



• A HERITAGE OF CARE •



Autumn 2016

OUR NEW FLORIST!

For the past few years we have had our weekly flowers for reception and the Villas Lounge supplied by Ruth and Denise from the Karori Flower Shop. Ruth has now closed her business but we are very lucky to have the services of our “in-house florist”, Helen Wilson, one of our receptionists. Helen obviously has green fingers and a great knowledge of flowers judging by the lovely arrangements she has provided from her own garden since she has been here.



If anyone with a garden would like to occasionally donate flowers for the weekly displays Helen would be very happy to receive them!



TO ALL FAMILY AND FRIENDS,

We hope you have all settled into 2016 well. We sure have been kept busy, from in-house improvements and staff successes, to celebrating Easter with our residents. Read on to find out what has been happening at Sprrott House!

A Big “Thank You”...

Sprrott House is, as you know, a registered charity, and as such relies on grants and donations from various people and organisations to help it do its work. In this newsletter, we wish to acknowledge the recent generosity of the Hilda Curtis Trust who gave us a grant for \$4,490 for the purchase of new electronic chair weighing scales. Also, many thanks to the K A Boyd Trust who gave us a grant of \$2,500 towards the purchase of a new hoist.

We also received a **very** generous bequest from the family of a former resident at Sprrott House, Mrs Mary Hallwright. A big thank you to Mrs Hallwright for thinking of us, and to her family for supporting her wishes. This bequest was a significant contribution to the Trust Board and made a huge difference to the Trust funds, which are used to improve equipment and services at Sprrott House. Trust funding has already been used over the past year to upgrade the boilers that service Rennie Wing, the laundry and Duncan Lodge and to significantly modernise two of the rooms in the North Wing (work will be ongoing in this space) as well as for other smaller projects.

Website Update and Communication Improvements:

Over the next few months we will be updating our website to allow us to have better information flexibility. We are moving to a website that will allow us to edit information ourselves on a daily basis (we cannot ‘write’ to our website ourselves at the moment).

We will also be changing some of the ways in which you can discuss your family members’ health needs with our nursing staff by introducing a common email. This will allow you to contact the wing nursing team directly by email if you have an issue to be discussed or a question to be answered.

This will not replace the current ability to email the managers of the various wings for other, more general, matters; just another way to try to improve communication pathways with our wider ‘family’. We will let you know when the new website goes ‘live’.



Free WiFi at Sprott House

Just a reminder that we do have WiFi at Sprott House that is free for you to use. If you would like to access the WiFi, a code and password can be obtained at Reception.

“Sprott House works hard to make sure that our staff have the education & training they need to do their jobs enjoyably, effectively, and efficiently.”

PROVIDING THE PLATFORM FOR CONTINUAL TRAINING...

One of the ways we do this for caregiving and housekeeping staff is to engage with Careerforce (an industry training organisation), and Weltec to provide education and training. Please join us in congratulating our most recent Careerforce and Weltec graduates, pictured below. We enjoyed holding a ceremony with friends and family, to celebrate their hard work!



SPROTT HOUSE RESIDENT SATISFACTION SURVEY

The results of the annual resident / relative satisfaction survey are in. Although there was a poor response rate, overall, there was a 87% satisfaction with our services. The areas of dissatisfaction observed were:

Privacy, Dignity & Rights:

This was again (as last year) mostly in relation to residents and families not understanding the advocacy procedures and the complaint process. Please note that information explaining these procedures has been made readily available at every Nurses Station; please ask if you don't know where to find this information and we will happily show you. We do like to know what we are doing well, and what we can do better, as we truly want our residents to be happy with us at Sprott House.

Medical Services:

What came through here is that only 88% of residents were content with their medical services. We would like to remind residents and families that we do not choose a doctor for the resident, rather residents choose their own, and services are GP based. If you are not happy with the doctor you (or your family member) are seeing, let us know and we may be able to help choose another one, vote with your feet!

Food Services:

As you know, food is a very personal issue, therefore it was difficult for us to decide what type of corrective action we could put into place to increase overall satisfaction among our residents. Most of the comments were individually based, with observations like "sometimes meals are too big, or too small", or "too much salt" or "not enough salt".

We do work hard to provide a variety of tasty meals, and take pride in the menu being dietician driven and suitable for older adults. However, if on any given day, you do not wish to eat the meal provided, the kitchen can "whip up" an omelette, sandwiches, or something suitable to replace it. A reminder here though that replacing meals would not be replacing "like-for-like" nutritionally speaking.

Activities:

Again, as last year, this was primarily in the areas of music, exercise and outings. Outings can be a bit difficult in that we do not have a van of our own, and rely on the Community Bus for a lot of our outings. As a charity, Sprott House invests income into providing high staff ratios and maintaining our equipment to optimum functioning. Unfortunately, we do not have spare funding to purchase a van at this moment in time, but hope one day we can make this a reality. Funding for this project would need to come from donations and grants, and we would also need vector in maintenance, as well as someone to drive it.

In relation to music and exercise, again we are trying to please a lot of people with different tastes and physical ability. We try to mix up the programme based on the feedback given to the Recreation Team in the residents meetings held around the facility. We will continue to modify the programme based on this feedback.

If you have any suggestions you wish to see on the Monthly Activities Timetable, please feel free to discuss with Cate, our Recreation Manager. If you like, you can also email her on recreation@sprotthouse.co.nz.

General Comments:

Having discussed the negatives, it was also pleasing to have a number of very positive comments about the services Sprott House provides (thank you!). The following is a little of the feedback received. "Staff are so good, very considerate and caring. Good carer to resident ratio. Friendly and professional.", "You are excellent keeping me informed about Mum by phone and email, and I do appreciate all your help.", "Mum says she has loved every minute of it here, ever since arriving."

In the future, we are looking to replace the current survey with separate surveys for residents (as they are able), and families (this is likely to be a "Survey Monkey" type survey). Hopefully this will give us a better idea of how satisfied people are with our services (rather than the yes/no type questions we currently ask).

ACTIVITIES AT EASTER

Easter just wouldn't be complete without the annual "Bunny Run"! The race was great fun, with our residents most entertained to cheer on our enthusiastic egg and spoon racers! Here are a few snaps from the day, along with some of our Easter baking morning, and Arts & Craft Easter egg workshop.



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It is not very often that rooms become available at Sprott House let alone a double room. We now have a delightful double room located in a quiet corridor ready for occupation. Spacious enough to have a designated seating area overlooking the garden which is accessible from its own patio, this room is ideal for a couple who may require varying stages of care ensuring that there is no need to be separated while in care. Come and view it today.
