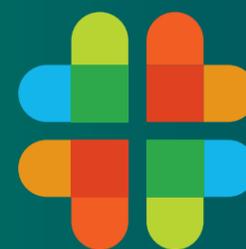


HBH Beacon

A quarterly newsletter for residents, relatives and our community

February 2023



HBH SENIOR LIVING
Age well, live fully.

Farewell from our CEO, Bonnie Robinson

Recently, I was asked what I've enjoyed most about my role at HBH. I have to say ... all of it! Seriously, it has been a total delight to work here. We have an amazing team, wonderful residents and clients, and we know that what we do matters.

Everyone says that when they walk in the door at HBH it is 'different'. It's hard to identify all the things that make it so special, but I truly believe the following things contribute:

- ♥ **Our people** – the passion that our staff have for their roles and for caring for older people. It's not just a job.
- ♥ **HBH is family** – our residents, clients and our staff are one big family, in which we look out and care for each other.
- ♥ **Our strong values** – which are lived out in everything we do, every day.
- ♥ **Our focus on enabling fullness of life** – HBH is not just about providing practical care, but also about helping people to age well, live fully and grow in themselves.
- ♥ **We're faith-based** – our Christian faith and values are integral to our care.
- ♥ **We're not for profit** – which means we can put all our resources into developing our services.

Highlights of my time at HBH include implementing the Eden Alternative culture change programme and achieving full certification, which has made such a difference to the daily lives of our residents. This has resulted in animals being part of daily life at HBH, and they bring so much joy to all of us.

Our re-brand to HBH Senior Living and a more vibrant and contemporary look and feel was also a highlight, as was purchasing Stevenson Village to ensure continuation of low-cost rental housing for seniors in the area. And of course, establishing Virtual Village East, which provides friendship, support and opportunities for seniors to connect with others living in our wider community.

Just as importantly, we've created new roles and hired some amazing people to strengthen and develop our work, especially to bring our Eden philosophy of care to life.

“How lucky I am to have something that makes saying goodbye so hard.”

A.A. MILNE

Which brings me to say 'thank you'. Thank you to all the staff I've worked with over the years at HBH – I've met so many wonderful, caring people. Special thanks to the Leadership Team, both past and current, who have supported me as we've improved our services and developed new initiatives to better meet the needs of older people in our community.

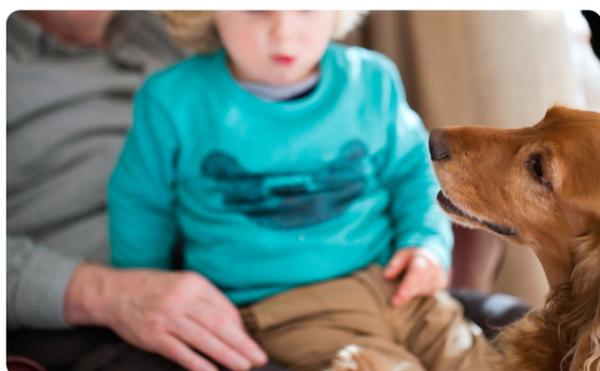


Thanks to the HBH Board, a very special group of talented people, who have supported and challenged me, and worked extremely hard to ensure HBH can continue to provide excellent services into the future.

Thanks to the volunteers who have given up their invaluable time and energy to support our work – and to the skilled contractors who've supported us over many years.

And above all, thanks to our residents and clients, who inspire me every day with their wisdom, and courage. Ka kite anō – until we meet again.

Bonnie Robinson



Age well, live fully.

The future of aged care

Before I leave, the team asked me to reflect on the future of aged care. While no one can entirely predict the future, there is one thing we do know: There will be more and more older people as not only the baby boomers, but also the next generation (Generation X), reach 65 and beyond.

While continued improvements in healthcare may enable most of us to be healthy and independent during our older years, the reality of being a mortal human being is that if we're lucky enough

to live a long life, we'll need some assistance as we age. These are some of the changes I think we can expect to see over the next few years and decades...

5 ways aged care may change in the future:

1 Aged care will be more diverse
Older people may have some needs in common, but we're all individuals. We also have an increasingly multi-cultural group of older people. This means we will need to provide care services in a way that can meet everyone's needs, regardless of income or culture.

2 More focus on overcoming loneliness and isolation
Current care services are focused on physical needs or assistance with daily living. We know however that chronic loneliness is as bad for your health as smoking. Therefore, in future we need to be delivering services that can support older people to either be less isolated or to better cope with these things.

This might be in the form of different types of housing, and/or community services (like Virtual Village NZ), that can assist older people to make new connections and friendships. It might also include services to ensure we continue to use the lifetimes of skill, knowledge experience that older people can offer younger generations.

3 A greater variety of supportive and affordable housing
We know that the number of people reaching retirement who don't have a mortgage-free home – and are therefore reliant on the rental market – will increase. So there'll be a need for more low-cost rental housing that's suitable for older people. What's more, the retirement village model isn't going to meet everyone's needs or wishes. Co-housing, multi-age housing and physically adaptable housing will all need to be in place to meet the diverse housing requirements of older people.

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Age well, live fully.



4 Better treatments for dementia

Unfortunately the older we get, the more likely we are to develop some form of cognitive decline or dementia. With an increasing older population, this means a wider variety of services to support people with dementia and their family carers will be required. However, it's also possible that better treatments for dementia will be developed in the near future – if so, this will be a game changer.

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5 More person-centred care focused on fullness of life

Simply meeting the physical needs of older people is not enough, and will never be enough. People want to live full lives, regardless of their age, not to just 'exist'. Care models, including how we build residential services, will need to adjust to enable services that support the whole person. In an ideal world, the Eden Alternative would become the model of care across all care services.

Whether these changes take place will depend on many factors, including funding from government, and a shift in mindsets by older people, families, and care providers in terms of what is required and possible in the delivery of aged care. With the right care services older people can flourish and contribute to our society – that's what I hope and pray for as aged care continues to evolve.



Fond farewells and warm welcomes

This year, we say goodbye to some old friends and hello to some new (and returning) faces to the HBH Group family.

Firstly, farewell to Jenny Cribbens, our HBH receptionist for over 20 years. Jenny has moved to live near her family in Christchurch, and we'll all miss her warm welcomes.

We'll also miss Trish Mataitini, who has worked in a number of roles since 2002, most recently as our effervescent Activities Assistant. Trish has moved to Brisbane to live near her family.

Lastly, we're sad to say goodbye to Karyn Annison-Chisholm, who joined us in 2014 as our Physio Assistant and left at the end of last year to travel. We wish you all the best of luck in your new adventures!

As some of you may know we have had a number of new internal appointments and changes recently:

- Juliette Tuckey becomes HBH Group CEO (formerly GM – Clinical Quality)
- Donna Janssen returns to HBH Howick Views as Clinical Services Leader (formerly Nurse Manager at Gulf Views)
- Marc Agosto becomes HBH Gulf Views Nurse Manager (formerly Shalom Court Nurse Manager)
- Marlene Marias becomes Nurse Manager at Shalom Court (formerly HBH Gulf Views Clinical Co-ordinator)

We would also like to extend a warm welcome to:

- Ninwa Karimo, who joins the HBH Group as the Virtual Village East Social Co-ordinator
- Karen Hughes as Accountant for the HBH Group

- Jeanne Atiwag as PA to the Quality Team at HBH Howick Views
- Rita Bi, who joins the OT activities team

An extra special welcome to the following people who have joined our amazing care partner team:

- Rita Mutuc
- Angel Padil
- Marla Pigason
- Fathima Yusuf
- Rajwant Kaur
- Jaspreet Butter
- Tu Tran

We're also delighted that several experienced local and overseas nurses will be joining HBH Senior Living between February and April, including Marielle de Leon-Palabasan who is returning to our HBH family.



JULIETTE TUCKEY, HBH GROUP CEO

New names well received

A reminder that our Union Road rest home and hospital is now called **HBH Howick Views**, while our Gulf Views rest home is now known as **HBH Gulf Views**. And that you'll see more of **HBH Group**, the new brand that stands behind our aged care facilities and services.

The name changes have been well received from the HBH community, helping all of us to differentiate our two Howick aged care homes in particular. You'll see new signage appearing soon at both facilities, but as always, you can continue to expect the same excellent level of care.

Prayer



Thank you God, for the time of rest and relaxation and the opportunity to pray and worship You and your Son over the Christmas period. Thank you for the opportunity to enjoy more inside activities like reading and playing games with grandchildren – and the creativity of others, who provide movies and books for us to enjoy. Help us Lord to learn to count our blessings in any weather.

Amen.

A reminder that COVID never rests

Another COVID-19 outbreak before Christmas was a timely reminder that this dangerous disease is here to stay for now. To keep residents and staff safe, it's important that all visitors continue to follow our visiting protocols:

- Take a RAT test before you visit
- Wear a mask during your visit
- Sign in at the kiosk at reception
- Sanitise your hands at the start and end of your visit
- Do not visit if you're unwell or may have been exposed to COVID-19

Thank you for helping us keep your loved ones safe and well.

