



## St Andrew's 60th Anniversary

It seems strange saying Happy New Year in April, but as this is the first newsletter for 2017, I hope your year has started well.

On the 15th November this year, we will be celebrating our 60<sup>th</sup> Anniversary. It has been a privilege to provide our community with special care and service for the elderly.

We are planning various celebrations this year, culminating in our official 60th birthday on 15<sup>th</sup> November 2017, which relates to the date when our Charitable Trust was initially created.

We are also in the process of preparing a coffee table book to commemorate the first 60 years of St Andrew's which will be published and released in November.

## What's new at St Andrews

You will have no doubt seen the large amount of development happening on site at St Andrews Village. Our ever change landscape bears witness to the growing demand for elder care.

The new massive Utilities building has been completed, streamlining operations for the Facilities staff, and last week, Stage 1 of the new Kitchen was open for business, with state-of the art equipment and layout. We expect stage 2 will be completed by the end of October 2017.

Stirling wing of the Lodges has been fully reconfigured to meet the robust standards required for a secure Dementia Unit, this will be home to up to 10 men. We have incorporated several best practice features such as impact absorbing flooring inside the unit and on the exterior pathways.

Our expert landscape team has incorporated a formal garden design with scented plants which will ensure beautiful surroundings.

In preparation for the demands of our new development to ensure the safety of our villagers the 35 year old electrical cabling and switch gear was replaced by Vector.

The foundations for our new service apartments are currently being poured before Auckland Council's winter foundation shutdown starts.



Happy Birthday to all celebrating their birthdays for the month of February

# Events

- 25<sup>th</sup> April, 1:00pm ANZAC day Service
- May 8<sup>th</sup>–12<sup>th</sup>, Mother's day special lunch, all Houses
- May 10<sup>th</sup>, 1:30pm Special celebration in House 5 and Main activity room
- 31<sup>st</sup> May, Queen's birthday celebration, House 5 and main activity room

## Market Stalls

- April 5<sup>th</sup> Pheonix Trading (Cards only)
- April 12<sup>th</sup>, Mixed Stall
- April 19<sup>th</sup>, Mixed Stall
- May 10<sup>th</sup>, Mixed Stall
- May 17<sup>th</sup>, Mixed Stall
- May 24<sup>th</sup>, Woollen Wear
- June 14<sup>th</sup>, Mixed Stall
- June 21<sup>st</sup>, Mixed Stall

## New Clinical Manager



We are delighted to welcome Joseph Bermudo Clinical Manager to the St Andrews family. Joseph comes to us from BUPA Parkhaven and brings a wealth of skills and knowledge in Aged Care in New Zealand with a special interest in Dementia.

Joseph will be responsible for Hector House, Douglas House, Henry Campbell House and the Activities Team. Joseph will be working alongside Carmen Stadter-Hanekom, who is the Clinical Manager overseeing Marion Ross House, Bruce House, and the Lodges. They will be working together to ensure the highest quality of clinical care towards our goal of

## Survey Results

The results from the UMR survey have been tallied. 65% of you responded to the survey, as well as 44% of your relatives.

Satisfaction rates were 97% for relatives, and 90% for residents. The survey highlighted areas to be improved, such as the complaints process, meal service, communication, and cultural needs being met.

A summary of results and comments have been given to all managers for review. These include new activity suggestions.

### *Complaints:*

You can express concern to *any* staff member and be assured that it will be pass on to the best person to follow it up.

### *Communication:*

We want you to have all the info possible. We will be keeping more in touch with you and your family via these newsletters and email. A simple survey for short stay residents is being trialled for more immediate feedback

### *Meals:*

Survey results and comments have been given to the Food services Manager, who is happy to meet with you as concerns arise. Feedback forms are provided in each house, and can be completed at any time.

### *Cultural needs:*

Training in cultural needs areas are being revised, as well as the policy for these training sessions.