TE HOPAI TRUST

**Quality Report September 2020**

Health and Safety

As a visitor to Te Hopai, we have an obligation to keep you safe when on our premises, and our staff are trained to respond appropriately in a fire. However, we do encourage you to familiarise yourselves with the layout of the building and where the appropriate exits are, so that you can assist our staff in keeping you safe. We hold regular fire drills so that our staff remain familiar with the process and can react quickly in an emergency.

It is also a requirement that you sign into the facility so we can track and trace people if we have a case of Covid. The machines to sign in with are located at the main reception desks in Owen Street and Hospital Road. During opening times, there are staff members available to help visitors with the sign in process. You will also be expected to wear a mask when visiting, practise hand hygiene and limit yourself to visiting the person you came to see.

Survey

Thank you to all of you who filled in our relative/resident representative survey. We have taken note of all the comments and for those who identified themselves, the relevant Clinical Manager will respond directly to you.

General comments included the following sentiments:

The nurses and carers are fantastic.

The managers listen and respond to issues.

The staff are friendly and welcoming, including the nurses, carers, admin staff, cleaners and the managers.

Thank you all!

97% of respondents would recommend the home to others with a score of 6 out of 10 or above (with the highest recommendation a score of 10/10). 41% of the respondents would recommend Te Hopai with a score of 10.

Spring

Now that the days are getting longer and the clocks going forward into summer hours soon, we will be encouraging the residents to venture outside and get their dose of vitamin D. It is really important for bone health that older people get enough of this vitamin and having an optimum level has been shown to reduce falls and fractures.

Emotional support

The following links are useful for those who need some support currently:

<https://www.mentalhealth.org.nz/get-help/getting-through-together/>

This site has some useful tips and links to support groups, which may be needed at this time.

Sam Ogilvie (QM)