



December 2023

# Kia ora Te Hopai Newsletter

As we take a moment to reflect on the journey of the past year, it's essential to acknowledge both the challenges we faced and the positive moments that illuminated our path. Undoubtedly, the year 2023 presented its fair share of challenges. It becomes apparent that the years are not unfolding with increasing ease. Amidst the challenges, there were numerous positive moments that shone brightly, reminding us of the power of resilience and the beauty of shared achievements. For example, in February, we underwent our surveillance audit, and I am proud to report that we achieved full compliance in all areas. This accomplishment is a testament to the hard work, dedication, and commitment of our incredible team.

Further to this, I am excited to share other positive news. In April and July, we have received funding from Te Whatu Ora for our Registered Nurses. This is a significant development that allows us to invest further in the well-being of our dedicated Registered Nurses. As a result, we are pleased to pass on the benefits of this funding directly to our RNs, acknowledging their invaluable contributions to our community.

Moreover, I want to highlight the continuous strides we are making in our robust and dynamic Quality Improvement Programme. This programme is a cornerstone of our commitment to excellence, and your support and feedback have been instrumental in its success. Thank you all who completed our surveys and gave feedback to us over the year.

I want to extend my heartfelt gratitude to our wonderful families and contractors for their generous gifts to our dedicated staff. If you were to pass through my office, you would witness a heartwarming sight – a space adorned with Christmas gifts and thoughtful cards. It's a visual representation of the immense generosity and kindness that permeates our home during this festive time. I want to assure you that each gift and card is not just a physical token; it is a symbol of the deep appreciation and connection that exists within Te Hopai family.

*continued*



Meri Kirihimete



As we navigate the hustle and bustle of this month, I find immense joy in sharing these gifts with our hardworking and dedicated staff.

This Christmas again, our dedicated team is working to infuse the season's spirit into every corner of Te Hopai. From festive decorations to special activities, we aim to create an atmosphere of joy and celebration that resonates with the true spirit of Christmas.

On behalf of the Te Hopai Trust Board and all staff, I want to express our deepest gratitude for allowing us to be a part of your lives. We wish you a Merry Christmas and a Happy New Year filled with renewed hope and optimism.

Ngā mihi  
Pakize Sari; General Manager



# Message from our Clinical Manager

Every year seems to go quicker than the previous, with 2023 drawing to a close. It has been another busy year, but this is of course the norm.

An important part of every year is our training programme. Caregivers are an integral part of our residents lives and the training we hold yearly for caregivers is important in ensuring that we continue to provide the best standard of care. All caregivers require a mandatory 8 hours training per year. We held 3 sessions over the year with several different topics covered. One of the topics I discuss is the importance of knowing the history of our residents before they lived with us. Your loved ones have years of living before they entered our facility and I think it is important that as staff we know as much as possible about their lives and values.



The completion of the “Personal Profile” on admission is our starting point but there is so much more. As staff we enjoy the residents and you as families telling us stories about past events. Recently one of our residents and her husband told us they had been married for 64 years but together for 72 they met when they were 14 years old. She then explained that her father used to tell them that there was to be “No canoodling at the end of the driveway” of course none of the young caregivers knew what canoodling meant!!! These are the stories that give us a brief glimpse of our resident’s lives and of course a smile for us.

I wish you all a wonderful Christmas with your families and friends and I look forward to seeing you all again in 2024. On a personal note, I am on leave from December 16 through January 8, spending some time with my family.

Merry Christmas  
Jill Kerridge; Clinical Manager





## Honouring Dedicated Staff and Celebrating Volunteers

As we continue our journey of providing exceptional care, let us celebrate the vital role played by our skilled staff and the richness of cultural diversity.

Their engagement, mutual understanding, and collective commitment not only bond our team but also pave the way for a more compassionate, inclusive, and holistic approach to caring for our residents. Their tireless efforts, often going above and beyond, create an environment where residents feel valued.

Despite the absence of families at our Christmas party, our dedicated staff ensured a festive and joyous atmosphere. Understanding the importance of companionship and celebration during the holiday season, our team stepped up to entertain and uplift spirits. They transformed the Rest Home lounge with music, food, laughter, fostering a sense of warmth and togetherness. While the absence of families was felt, the dedication of our staff in creating a memorable and cheerful atmosphere emphasized their commitment to our residents. Their efforts exemplified their resilience and adaptability, ensuring that the spirit of celebration and joy prevailed, bringing smiles and happiness to our residents faces.

In recognition of the invaluable contribution made by our volunteers, we recently hosted a Volunteers Appreciation Evening. It was an opportunity to express our gratitude for their selfless dedication and unwavering support. Their presence and efforts are a testament to the strength of our community, where volunteers play a vital role in enhancing the quality of life for our residents.

As the holiday season approaches and we gather to reflect, let us take a moment to honour and cherish the memory of those who have left us, acknowledging the richness they brought into our lives and the lasting legacy they've left behind.

Cristie Allado; Rest Home Care Manager





## Message from our Kōwhai Manager

In Kōwhai we have diverse groups of residents, families and staff. We like to celebrate everyone's cultural uniqueness. This year we have celebrated Māori Language week and 3 Pacific Language weeks Tongan, Samoan and Fijian.

I have led a group of Pacific Women living at Te Hopai in a rich cultural group weekly. We share music, food, prayer, current affairs, and language.

I would like to acknowledge the hardworking dedicated staff at Kōwhai, their skills at caring for each individual person and their deep knowledge of each person's needs that ensures their contentment.

Vulori Daunibau; Kōwhai Care Manager





Mark Banksy inspired Art Piece hangs in the Rest Home Lounge which gives us all moments of joy and fulfilment. Engaging in this artistic collaboration has not only nurtured creativity but also bolstered a sense of accomplishment, confidence, and shared pride among our residents.

## From our DT Team

Beyond scheduled activities, our emphasis is on the power of genuine connections. From the warmth of a smile to the depth of a heartfelt conversation, every interaction is a chance to brighten someone's day and alleviate the weight of loneliness.



## Jigsaw Club

A highlight this year in the Rest Home has been the introduction of the Jigsaw Club on Monday afternoons. Residents and Staff have engaged in this activity spending a couple of hours working together, chatting and enjoying each others company while completing a variety of puzzles.





## Hot Toast Tuesday

Tuesdays during the year in Owen Street have taken on a special flavour – quite literally! Our residents have embraced the joy of Hot Toast Tuesday, a weekly celebration that brings together the delightful combination of avocados and tomatoes on Vogel toast.

The aroma of freshly toasted Vogel bread permeates the air, signalling the start of a day, it's a highlight eagerly anticipated by our residents each week.

Residents suggested next year, restrictions on admission!!



## Connections

Our volunteers understand the value of human connection and the simple joy of spending time with others. Whether engaging in lively conversations, sharing hobbies, playing games, or simply offering a comforting presence, our volunteers play an indispensable role in alleviating loneliness.

## Thank you, to our Volunteers

for always going above and beyond what's expected of you! Your work and dedication to our residents is outstanding.



What began as shared discussions in our Seasons for Growth Workshops on coping with change and loss, a friendship steeped in empathy, trust, and a shared appreciation for the similarities in their life journeys.

# MUSIC

## Students Delight

Beyond the sheer delight of this pre Christmas piano performance, the interaction fosters intergeneration connections. The students' compassionate gesture not only showcases their talent but also exemplifies the importance of and value of sharing experiences across different ages. Amy and Evie initially visited us while completing their Duke of Edinburgh Award. They now perform monthly in the Hospital Lounge.



## Music Therapy Students Hope and Hanno

We were fortunate to have two Music Therapy Students Hope and Hanno completing their placement at Te Hopai during the year. They worked with individuals and groups throughout the facility. They were particularly popular in Kōwhai, getting to know people and creating lots of positive musical experiences.



## The JOY of music with Marvin

Marvin's dedication and passion for music creates an atmosphere of warmth and companionship. His willingness to go beyond his role as a caregiver to share his musical talents is a testament to his genuine care for the residents. The sense of community and joy he brings into their lives is immeasurable.

Residents eagerly anticipate his visits, and for Marvin, seeing their faces light up with joy is the greatest reward. His music doesn't just entertain; it fosters connections, lifts spirits, and creates such JOY in our lounges.



However, the true magic of Christmas lies in the spirit of giving and companionship. Residents, staff, and volunteers come together not just to celebrate but to support and uplift one another. Small gestures of kindness, whether it's a handmade card exchanged between residents or a compassionate embrace, exemplify the profound connections forged here at Te Hopai.



# Empowering Passions



## Celebrating a Love for Model Train Sets

We believe in nurturing and honoring the passions that bring joy and fulfillment. James's passion for building model train sets has captured hearts and inspired a wonderful project led by our resident advocate, Jill Allen.

Understanding the significance of supporting and encouraging this passion, Jill took on the task of project managing the creation of a safe and dedicated area for our enthusiast to pursue this cherished hobby. Tailored to meet the specific needs of James with a workplace assessment by our Physiotherapist and Jill Allen's dedication and commitment, this project have been inspiring.

It's crucial to recognize the importance of supporting our residents' interests and hobbies. These activities are not just pastimes; they are integral parts of their identities and sources of immense joy and purpose. By creating spaces and opportunities that encourage and facilitate these pursuits, we enrich the lives of our residents, fostering a sense of fulfillment and well-being. Together, we can create an environment where each individual feels empowered to follow their passions, finding joy and fulfillment in the simple pleasures that make life truly meaningful.

## Celebrating a Love for Printmaking



Gregory shares his talent and passion in our Owen Street weekly printmaking class. Through patience and guidance, he has taken the lead in teaching the art of printmaking, igniting creativity and fostering a sense of camaraderie. We have produced a beautiful and unique range of Christmas cards, a collective effort that not only showcases artistic abilities but also embodies the confidence and pride that come from sharing skills with others.

A heartfelt thank you to all who have purchased these cards, your involvement has uplifted spirits and bolstered confidence; with the proceeds we will buy new materials (as well as have an outing for a celebration coffee)!!



*Christmas wishes from  
us all at Te Hopai.*

Meri Kirihimete

