

Quality of care and quality of life: what's the difference?

In past years, the focus of aged care facilities was on 'quality of care', says HBH Senior Living CEO, Bonnie Robinson. These days, HBH and other like-minded care facilities want to concentrate on what really matters – quality of life.

"HBH has long been recognised as a model of excellence in senior care and living," says Bonnie. "And we're hugely proud of the quality of our care. But aged care is about so much more than that. In the past, quality of care was clinically focused and very much about cleanliness and orderliness."

Today, HBH has a very different and much broader view, she explains. "Now we focus on optimising quality of life for the resident so that they feel valued; they're interested, stimulated and involved."

HBH has always been a very caring place, and the introduction of the Eden Alternative has contributed a new dimension, says Bonnie. "The philosophy of Eden is to enable the residents to do as much as they can themselves, as they would at home. On any given day, residents participate in daily life, volunteers are in and out from the community, and residents have a much greater sense of purpose - as well as being physically cared for, they have a more meaningful life."

Being a NFP organisation means that HBH can focus on quality of care rather than on delivering a profit. This enables HBH to offer a range of additional services, such as physiotherapy, occupational therapy, cognitive stimulation therapy and socialisation clubs such as Spark of Life.

Jejson Jose, HBH Senior Living's Quality Manager, believes that this makes a huge difference. "The saying 'use it or lose it' very much applies," he explains. "If an older person has a fall and is in bed for a month, he or she will very quickly lose their mobility. Services like OT and physio ensure our residents don't 'lose it'. And our cognitive programmes and

Spark of Life work in the same way – keeping people intellectually stimulated and engaged, as do volunteers from the community who bring the outside in."

Lastly, HBH has a long-serving, like-minded and consistent team who are all motivated to care.

"Everyone in the organisation has the same intention and is motivated by our vision to ensure our residents have the care and support they require to enjoy fullness of life," says Bonnie.

"From the nursing staff to the ground and laundry staff, everyone plays an equally important role in contributing to the high quality of care HBH delivers."

HBH will undergo a Ministry of Health audit in March, which measures standards of care. Bonnie is proud of the clinical standards at HBH, but what she and the staff are most proud of is less easy to measure – ensuring our residents have the highest possible quality of life.



OPTIMISING THE QUALITY OF LIFE FOR RESIDENTS IS THE FOCUS AT HBH

Rest Home residents give back to Bellyful

Principle 4 of the Eden Alternative is about helping to overcome the three plagues of old age – boredom, loneliness and helplessness – by encouraging and creating opportunities for residents to give as well as to receive. Helping out local charity, Bellyful, was the perfect opportunity to do just that.

Bellyful provides meals for families with newborn babies and families with young children who are struggling with illness. Sharon, one of HBH Senior Living's care partners, has volunteered for Bellyful for the last five years - so she enlisted the help of our residents for the charity's recent 'market day' fundraiser.

Rest Home residents helped out by putting together 130 goodie bags for those attending the event. The residents thoroughly enjoyed working on the 'production line' and the event was a great success all round.



THE PRODUCTION LINE!

HBH's young volunteers keep life interesting

At HBH, we're fortunate to have an amazing community of volunteers, including many young people.

The **Howick Brownies** come each year to sing to our residents – especially the songs of yesteryear, which are always a huge hit. Howick Intermediate were also volunteers last year and students from **St Kentigern College** come on a regular basis and play games, converse and share stories – and even provide the odd manicure! Thank you to all our volunteers, you truly make a difference!



EVE TAIT ENJOYS A MANICURE BY ST KENTS STUDENTS

Always a welcoming smile

If you've visited HBH, you'll have seen the welcoming face of **Jenny Cribbens**, our receptionist for the past eleven years.



JENNY CRIBBENS

"I'm the first face that people see when they arrive, so I like to make them feel as comfortable as possible," says Jenny. "Moving to live somewhere new is a massive change, particularly later in life, so I do what I can to make our new residents feel welcome."

Jenny also helps residents book appointments, meals and a spot on the bus – all little things that mean their lives can run smoothly. "Many residents sit in the reception area and like to have a chat, and several are great knitters (as am I), so we share knitting stories and patterns. HBH is a truly unique place and I feel very fortunate to be a part of such a wonderful team."

Bonnie beams into the UN

Our very own **Bonnie Robinson** will attend the next **United Nations forum in March – virtually!**

Bonnie is part of a delegation of Presbyterian women attending the UN Women's Congress in March and was to have helped lead a seminar on the needs of older women. Unfortunately HBH's audit had to come first; so Bonnie will be helping to lead the seminar virtually – just as well that is possible these days! We will be sharing excerpts of Bonnie's presentation on the website and Facebook over the next month.



BONNIE ROBINSON, CEO, HBH SENIOR LIVING

For reflection

God is our Praise

In the beginning.

In the end.

In the journey.

God is our praise!

At the start.

Amidst the labor.

Long past the last breath.

God is our praise!

In the change.

In the familiar.

Beyond the boundaries.

God is our praise!

Through the revelation.

Through the transformation.

Through the reimagination.

God is the praise!

Rachel G. Hackenberg

Donation music to our ears

A huge 'thank you' to the **Howick Freemasons Charitable Trust** for donating over **\$8,000** to help **25 more residents** participate in **Playlist for Life**.



CAROL TURNER, OCCUPATIONAL THERAPIST WITH THE NEW IPODS AND AND HEADSETS

Playlist for Life enables older people, especially those living with dementia or cognitive decline, to enjoy the benefits of music that's individually tailored to them. Led by our Occupational Therapist, Carol Turner, with the support of trained volunteers and family, the programme stimulates memory, emotion and communication and brings great joy to older people.