

Quality: at the heart of our care

Over the past 18 months or so, we have overhauled our Quality Assurance Systems. Quality outcomes are at the heart of our care, and enable us to competently deliver best practice services and standards, so that we can focus on the task of genuine caring and connection. It's been a huge undertaking, but one that we take very seriously.

All aged care facilities are guided by a set of health and disability sector standards, which are regularly audited by both the Ministry of Health and the local DHB. Led by Juliette Tuckey, our General Manager of Clinical & Quality Services, and closely advised by Adrienne Allen, our Clinical Quality & Training Manager, the process of overhauling HBH Senior Living's systems

foundation of the excellent care for which HBH is known," explains Bonnie Robinson, CEO. "As you can imagine, there are hundreds of things to consider in any given day or week when caring for people who are older or unwell." Then, once the quality assurance guidelines are written, all staff need to be trained, especially about any changes or new ways of doing things.



QUALITY IS AT THE HEART OF OUR CARE.

has taken well over 18 months and hundreds of hours of input from many levels of staff - involving researching and updating every policy, procedure and form to ensure it follows best practice.

"It's a massive ongoing task involving many team members, but one that's vitally important as these guidelines provide the

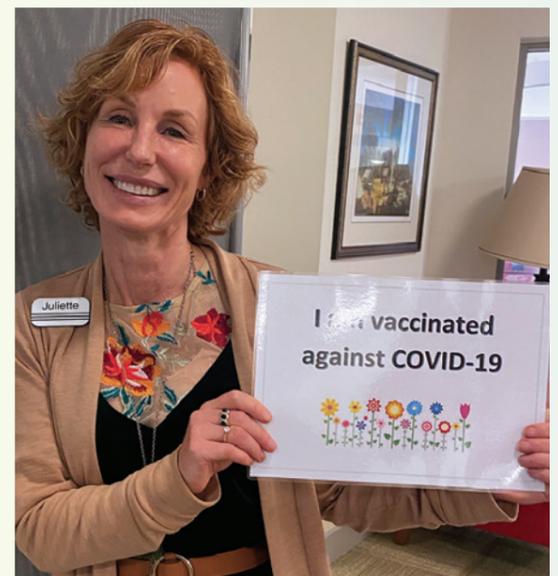
Following our successful audits this year (see page 2), our auditors advised that we're now much closer to meeting - and exceeding - the new sector standards which will be introduced next year. All of which means you can be confident that you or your loved one is receiving the best care possible!



We're almost fully vaccinated!

We're thrilled to report that almost all of our residents and staff are now fully vaccinated against COVID-19.

"The day of the first vaccinations was incredibly emotional," says CEO, Bonnie Robinson. "It felt like the beginning of the end of having to be quite so worried. The second vaccine was even more exciting and a huge weight off our shoulders. We're now that much safer."



JULIETTE TUCKEY, GENERAL MANAGER OF CLINICAL & QUALITY SERVICES.

What is 'ableism' and how we can avoid it?

"Ableism' is a concept that's emerging in the aged care sector and means 'discrimination against those who are less able'. Anyone in any age group can be 'ableist' and you do see it in retirement villages and care settings," says HBH Senior Living CEO, Bonnie Robinson.

Most of us have probably heard of age discrimination. For example, on Fair Go recently, a rental car company wouldn't rent a car to a woman based on the assumption that she must be a bad driver because she was over 70. Ableism works in much the same way, and is another form of discrimination: in this case, against those less able than others in a group or community. Even a group of people with disabilities can be ableist.



AT HBH SENIOR LIVING, WE AIM TO PROVIDE A COMMUNITY WHERE EVERYONE IS VALUED AND INCLUDED.

"People sometimes don't want to associate with those who are less able," explains Bonnie. "For example, someone might think 'well, I still have all of my memory, so I don't want to be around someone who doesn't.'" That's totally understandable, she says. "Seeing someone less able than you can be very confronting or make you feel sad. But sometimes, it can translate into discrimination, with people thinking 'I don't want to see that: those people should be kept away from me'."

Events like the Paralympics that will be held soon have helped to change attitudes to some people with disabilities, which is great. But in some ways this has also highlighted the issue of ableism with people comfortable with and willing to support disabled people who are relatively able, but less comfortable and willing to support those whose disabilities require them to have considerable care.

"At HBH Senior Living, we aim to provide a community where everyone is valued and included, irrespective of disability or frail health," she says. "Ableism is an emerging concept that we're aware of, and we're looking at how we can provide education, and ensure our community is fully inclusive. Just like age discrimination, we want ableism to become a thing of the past."



Prayer

We pray for Knowledge in how we care for our Residents.

We pray for Wisdom to see beyond the physical, who they have become, and look for who they once were.

We pray for Compassion and a Caring Heart every day.

We pray for Love and Acceptance.

We pray we can finish each day knowing we have encouraged and supported each person we have spent time with.

We pray for a Blessing upon each and every Staff member and Resident.

Amen

Gulf Views and HBH Senior Living - ticking all the boxes.

Gulf Views Rest Home (which is owned and operated by HBH) recently underwent a full audit by the Ministry of Health, and we're pleased to say Gulf Views passed with flying colours and received 4 years' certification, the highest possible. Every one of their high standards was fully attained, which was a fantastic result.

As well as full audits every four years, the Ministry also undertakes 'spot audits' which, as the name suggests, are unannounced. HBH Senior Living has just gone through a spot audit, which was also very successful.

Our thanks to our amazing team at both facilities, who work hard to keep up our very high standards!



Introducing Matt Aitken, Facilities Manager

Matt Aitken is our new Facilities Manager, responsible for managing all of our properties including HBH, Stevenson Village and Gulf Views.

Married with two daughters, Matt has lived in Howick most of his life and enjoys running, fishing, water sports and home renovations. He says he's enjoying new

challenges, improving systems, and working on our future sustainability plans. "No two days are the same: I enjoy working to solve problems. I have a great team around me, and the residents are always keen for a chat. It's heartwarming to be in an organisation where caring comes first."