

## Welcome

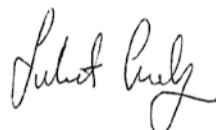
In this, my first edition of The Beacon as CEO, I'd like to thank the HBH community for the very warm welcome. I've been 'wearing two hats' for the past few months, so I'm now looking forward to becoming fully immersed in this exciting new role.

I'd also like to welcome Hilda Johnson to our Executive Leadership Team. I feel fortunate to be working with such a dynamic team, who are some of the best in the sector, and who are extremely passionate about our vision and mission of enabling older people to age well and live fully.

Looking to the future, our focus continues to be on delivering the highest standards of care, which were

endorsed by our recent audit results. I look forward to working alongside our residents, staff, community and Board to continue to provide relevant, dynamic and high quality services for older people.

Ngā mihi nui,



Juliette Tuckey, CEO



## An update on the aged care sector

*With Juliette Tuckey, HBH Group CEO*

HBH Group's new CEO, Juliette Tuckey, who has over 20 years' leadership experience, shares her thoughts on the current issues affecting the health and aged care sectors, and how HBH is leading the way in addressing these.

Known as the 'three plagues of aged care', loneliness, helplessness and boredom, are recognised as key issues in both aged care facilities and the wider community. Juliette believes that addressing these from a community point of view is a priority, and is central to HBH's vision, mission and purpose.

"Social networks like Virtual Village East and providing low-cost housing for seniors such as Stevenson Village are even more important," she says. "As an Eden Alternative organisation, addressing these issues is at the heart of what we do. We will continue to provide more opportunities for connection, autonomy, spontaneity and joy in residents' lives."

The weekly tech workshops with St Kentigern College students are a great example of this, says Juliette. "The students help seniors learn essential digital skills and these sessions are valued by both residents and students. We'll also be inviting families to become more involved in ways that work for them (and asking for their feedback), as they are a core part of the care partnership."



STUDENTS AND RESIDENTS BOTH ENJOY OUR WEEKLY TECH WORKSHOPS.

“Aged care environments can create a sense of helplessness if we do everything for our residents,” she explains. “Older people need freedom and spontaneity rather than being over-protected. With more freedom comes more risk, and with that comes more independence, joy and fulfilment. One of my roles here at HBH is to advocate for those things.”

“Our senior years needn’t be a period of decline – there’s so much to embrace as we get older,” she enthuses.

## HBH well placed to face sector challenges

As many of you will be well aware, the health sector (including aged and social services) has been facing a number of challenging issues for some time, including inadequate funding, a lack of resources and shortages of qualified nursing and support staff.

“Not-for-profit and faith-based providers are a vital and unique contributor to the sector,” says Juliette. It’s essential that we remain viable so we can continue to provide the high quality, relationship-based care for which we’re known. We recognise that this is a very real challenge, but we’re committed to meeting this need in our community.”

Another challenge for our village operation is increased competition from commercial aged care providers, particularly in the East Auckland area. While this competition hasn’t directly impacted on our care delivery, larger operators are able to fund their care beds from their village sales. We’ve seen an increase in smaller, stand-alone retirement villages and care homes



ENCOURAGING RESIDENTS TO HAVE MORE AUTONOMY AND INDEPENDENCE IS CENTRAL TO THE EDEN ALTERNATIVE PHILOSOPHY.

exiting the sector in recent years. “As a relatively small operator, it’s time to be creative in finding solutions,” says Juliette. “We’re working with other non-profits and faith-based providers, so that collectively we can continue to meet the needs of more vulnerable seniors in our community, while also providing options for those who can pay for their care.”

There are always challenges in the aged care sector, but fortunately, HBH is well placed to address them.

As Juliette says, “Our reputation for high quality care, our philosophy of putting people first, our not-for-profit status, and our higher staff retention rates all hold us in good stead for the future.”

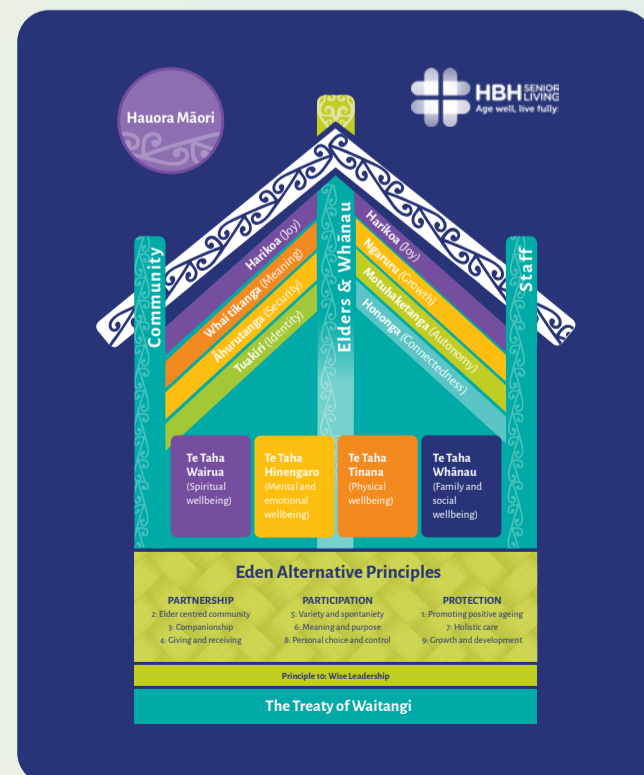


OUR HIGH QUALITY CARE MAKES A DIFFERENCE.

## Our Hauora Māori (Māori wellness) action plan

As mentioned on page 1, one of our Continuous Improvement commendations from the Ministry of Health was for our work on Te Tiritiri o Waitangi standards. HBH developed these Hauora Māori (Māori wellness) standards to better reflect Aotearoa New Zealand’s multi-cultural society and meet the cultural needs of Māori in our aged care homes and the wider community.

Created in consultation with Enliven, Te Haua Partners (Governance Advisors) and Delwyn Sinclair (Tikanga Advisor to the HBH Senior Leadership Team), the founding principles of partnership, participation and protection work hand-in-hand with our 10 Eden Alternative principles. You’ll see a few changes as we continue to roll out these new standards over the next few months.



# Top marks in recent audit

We're very happy to report that HBH Howick Views has achieved full attainment, and a further 4 years' certification period across all areas of care in the latest Ministry of Health/Health Certification audit. We were measured against the new Nga Paerewa Health & Disability sector standards, so this is a significant accomplishment.

The feedback from auditors was that our understanding and interpretation of the new standards in practice is to a high level, and we are one of a small number of aged care homes to achieve full attainment.

The new Nga Paerewa health and disability sector standards were introduced in 2021 and have required a massive overhaul of policies and procedures. "It's been a mammoth task for team members at all levels of our organisation, reworking and integrating hundreds of standards, policies and procedures across our services," says HBH CEO, Juliette Tuckey.

The audit covers our delivery of clinical care, governance, people & HR, organisational management and support services, as well as our overall culture of care and our commitment to equity with a focus on building relationships with our treaty partners.

HBH was awarded four years (the maximum period achievable) in the last audit held in 2019. In this first round of new standards, we were aiming to achieve a four-year attainment again, as well as several Continuous Improvement commendations for our work on Te Tiritiri o Waitangi standards, governance standards, our physiotherapy and rehabilitation services, staff retention and people support, with the result that our staff turnover is 50% less than the sector average.

"I can't say enough about how great the team was – everyone at every level went above and beyond to get it done," enthuses Juliette.

"After a tough few years of COVID, this is fantastic news and it means a great deal to have our hard work recognised."



HBH WAS ONE OF FEW AGED CARE HOMES TO ACHIEVE FULL ATTAINMENT IN OUR RECENT AUDIT.



## A poem for the ages (and the aged)

No doubt many of us can identify with this charming and humorous poem by Jack Van Kampen, one of our lovely residents at HBH Howick Views.

### Battle of the buttons

Life is tough for a single old man  
Fighting the Battle with the Buttons  
Dressing or undressing as best he can  
Fighting the Battle with the Buttons

With arthritic fingers, clumsy and cold  
Why, oh why, did I have to get old?  
Now that's a real question,  
only God knows why  
And no simple answer is forthcoming  
from on High

Many others are struggling: I am  
not alone  
Everyone here has troubles of his own  
And if I can help someone,  
then that I must do  
As what I have been given is for  
sharing with you

And the blessing is multiplied  
more and more  
Does that sound strange  
– never heard of before?  
You'll agree – we're still learning  
and taught by the Lord  
We find life is quite different with  
Jesus on board.

Resident – Jack Van Kampen

# NEW – hospital-level care in our rest home

HBH Howick Views is making a positive change to ensure a continuum of care in the same room for our existing rest home residents. Until now, if rest home residents needed additional nursing care, they had to move to one of our hospital communities – which can be stressful for residents who are already facing health challenges.

From June 12th, HBH will provide extra staffing hours, resources and specialised

equipment, so that residents can receive hospital level care in the rest home and not have to move.

This is fantastic news for our rest home residents, as they won't have to go through the stress of moving from their home where they've already made friends and know their neighbours and our staff. It's just another way we can help our residents to age well and live fully, every day.



NOW THERE'S NO NEED FOR OUR RESIDENTS TO LEAVE 'HOME'.

Age well, live fully.

# Thank you and congratulations to our longest-serving staff

We were delighted to celebrate the anniversaries of several long-serving staff members.

Huge congratulations to several staff members who are celebrating significant work anniversaries this year. Hillary Payne has worked at HBH Howick Views for 45 years as a care provider and Anne Kirkbride has worked at HBH Gulf Views for 30 years.

"The most important part of my time at Gulf Views has been the relationships with the residents, families and staff," says Anne. "I've made some lovely, long-standing friendships

along the way – it's always been a wonderful place to work." Other staff celebrating long term service are Sophie Flavell (25 years), Vanitha Pillay (20 years), Anila Govind (25 years) and Shareen Sahib (15 years).

"Our recent audit highlighted our great staff retention rates, and our long-serving staff are further testament to that," says Juliette.

"Well done to all and thanks for being an invaluable part of our team!"



OUR TEAM GOT TOGETHER TO CELEBRATE THESE SIGNIFICANT MILESTONES.



## Prayer

O God our Father who makes the light that shines out each day, we thank you for waking us to see the light of this day.

Grant us this day we won't waste any of the precious time you have given us.

May we come to the end of the day knowing we have done what you would have us do.

Bring us to the night-time at peace with ourselves as we reflect on all we said and did when we spent time with others.

Bless us now we pray in the name of Jesus Christ our Lord and Saviour.

Amen.



## The Eden Alternative: a never-ending journey

It's been nine years since HBH began our Eden Alternative journey. During this time we've seen our communities change and grow with more contribution from residents, families and teams, greater flexibility and spontaneity in our daily routines, and an improved physical environment.

Adopted by more progressive care organisations around the world, the Eden Alternative is a relationship-focused model of care that aims to create a real home for our residents. It shows us how building relationships with people and animals, creating a thriving habitat, and challenging current paradigms for ageing can help older people to age well and live fully.

"Principle 9 of the 10 principles of Eden is understanding that embedding the Eden

philosophy is a never-ending process," says Juliette. "In other words, it needs commitment to continually nourish growth. Nine years on, there's still plenty to do, but that doesn't take away from the journey we've already been on and the amazing effort of our team and community.

As long as we keep nurturing and developing relationships, we can keep making a difference to the lives of the people we care for."



CELEBRATIONS ARE AN IMPORTANT PART OF THE EDEN ALTERNATIVE PHILOSOPHY.