

Our aim is to make our residents feel at home, secure and looked after:

“We Make Our Home Your Home”

Our approach is always one of fairness, compassion and common sense.

We make ourselves available to listen to and act on any comments by residents, their family or staff to ensure the quality of care at our rest home is second to none.

Staff satisfaction is important as well, as it directly relates to the level of kindness and devotion in the care for the residents.

The above is our stated aim in running Glenbrook Rest Home.

Survey

We'd like to know, do our residents and their families and friends think we are succeeding in ***making our home your home***. Are there areas where we could improve?
Could you please fill in the enclosed survey and return it to us, so we can find out.
We leave it up to you to sign the survey or not. If something needs developing we would prefer to know who you are, so we can discuss the issue further.

Staff News

Robyn, our Activities Coordinator has left us after 7 years, looking for a change. We thank her for her work and wish her well. Corinne who has had experience with activity organising in England has taken over from Robyn with a lot of enthusiasm and new ideas.

Website

Now under construction: www.glenbrookresthome.co.nz

Non-subsidised Medications

Just a reminder that residents are required to bear the cost of any pharmaceuticals that are not subsidised by Pharmac.

Increase in Rest Home rates

We have been advised by Health Care Providers New Zealand (HCPNZ) to inform all residents and families that there will be an increase in the subsidy and maximum contribution rate from 1st July 2008. The increase will be up to 3.5%. The final figure will be decided in negotiations between HCPNZ and District Health Boards and backdated to 1 July if negotiations run past this date.

Glenbrook Rest Home

Visitors Book

It is a health and safety requirement that all visitors and contractors sign the visitors book when arriving and also when leaving. The visitors book is now located in the staff deck area. If, for example there is a fire and we need to evacuate, the visitors book will tell us exactly who is on site and how many people we need to account for. The main entry to the rest home is now around the back through the gate. Just follow the signs.

Resident Outing

Some residents went on an outing in our van to McDonalds in Pukekohe last week for a free cheese burger provided by the senior citizens. More of our residents are also attending the Senior citizens at the Cosmopolitan Club on the first Monday of each month.

Chickens

Unfortunately two of our chickens have been killed by a dog. One of them was the black frizzie one which photo was in the last newsletter. We have got two new frizzie ones now, a black one and a white one.

BBQ

Thank you to those who attended (and helped with) our BBQ in April. It was a lovely day. Roll on summer so we can have some more. Keep Warm.

Regards, Sharon and Peter.

PS Don't forget to return the survey, please.

Glenbrook Rest Home

June 2008 Survey

Reception and Telephone

	Above Expectation	Expected Standard	Below Expectation
Is the telephone answered in a friendly and courteous manner?			
Are you as a guest welcomed in a polite and courteous manner?			
Do you find that Residents who receive mail are assisted as necessary?			
Do you find Residents can easily receive incoming telephone calls?			
Do you find Residents are comfortable about making telephone calls?			
Can Residents use the telephone in private without interruption?			
Comments:			

Care and Support

	Above Expectation	Expected Standard	Below Expectation
Can you easily access a staff member who is knowledgeable to discuss care if needed?			
Are staff polite and courteous to friends and visitors?			
Do you feel that you are involved in making decisions which affect you or your relative / friend?			
Do you feel listened to?			
Comments:			

Medical

	Above Expectation	Expected Standard	Below Expectation
Is the doctor polite, informative and accessible?			
Do you feel that you are involved in medical and health related decisions?			
Do you feel listened to?			
Comments:			

Glenbrook Rest Home

Food

	Above Expectation	Expected Standard	Below Expectation
Are our meals nutritious, tasty and well presented?			
Is there sufficient variety in the meals we provide?			
Do Residents have sufficient choice of meals to meet special dietary needs?			
Comments:			

Recreation and Activities

	Above Expectation	Expected Standard	Below Expectation
Do we provide a sufficient range of recreational activities?			
Are activities meaningful and enjoyable for the Residents?			
Are sufficient outings available for Residents?			
Do residents have the opportunity For sufficient exercise?			
Comments:			

Housekeeping

	Above Expectation	Expected Standard	Below Expectation
Are our living areas kept clean and hygienic?			
Are our toilets kept clean and hygienic?			
Are Residents' bedrooms clean?			
Are Residents' personal possessions cared for and respected?			
Comments:			

Glenbrook Rest Home

Laundry

	Above Expectation	Expected Standard	Below Expectation
Are all laundered items being cleaned effectively?			
Are Residents personal items returned from the laundry free from laundry damage and neatly presented?			
Are Residents personal items returned to the correct owner?			
Comments:			

Rest Home Environment

	Above Expectation	Expected Standard	Below Expectation
Is the rest home building well maintained?			
Do Residents and guests feel safe in our facility?			
Are the gardens and grounds well maintained?			
Is the condition of the fixtures and fittings satisfactory?			
Comments:			

Management

	Above Expectation	Expected Standard	Below Expectation
Is management available when needed?			
Do you feel management listens to your comments and/or suggestions?			
Are your concerns and complaints dealt with promptly and satisfactorily?			
Comments:			

Glenbrook Rest Home

Would you recommend Glenbrook Rest Home
to anyone looking for rest home care?

Any other comments:

Thank you for your feedback.