

Address: 86 Friesian Drive, Mangere 2022 Phone: (09) 275 8349 Fax: (09) 275 8347 Email: hillcrest@cht.co.nz

Welcome Note

Kia Ora and welcome to the Autumn newsletter. Warm welcome to new residents and families, I hope you are settling in well.

Welcome to Sharmila Devaraj who is our new Area Manager responsible for CHT Hillcrest. Sharmila joined CHT in 2010, and she worked at CHT Royal Oak as the Unit Manager prior to becoming an Area Manager in September 2018. Sharmila is responsible for 3 other CHT units and is also CHT's Quality Manager.

Easter Egg Hunting Activity With Kingsdene kindergarten children



Activities and Celebrations

Our residents celebrated Lunar Chinese New Year in February, with the kitchen making a special Chinese menu for residents. We invited a Chinese church group to visit our residents to talk about how Chinese people celebrate Lunar Chinese New Year. The group prepared a video to present the traditional activities, special food and family gatherings to introduce Chinese New Year to residents. The group also played piano and guitar, sang a few old English songs and interacted with our residents. Most of our residents and families liked the soft songs and music.

In March we celebrated St Patrick's Day with residents, we have prepared cupcakes with green cream and an Irish menu on St Patrick's Day, most of the residents enjoyed the meal and gave positive feedback about the menu. A girls dancing group was arranged to perform Irish dance on St Patrick's Day as March entertainment. It was the first time for this group to perform in the unit. We allowed enough space for the group to dance, the performance showed lots of leg and feet movement, it was a special and energetic performance, and residents enjoyed the performance a lot.

At the end of March, we invited children from Kingsdene Kindergarten, before Easter week, to celebrate Easter with our residents. Our Activity Coordinators planned an "Easter Egg Hunting" completion for children, residents painted the plastic spoons to colourful Easter eggs as part of the Easter activity, residents were hiding "Easter eggs" in the garden and outside the unit for children to search for. Three kids who found the most were given one present each.

St Patrick Day Irish Dance



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New Floral Company service implemented



Improvements and Initiatives

New floral company service implemented in February, the service provides artificial quality flowers for the unit to add more colours and a comfortable home feeling at reception.

We have added personal items name stickers on drawers in rooms, eg socks/pants/T-shirt in six wings. We made this new change to assist residents to organise personal clothing better in the drawers and help them easily find personal clothes. We will be checking clothing labels on residents' personal clothing and auditing personal clothing items monthly to prevent unlabelled clothing being sent to our laundry.

All CHT Staff celebrated CHT Foundation Day on 22nd March this year, CHT board members and head office staff gathered together in CHT's head office to meet all CHT staff via zoom as a special event for the day. CHT Chairman Graeme thanked all CHT staff for their hard work and the annual celebration of CHT foundation day will make CHT staff feel special for working at CHT. Our staff had a good celebration on that day.

Celebrating CHT Foundation day



CHT decided to rename wing names to match the local areas around the facility. CHT Hillcrest's current wing names will be changed to Mangere, Manukau, Ambury Farm, Otahuhu, Butterfly Creek, Puketutu Island and Onehunga Wharf. The new wing names will help to give residents a sense of belonging and sense of connection with the community. We plan to add large canvas photographs of local photography representing each wing.

I would like to thank you for your time to complete customer satisfaction surveys. Your comments are important to us to understand which areas we have done well and the areas that we can improve on.

Best Wishes
Unit Manager,
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