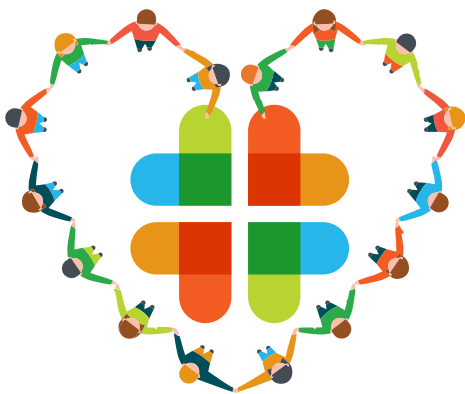


Glowing feedback from our residents and families

Every year we survey our residents and their relatives to get feedback on our services. The results this year reinforce the care and dedication of all our staff at HBH. Below are some of the results, for more visit our website www.hbh.org.nz



92% OF RELATIVES CONSIDER THE LEVEL OF PERSONAL CARE TO BE OF A HIGH STANDARD



OVER 90% OF RESIDENTS ARE HAPPY WITH THE SOCIAL ACTIVITIES AND COMMUNITY WELLBEING



OVER 90% OF RELATIVES ARE HAPPY WITH THE WAY STAFF COMMUNICATE WITH THEM



DIRECTOR OF NURSING CHRIS DUNLOP AND THE TEAM DURING A MEDICATION REVIEW



MANDY THE CAT IN HER FAVOURITE COSY CHAIR

Minimising medication to optimise wellbeing

Every month at HBH a dedicated team gets together to undertake a medication review.

Director of Nursing, Chris Dunlop, leads the review and is accompanied by the General Practitioners, Pharmacist and Registered Nurse from HBH, along with a Geriatrician from Middlemore Hospital. The review process was introduced by a Middlemore Geriatrician and has been running for more than ten years. Six to eight residents have their medication reviewed each month along with any residents requiring urgent attention.

Chris says the focus at each review is the residents and how their medication can

be minimised. "The big question we ask is what can we reduce?" The ideas are shared with the residents and their families before any changes are implemented. Conducting the reviews monthly is important to Chris and her team. "Everything we do is based on providing excellent care that puts the residents' needs first." Review time comes around quickly each month, but Chris says it is an enjoyable process. "It's a way that we work together – both within our team at HBH and with our colleagues at Middlemore."

Mandy thinks HBH is just purrrfect

The Sale Community has recently welcomed a new resident, Mandy, a six-year-old ginger cat.

Mandy moved to HBH when her previous owner went into residential care in another facility and was not able to take her. She spends much of her time at the Sale Community and has already tried every comfy chair available. Mandy doesn't like to be picked up but will happily sit on your knee and loves to be stroked. HBH residents are enjoying her company. Mandy has become firm friends with one resident in particular, as she knows there is a secret stash of cat treats to be found in his room!



HOT OFF THE PRESS – another four Eden principles achieved!

We're delighted to announce that HBH was awarded another four Eden principles on June 1st.

The Eden Alternative is a culture change that encourages and enables care facilities to move away from being an institution and instead become more of a human habitat, where people can be at home, and live and grow in wellbeing. Eden is based around 10 principles and facilities on the journey are awarded principles after an audit by the Eden Australia and New Zealand organisation. This year we were awarded Principles 5, 6, 7 and 8. "This is a great achievement by everyone:

staff, residents, volunteers and families," said HBH CEO, Bonnie Robinson. "Eden is a real team effort." One of the tenets of Eden is that the journey never ends: there are always ways to grow and develop. So after a little rest, the team will be planning where to go next with the Eden philosophy.



Activities encourage participation and engagement

This month we profile the HBH team responsible for facilitating residents' activities.

HBH Registered Occupational Therapist Carol Turner leads a team of seven, who facilitate a range of activities for our Hospital and Rest Home residents. Baking, arts and crafts, afternoon teas, bingo, Book Club, quizzes, one-on-one reminiscence, sensory stimulation and sing-a-longs are some of the most popular activities. The residents have opportunities to spend time out of HBH as well with bus trips, attendance at Stroke Club, shopping excursions and beach visits. Barbecues are a highlight in the warmer months. The team also plans activities around calendar events such as ANZAC Day commemorations, a mid-winter Dinner, Mother's Day and Queen's Birthday celebrations.

Carol says the Activities Team and Activities Programme has been through a change in emphasis since embarking on the Eden journey. "We're now decreasing the emphasis on a 'pre-programmed' activity approach to life and more activities are being geared towards supporting the Edenising process." As a result there are new things happening. These include a raised vegetable garden in the Rest Home assisted by community group 'Gardens 4 Health' and a Bunnings Activities Organiser who is working with HBH staff and residents on her community project in the hospital. The plan is for her to facilitate the evolving garden projects and to work with HBH to support staff and residents.

Do you have a waiting list?

This is the question we get asked a lot at HBH as people look for a care facility. Average occupancy (number of residents compared to number of bedrooms available) in facilities in Counties Manukau DHB is 89%. HBH's own occupancy usually sits at around 99%. So yes we are often full, however our room availability does change regularly. Our advice to anyone who wants to live at HBH is to give us a call and talk through your needs. If we can't help today, we may be able to in the near future. Jenny Moore our Social Worker is responsible for admissions and is very happy to talk through the process of moving into care and the different options available. To talk to Jenny Moore, Social Worker phone 538 0803.

For reflection

O God, from whom to be turned is to fall,
To whom to be turned is to rise,
And in whom to stand is to abide forever;
Grant us in all our duties they help,
In all our perplexities they guidance,
In all our dangers they protection,
And in all our sorrows thy peace;
Through Jesus Christ our Lord.

St Augustine, 354-430



THE AWESOME OCCUPATIONAL THERAPY TEAM

