodyer, Angelique Jackson, Peter Jackson, Andrea McCance, Dean Riddell (Chair), Pakize Sari (Chief Executive), Mike Smith
In Attendance (Staff)	Cristie Allado, Amy Fanning (Minutes), Jill Kerridge
In Attendance (Residents):	Stephen Bell, Rae Karena, John Leggott, Mary McNamara, Peter Sayers, Colin Smith, Ron Stewart
In Attendance (Family and friends):	Jill Allan, John Bickerton, June Burton, Miriam Dillon, Ian Greenwood, Diane Greenwood-Havea, Sandra Moore, Liz Sayers, Val Scharnke, Lockie Stewart, Barbara Strathdee
Apologies (Board):	Denise Church, Mark Rowe, Simon Wallace

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## MEETING OPENING

- Opening Karakia – led by Peter Jackson
- Dean Riddell welcomed our extended whānau and friends to our second annual public Board meeting, and each Board member introduced themselves and spoke briefly to their backgrounds.

## CHAIRPERSON'S REPORT – presented by Dean Riddell

- Dean Riddell introduced himself with a pepeha. We have a talented Board of eleven voluntary members, who are diverse, strong, bold, forward thinking and above all – caring. It is a pleasure to have been on this Board for 25 years, the last four years as Chairperson.
- Everyone at this meeting today plays a role in how we operate and our success - and we are truly grateful for your participation.
- Our Board normally meets monthly (except January) and each meeting includes a detailed Chief Executive's report. On a quarterly basis the Board receives a comprehensive financial and management report which is thoroughly reviewed, and then the other seven meetings focus on strategic direction, which allows us time to focus on a wide range of topics.
- There are four active sub-committees who you will hear from soon, who do the mahi in specific areas and report back to the full Board monthly.
- The true champions are our team of staff who are dedicated, passionate, caring and skilled, a star team lead by Pakize as their inspirational captain, we thank you for all your effort and dedication.

## 2024/25 ANNUAL REPORT – presented by Pakize Sari

- **Occupancy:** our very strong occupancy levels are critical to our success and they were particularly high in the last financial year – 98.4%. We are proud that we continue to provide many rooms without a premium room charge (47%) despite the financial challenges facing the sector.
- **Staffing:** is of critical importance for the whole aged care sector, and we currently have a full complement of highly skilled and engaged staff. Key indicators of staffing satisfaction, such as staff tenure and staff survey results, have all improved from the previous year.

- **Resident and family feedback:** surveys are undertaken annually and the response rate and feedback was very positive this year - we are grateful for your continued support and input. It is so important to us that 100% of our residents “feel safe here”. Food services continue to be a focus and we take the feedback on this seriously. It is difficult to satisfy everyone’s needs given there are a wide range of texture requirements and preferences – however we continue to work on this. Whilst residents felt more positive about their daily activities, there were lower ratings received from their families. There has been some staff changes in this space and we continue to focus on reviewing and supporting the Recreation/activities programme.
- **Volunteers:** we have a dedicated group of volunteers who lend their wide range of skills and talents to provide our residents with one-to-one time or group activities, and also join us to assist with special events such as ANZAC Day.
- **Certification audit:** our facility has recently been audited against the Ngā Paerewa Health and Disability Services Standard. We received full achievement with two continuous improvement ratings related to Pacific peoples health and falls prevention. We are one of a limited number of NZ facilities who have a four year certification and therefore only need a full review every four years.

### **CLINICAL ADVISORY COMMITTEE REPORT** – presented by David Bratt

- We are an advisory group to the Board (not Governance, or Supervisory) and therefore identify areas that need focus and offer strategic guidance e.g. COVID-19, sector staffing shortages.
- This advice will evolve and change over time, and is based on the best evidence available at the time, and follows on a pragmatic approach. We are very focused on high quality end of life care, continuous improvement and infection control practices.
- We have a dedicated Quality Manager, Alice Guo, who collects a vast range of information which is presented to us quarterly. This highlights areas where we may not be doing as well as benchmarks or previous levels, for example, fungal infections have been a focus recently. These cause a lot of discomfort to our residents, therefore it is important to increase efforts to keep all residents as clean and dry as possible, which is difficult with some resident’s lack of mobility and capacity.

### **CULTURAL SAFETY COMMITTEE REPORT** – presented by Angelique Jackson

- We are the newest Board sub-committee and are working on our Terms of Reference to guide our mahi. We are focused on ensuring Te Hopai provides culturally safe and respectful care to everyone. We want to celebrate everybody, so that everyone feels welcome and included in our wider whānau, with a specific commitment to upholding the principles of Te Tiriti o Waitangi.
- We are proud to have celebrated cultural events such as Matariki with the Te Hopai family, and are excited to support more mahi in this space particularly for the upcoming Te Wiki o Te Reo Māori (Māori language week) in September.
- We have welcomed a new member on to our team recently to support our mahi, our kaumātua Peter Jackson, who comes with a wealth of knowledge and experience.

### **PROPERTY COMMITTEE REPORT** – presented by Dean Riddell

- We provide governance on the big picture / strategic property issues – and are supported by several staff members as well as various property professionals.
- Te Hopai was established in 1888, one of the very early charities of its kind in NZ, with land gifted by the “City Fathers” under the conditions of being used as “aged care for the needy” which remains a condition of our tenure. This creates a challenge – we own the land but are unable to sell or offer title to it – so we cannot use the land, or any building on it, for security on borrowings.
- We are currently investigating development options focused on providing more assessed aged care. Whilst the margins in providing the base level of aged care are slim – this can be improved with accommodation supplements on premium rooms. Current developments in the sector are focused on the next level of higher quality rooms – with larger, more luxurious rooms than Owen Street – and we have a concept which enables modular flexibility and 1/2 bedroom apartments for

group living. Our management team are working hard on building an operational model to maximise staffing efficiency and ensure the feasibility of this development.

## **FINANCE AND AUDIT COMMITTEE REPORT – presented by Mike Smith**

- We meet regularly and whilst acknowledging that Te Hopai is a charity, it is important we operate like a business to ensure our financial viability into the future, so that we can continue to thrive.
- We review and recommend the annual budget, and oversee the annual external audit, which has just taken place and went well. We focus on the main costs (such as insurance) and looking at ways to reduce these as the sector is facing increasing cost pressures across the country.
- Our strong occupancy is key to our survival, and good financial health, in this tough climate – and it consistently sits well above national and regional averages. We work very hard to maintain these high occupancy levels which allows us to do more.
- Over 60% of our income is spent on staffing costs, our biggest asset and taonga.
- We also want to expand as looking into the future, there are not enough aged care beds being built across New Zealand, so we are currently saving for this and looking at options to borrow.

## **GENERAL BUSINESS AND QUESTIONS – facilitated by Dean Riddell**

- **One of the residents raised a concern that the carers were not treating them well** – Pakize confirmed that she would take that offline and follow up with them specifically on that.
- Several family members expressed their **sincere gratitude to the team and Board** for caring for their family so well, especially in the last few months of their life. They were grateful for the love and care received and noted it was so important for us to continue to look after our staff well.
- **Jill Allan spoke as an advocate for the Hospital residents** – she was happy with the increased participation of these residents in activities and thanked the caregivers and volunteers who had filled in for staffing shortages in the Recreation/activities space. She specifically thanked our Physiotherapists who are always active with advice and therapy.
- **Mary McNamara** asked Amy Fanning to speak on her behalf and thanked the dedicated staff including the administration team, cleaners and maintenance team, physiotherapist team and particularly Marianne Kerridge and the Recreation team. She asked if there were ways to combat the loneliness that some of the residents experience, e.g. having a guidance counsellor available.

## **MEETING CLOSING**

- Closing Karakia – led by Peter Jackson
- **Meeting closed 7:00pm.**