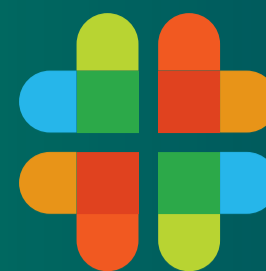


HBH Beacon

September 2015



**HBH SENIOR LIVING
CARE & VILLAGE**
In every little way, we care



HBH VOLUNTEERS ENJOY A WINE AND CHEESE EVENING TO CELEBRATE NATIONAL VOLUNTEER WEEK

New look, same commitment TO CARE

This edition of Beacon has our new logo and name, HBH Senior Living Care & Village. This name more accurately reflects all the services we offer our residents and community while still retaining where we have come from with an abbreviated form of Howick Baptist Healthcare.



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The logo received the most votes from residents and staff during our consultation and reflects the two qualities that guide our organisation: our Christian faith and our commitment to caring. These qualities are represented by the overlapping heart shapes in the shape of a cross. Multiple colours radiate energy and warmth, reflecting our vision to provide fullness of life and our mission to provide care services that are excellent, compassionate and responsive.

The line, "In every little way, we care", describes what drives all our staff and volunteers at HBH. All care facilities claim to care but we know from staff and resident feedback that HBH care goes across everything we do, from taking the time to have a cup of tea and a chat with a resident, to activities and excellent medical care. It's these little things we do consistently well that are appreciated by residents and their families, and that set us apart.

HBH volunteers add variety

From arranging fresh flowers, running bingo sessions and Happy Hour to painting vibrant murals, our HBH volunteers add variety to the lives of our residents.

Their help was recognised recently with a wine and cheese party to coincide with nationwide Volunteer Week celebrations.

HBH has around 130 volunteers with about 90 of these on a regular roster. Our volunteers donate their time – an hour or more once or many times a week – to provide an array of HBH activities and services. Their involvement not only enriches the lives of our residents, but also allows staff to spend more time with residents.

HBH Volunteer Programme coordinator Kim Thwaites says our volunteers come from a range of backgrounds. Many are retirees, some "have had family or friends at HBH and seen how great the place is", some are new to NZ, and there are a lot of younger people offering their time too. "We have high school students from Elim and Saint Kentigern college and university students who may be studying health or nursing." Others volunteer at HBH because "they want to give back to

the community". Feedback from our residents shows that they really appreciate all the volunteers and love having the young people coming in. Two Macleans College students volunteer at weekends painting nails and two young teenage sisters come in to play board games with residents.

It's not all "at home" based activities, our volunteers also help with our weekly mini bus outings to beaches, gardens and parks, take residents to appointments or help our apartment residents with grocery shopping trips.

Kim is always looking for ways to improve the Volunteer Programme and ensuring that it's adding value wherever it can. It's an HBH offering where care goes both ways – enriching the lives of our residents and our volunteers. Kim says to look out for large, colourful murals appearing at HBH later in the year – a fantastic initiative from student volunteers from Pakuranga College Art Department.

Four more years of excellent care

Our audit results were tentative when our last Beacon was published, but we're thrilled to now say HBH has received four years' certification – the highest level available. The audit found we were "fully attained", that is, nothing we need to fix. The final results also confirmed that we have six "Continuous Improvements". That's six areas where we

achieved at the highest levels. These were: Quality and Risk Management, Service Delivery, Activities, Medicines Management, Infection Prevention and Control, Cleaning and Laundry. These are fantastic results and a credit to all our staff that work so hard to make HBH a place of excellent care every day.

In every little way, we care



This day God gives me, strength of high heaven
sun and moon shining, flame in my hearth,
flashing of lightning, wind in its swiftness,
deeps of the ocean, firmness of earth.

This day God sends me, strength to sustain me,
Might to uphold me, wisdom as guide.
Yours eyes are watchful, your ears are listening,
Your lips are speaking, friend at my side.

God's way is my way, God's shield is round me,
God's host defends me, saving from ill.
Angels of heaven, drive from me always
all that would harm me, stand by me still.

Rising, I thank you, mighty and strong One,
king of creation, giver of rest,
firmly confessing, threeness of persons,
oneness of Godhead, trinity blest.

*From the Hymn "This Day God Gives me"
Words James Quinn.*

Eden alternative - welcoming spontaneity and empowerment

As you know, HBH is working towards becoming an Eden Alternative facility. The Eden Alternative approach to residential care seeks to create a "human habitat" that ensures that loneliness, helplessness and boredom are replaced by companionship, meaningful activity, spontaneity and variety.

Last December, HBH was awarded our first four Eden Principles. This year, our focus is on three new Principles, which ask us to create an environment that encourages spontaneity and meaning, and to ensure that decisions are made by the resident or as close to the

resident as possible (family, friends and staff who know residents well). Our goal is to have another Eden audit early in 2016 and hopefully be awarded these next three principles. So look out for spontaneous and resident-driven activity happening all around HBH!



LEFT TO RIGHT: JENNY MOORE - SOCIAL WORKER, SACHIN ADKAR - FINANCE, BONNIE ROBINSON - CEO, JAN CAMPBELL - PHYSIO, CHRIS DUNLOP - DIRECTOR OF NURSING, BRUCE STEVENSON - PROPERTY SERVICES
MISSING: LYN RAMSAY - QUALITY AND IN SERVICE CO-ORDINATOR AND CAROL TURNER - OT

We're here, because we care

Meet the HBH Management Team, passionate about excellence in elder care.

Our Management Team provides senior leadership for HBH. Each member of the team has responsibility for a particular area of work and also participates in organisation-wide projects. The team is a mix of people with clinical skills like nursing, occupational therapy, physiotherapy and social work, and management skills such as marketing, finance, planning, and procurement. The work is varied

and the team is very hands-on supporting staff, residents and their families. The Management Team liaises with groups and organisations outside HBH such as the District Health Board, the Ministry of Health and local community organisations. You'll see the team dashing about to various meetings and projects, but they also try to find time to get to know residents and families.



THE GEORGE SEYMOUR

All aboard HBH

There is a special story behind the names of our units that highlights the pioneering history of Howick. As early settlers began arriving in New Zealand, Governor Grey requested a military force from Britain to help calm unrest. The Royal New Zealand Fencible Corps was recruited from retired soldiers and sent to New Zealand, along with their families, to defend and serve the people of Auckland. The Howick Fencibles arrived between 1847 and 1852 aboard the ships: Minerva, Robert Sale, George Seymour, Clifton, Berhampore and Inchinnan. Our Rest Home and Hospital units names acknowledge these vessels and our suburb's early settlers.