



Hi

Welcome to New Staff and Residents

To all our new staff and residents, we hope your time at Sprrott House is both memorable and enjoyable. We've got lots of things happening over the next six months – improvements, renovations and new staff, so it's going to be an interesting time!

If you would like to receive our free email newsletter to keep up with the latest, **you can subscribe through this website by clicking here >>**

In this issue we've included a **building update**, some information about our **new look villa lounge**, the **great new meals** and other news of interest.

Building Update.....

Our new dementia wing is underway. To briefly recap, this is going to be a 20-bed dementia wing. All bedrooms will have their own en-suites.



In addition to this, we are also building five married couples hospital-level rooms.

We also have exciting plans for a new laundry and also a brand new reception area and a whole new front-lobby look.

We also intend to have a Sprrott House Shop situated near the new lobby.

Our Villa Residents have agreed to man this shop for us so a big thank you to them! We will be providing a nice new seating area to complement the Shop. All of this work, subject to weather conditions, will be completed in March 2010.

New look villa lounge

The new dining room furniture, which is part of the on-going refurbishment, will be arriving any day now for the Residents' Villa Lounge.

We have successfully installed a heat pump into this Lounge but, of course, are hopeful that it will not be needed to be used for much longer with the advent of summer!

Training rooms open at Sprrott House!

We are thrilled, after a long process for resource consent with the Council, to finally have confirmation that our application has been accepted.

*Sprrott
House*

• A HERITAGE OF CARE •

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We can now start to use the Sprott Training area as a perfect location for business planning or strategy day workshops, or product launches, training and seminars.



New meal service success



Not only has the quality of our meals improved dramatically but

we've now got a choice at each mealtime thanks to Eurest, our new catering company.

So thank you to Denise (the Catering Manager) and Callum. Keep up the great work!

Happy Birthdays

Happy Birthday to the following Residents for September from all the Staff at Sprott House:

Muriel Jefferys

Kay Barnes

Topsy Hill

Mabel Scott

Lynette Lowe

Elisabeth Tselentis

Lucy Hopkinson

Farewells and a welcome

Farewell to Paula Gallagher. Paula had a temporary short-term contract with Sprott as a Senior Registered Nurse/Acting Care Manager. Paula is leaving us to head back to the homeland of Bonnie Scotland. On behalf of all staff and the Board of Trustees we would like to thank Paula for her contribution and dedicated care to our residents at Sprott House. Farewell also to two of our Caregivers, Aaron Carter and Cecilia Ashby, who are both on a new journey in life. We wish them both well.

And a **welcome** to our new Villa Co-ordinator. We are thrilled to announce that our Service Quality Manager, Jonathan Yardley-Jones, has generously agreed to accept the role also as the Jonathan can be contacted for all villa issues on extension 712.

Communications and publications

New Radio Ads!

Tune into Newstalk ZB and listen to refreshing and humorous ads for Sprott House.



Monthly Newsletters

As from this month our intention is to produce informative monthly newsletters by email & in a printed format.

Please feel free to contact Reception if you feel you have anything you would like placed in the Newsletters.

Surveys

Thank you to all our Residents' Families who have completed and returned the annual surveys to us. We hope to publish the results and outcomes of the surveys in our October Newsletter.

Carole Hazelman

General Manager

