TE HOPAI TRUST

**Quality Report November 2020**

Orientation of new residents

It can be hard entering an aged care facility, especially one as large as Te Hopai. Currently one of our Diversional Therapists, the Quality Manager and some of the residents are developing an orientation package for residents who are new to the facility.

Part of this will involve residents who have lived here for a while, buddying up with new residents so that they get to know a familiar face in the facility.

We are also developing an information pack, which has been started by some of the residents, which new members of our community will be given when they come into the facility.

We are hoping this initiative will make life a little easier for new residents and that it will be ready soon.

International Day for the Elimination of Violence Against Women



During lockdowns due to the Covid 19 pandemic, data shows that domestic violence against women and girls has increased. The UN describes this as the “shadow pandemic which is growing amidst the Covid 19 crisis.”

Across the globe, 243 million women and girls were abused by an intimate partner in the past year and of those abused, less than 40% seek help or report the violence.

The 25th of November has been observed as a day against gender-based violence since 1981 and this year the day marks the start of 16 days of activism that will end on the 10th December, which is International Human Rights Day.

The target of this day is to spread public awareness about this issue and increase resources dedicated to end violence against women and girls.

Car Parking



At some times of the year, it has been increasingly hard for visitors to get parked in either of our car parks, and this has been due to the general public using our car park for free parking when they are visiting places in Newtown.

Some of our visitors are disabled or find it hard to walk long distances, so we have been patrolling our car parks and clamping those who are parked illegally. If you have a legitimate right to park in our car parks e.g. you are visiting a staff member, a resident or you are working in the facility, please ensure that we have your car registration. If you are a visitor or contractor, this will be supplied by signing into our registration system at the reception desks.

No one parking legitimately will be inconvenienced.

Food Satisfaction

Normally at this time of the year, we run a food satisfaction survey. This usually has a very low response rate and does not reflect the views of the majority of the residents.

We have decided to do things differently this year. If you would like to comment on the food, there is a food comments box located in Owen Street (any of the Clinical Managers, DT or Quality staff can direct you to it) and anyone is welcome to put comments in here.

We collate these on a monthly basis, and after we have collected enough, the results will be published on the website in this report.