



Hi

Great response to survey

Thank you to all our Residents' Families who completed and returned our annual satisfaction surveys to us. We've had a great response and have included a summary of the results below.

In this issue we've included a **building update**, some information about our donation of beds to Samoa, how to exercise your feet and get ready for walking on the beach, a bit about our activities programme and other news of interest.



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Great response to survey.....

Thank you to all our Residents' Families who completed and returned our annual satisfaction surveys to us. We've included a summary of the results below.



- Satisfaction with levels of care provided was very good (89%) – which is one of the most important of course.
- Satisfaction with how staff treat relatives and families, whether they are easy to talk to, how well staff keep the resident's rooms, and whether staff are neat was also

high (between 94% and 100%.

- Satisfaction in relation to resident's privacy and the privacy of families when engaging with residents was high 91% and 94%.
- One area where concern was expressed (satisfaction averaged 74%), and which we are working on to improve through use of mobile communications, is that of ease of locating staff and speaking to team leaders.
- There were also a number of areas where some uncertainty was expressed. Examples of this include whether families had enough info to make informed choices and whether residents are able to have interests and contact with the community). These are areas where we are increasing our communications to families to ensure up to date information is readily available.

Overall we're really pleased with the results. If you would like a full copy of the results, please contact us and we'll email them to you.

Beds donated to Samoa

Sprott are working with the Lions Club of Karori and are donating 26 pneumatically operated beds to Samoa to assist in post-tsunami aid efforts. This donation is being



greatly assisted by L T McGuiness Construction who are providing the container to send the beds.

These beds, although no longer required by Sprott, are in excellent condition and are good quality. They are being replaced here by electrically operated beds. We have already alerted Newstalk ZB and TVNZ about this

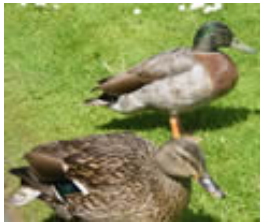
New Dementia wing update

We are hoping to move our residents into their new rooms during the second week in December. This will allow the next phases of the building (phases 2,3 and 4!) to be completed. Subject to weather (haven't we all had enough of the wet!) the new dementia wing should be completed March 2010.



The Board of Trustees have approved a new name for the new unit. It will be called **Duncan House** after one of Sprott House's benefactors.

New Staff!



Regularly seen patrolling our Village in recent times, Bob and Marley Drake are the newest additions to our team.

They have a tendency to be pecksih frequently during the day and do a good job of keeping residents in line!

Activities programme singalong



At Sprott we make sure we offer a range of activities - regular exercise classes, reading groups, computer workshops, board games, cards, sing-a-longs and many others to help improve wellbeing. This photo was taken at a recent sing-a-long for all residents.

Best foot forward

As feet grow older, they naturally tend to develop problems. However, painful or uncomfortable feet are not something you have to just put up with.



Here are some foot health tips to help.

- make sure you have a nice firm shoe .
- make sure your pantyhose or stockings are the correct size, and without seams.
- bathe your feet daily in warm water with a mild soap.
- trim nails straight across.
- walking is great exercise for your feet (as well as your mind and heart!)
- only go bare foot at the beach.
- ask your podiatrist to sort any corns or calluses – don't cut them with a razor!.
- have an annual foot exam with a podiatrist.
- if you notice anything change consult a podiatrist

General news

Radio Adverts

We've had some great feedback to our new adverts which are playing on ZB Talkback and the Coast.



Email newsletter

To make sure families and relatives do receive information on a regular basis, we are now producing our newsletter monthly, both in printed and email format. The printed ones will be available at receptions and throughout Sprott House.

We would love to email all our families and relatives so do let us know your email address.

Annual General Meeting

The Villa residents have recently held their annual AGM, followed more formal meetings with Sprott management. All Villa residents now have access to all policies relating to Villas which are as per the new 2009 Retirement Village Act code.

Carole Hazelman

General Manager

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