

Summerset Life

Newsletter: Autumn 2016

Loving the life at Summerset!

Thank you to everyone who shared how they “love the life” to be in to win a copy of the bestselling book, Being Mortal by Dr Atul Gawande. Below are some words from residents about what this means for them.

We hope the winners enjoy their copy of Dr Gawande’s book.

Judy Hausler says “Loving the Life” to me means enjoying the time we have, with those we love, and those we live amongst.

“A smile and friendly hello can make all the difference and it may be the only smile that person sees all day! It takes such a small amount of energy and time and the benefits are felt by both the receiver and the giver. As the song goes....a smile is all the better when you give it away...then it comes right back to you!”

Judy has also written a fabulous poem about life in the village, which you can enjoy later on in Summerset Life.

Roger Laloli said that “Loving the life Summerset style has been a prime motivator in our moving into Summerset at Monterey Park in the New Year”.

Patricia McMillan told us that “since coming to Summerset my life has been fantastic. Every day there are many things I can enjoy. Being with people, playing bowls, painting, enjoying the sewing circle on Mondays, playing Carcozon, singing in the choir, having lovely people and staff to be with. Where else would I have such fun and love”.

Jennifer Sisk said for her loving the life is “all about gratitude”.

Molly Green shared her thoughts by creating a wonderful poem:

Holiday Dreams

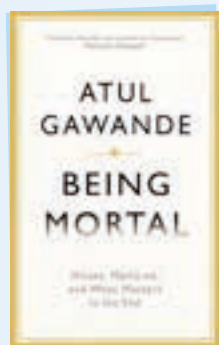
I'd like to take a holiday to Tokyo
Or maybe take a trip to Mexico
A long way it would be
By plane or go by sea
More fun than just Waitomo.

Eating custard tarts in Oporto
Drinking wine in Sorrento
It's where I'd like to be
Would you come with me?
Maybe all we could afford is Waikato.

There's Disneyland in San Diego
We could lie on the beach in Acapulco
Quite exotic it would be
Maybe not for you and me
Let's go see the herons at Okarito.

We'd follow the swallows to Capistrano
Dig for gold in Bendigo
There's so much more to see
Adventurers we would be
Is there still gold in Otago?

We'd take a hike up Kilimanjaro
Paddle a boat on the Orinoco
We can have our dreams, can't we?
Let's stop for a cup of tea
And stay at Summerset by Lake Taupo.



Atul Gawande

Greetings from Julian



Hello and welcome to our first issue of Summerset Life for 2016.

I hope you and your loved ones enjoyed a relaxing Christmas and were able to enjoy the fantastic summer weather that has graced most of the country.

2016 is already shaping up to be another busy year for Summerset.

We recently announced the purchase of what will be our second village in Hamilton. The 6.3 hectare site is located in one of the leading suburbs – Rototuna. This area is well supported with local shopping and residential services nearby, in amongst high quality housing.

Work on our developing villages continues with the number of new villas, townhouses and care apartments growing across the villages in Hamilton, Hobsonville, Karaka, Katakati, Nelson, New Plymouth, Trentham, Warkworth and Wigram throughout the year. We are very excited that work is progressing well on the new, and much in demand, village in Eilerslie. We'll have some photos to share with you in our next issue of Summerset Life.

Thank you to the residents who completed our satisfaction surveys late last year. Ensuring the services and support we provide is of the highest quality is what Summerset strives to continually improve on. Feedback from last year shows that the satisfaction rate for residents receiving care support is 92%, this is one of the leading results in the country and we are very proud of this. For people living

independently in our villages it is 95%, again this is one of the leading results in NZ! However, we always know there are things we can do better and these surveys give us very useful information to help us keep getting better and we are committed to always seeking to make improvements in what we do.

In February the Executive team had the honour of presenting prizes to the well-deserving finalists and winners in Summerset's annual Applause Awards for staff. Acknowledging the dedication our people have to our residents, their families and friends and their workmates is important at Summerset. So this year for the first time, we held an awards dinner with all the finalists and winners, along with the Village and Nurse Managers who'd attended a conference earlier that day. You can read more about the evening further on in this issue.

I'm looking forward to catching up with many residents and staff as I visit Hamilton, Manukau, Warkworth, Karaka, Hobsonville, Trentham, Paraparaumu, Levin, Palmerston North, Wanganui and Aotea villages in the coming weeks.

Best regards

Julian Cook, CEO

A warm welcome to our new residents

Aotea: James Wilson and Catherine Benland • Natalie Elepans • Maureen Millar • Marjorie Duthie • Madeline Mason

Hamilton: Heather O'Neill • Phoebe Goodwin • Pauline Hancock • Theresa Scott • Pauline and Daniel Stack • Dorothy Derbyshire • June and Douglas Scott • Valerie McAteer • Eleanor Wellington • Lillian Morley • Dianne Alston • Betty Johnston • Jakob and Katharina Foidl • Alison and Kenneth Billing • Ursula Purchase

Hastings: Marjorie Francis and Jacqui Munro • Alfred and Patricia Macdonald

Havelock North: Josephine Isakson • Donald Whitfield • Des and June Tonks

Hobsonville: Ronald and Yvonne Young • Milan and Hannah Trifunovich • Steven and Annette Jewkes • Ailwyn Niwa • Maret Bell • Roger and Aileen Serjeant • Winston and Helen West • Roger and Jewel Laloli • Laura Yelavich • Emilie and Eric Aldwinckle

Karaka: Marianne O'Connell • Hilda Carson • Dorothy Yates • Audrey Forster • Myra Olsen

• Peg Emery • Noni Devoy • Mavis Meikle • Thomas and Margaret Strange • Clarence and Maureen Ranby

Katakati: Heather Franklin • Gerald Moss and Sarah Moss Munn • Joyce and Noel Hodgson • Diane Barriball and Mary Cowan • Stanley Gawler

Levin: Lesley Skeet • Barbara Fitzgibbon • Joseph and Johanna Barnao • Barbara Hambleton • Jean Kay

Napier: Edward Hagen • Joan Wilburn • Rosemary Smith • Joseph and Primrose Turnbull

Nelson: Anne Rutherford • Jean Turner • Gillian Mulder • Gwendlyn Aydon • Ronald and Colleen Eddy • John and Cornelia Wilson • Clifford and Marie Douglas • Bruce and Janice Reynolds • Joan McKenzie

New Plymouth: Betty Dobson • Lynley Inch • Shirley Willison • Riyoko Trevillion • Christina Thurston • John and Hazel Stevens • Valerie and Frederick Hopkins • Nola Tucker

Palmerston North: John and Patricia McCartney • Barbara Armstrong

Paraparaumu: Sandra Williams • Beverly and Trevor Knight • David and Avril Jones • Ron and Pam Hughes

Taupo: Jillian Gilberd • Richard and Virginia Fox

Trentham: Margaret O'Leary • Desmond and Barbara Hurst • Ronald and Glennys Mail • Peter and Stella Downing • Esme and Colin Pritchard • Ielona and Sydney Richards • Eunice Mowles • Kenneth and Beverly Shakespeare • David and Margaret Patrick • Julie Jacobson • Janice and John Tomlinson • Tony Tomlinson and Patricia Wishnowsky • Gerald and Linda Percy • Eileen Brownlie • Terence and Beverley Stratford

Wanganui: Beryl Luff • Augustus and Lavinia Hoeflich • Ian and Lorraine Drummond

Warkworth: Donald Powley and Ann Powley Ross

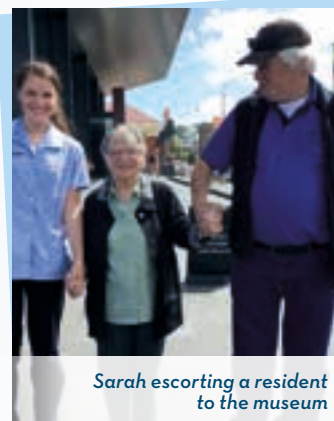
Wigram: Beverley Whitau • Will and Helen Lawson • Margaret Hooper • Maureen Dunlop • Grahame and Helen Wright • HEATHER AND BRUCE GILMORE • RUSSELL AND JESS GLADING • GEORGE HIGHT • JEANETTE AND BILL ALLISON • BERNADETTE KERNICK AND JOAN FINLAY • HELEN RAWLEY • ERIC RICHARDSON

Bishopscourt goes to Pixie town!

Dunedin Care Centre residents were taken on a special outing at Christmas. Usually smaller groups are taken out for trips and to events, but Nurse Manager Sarah Wilson had big plans. Thanks to the combined efforts of 40 residents, 22 staff and village volunteers, and not to mention 12 family members everyone at Summerset at Bishopscourt's Care Centre visited the Pixie Town display at the Toitu Otago Settlers Museum.

Pixie Town used to be created in the local department store each Christmas and many residents remembered taking friends or family there in the past. The trip was an extra special trip down memory lane for resident June Gold. When she was 18 years old she worked as a pixie handing out gifts to children who visited the display.

Local media came along to interview June and we also captured the smiles from our residents on their biggest outing ever!



Sarah escorting a resident to the museum



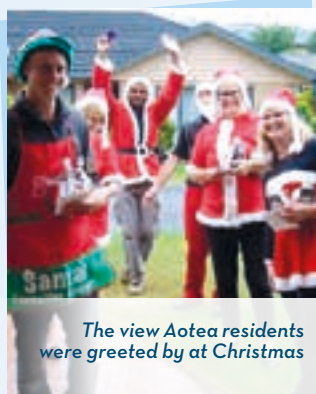
Residents enjoying a break at the museum's café

Article from David Beck in The Greymouth Star



Pixie Town trip 'chaotic, but really good'

DAVID BECK
GREYMOUTH STAR
A group of 40 residents and staff from Bishopscourt Care Centre visited the Pixie Town display at the Toitu Otago Settlers Museum on Saturday. The trip was an extra special trip down memory lane for resident June Gold. When she was 18 years old she worked as a pixie handing out gifts to children who visited the display. Local media came along to interview June and we also captured the smiles from our residents on their biggest outing ever!



The view Aotea residents were greeted by at Christmas



Nelson gets dressed up for Christmas lunch



Summerset on the Coast had an early visitor for Christmas and he wasn't keen on leaving the mini putt course!

Christmas events

Christmas is a festive time across our villages. Both residents and staff love hosting events for families and friends, and having an excuse to dress up! Here's just a few examples of Christmas at the villages.

Wanganui's Christmas wonderland

Step into Frances Gupwell's room at Summerset in the River City over Christmas and you'll be transported to Santa's grotto. Frances' incredible talents in making homemade quilts and Santa dolls transforms her home into a Christmas wonderland for visitors to enjoy.

Decorating her home for others has been a Christmas tradition for Frances. People flocked to her previous family home and she won prizes in the Light up your Home competition. This year her family decided to decorate her new home with her treasures, so Frances can again welcome everyone to enjoy her Christmas craftwork!



Frances amongst some of her clever Christmas creations



One of the Frances' handmade quilts



Some homemade Santa dolls

Summerset's **Applause Awards stars**

Acknowledging the outstanding service our staff provide to residents and their team mates is important at Summerset. And our recent Applause Awards evening in Wellington is one way of celebrating this.

Each year, staff nominate people they believe stand out, who are then judged by senior leaders across the business. This year we had over 370 nominees, including the finalists and winners, who we are incredibly proud of. Congratulations to the following winners.

Gardener of the Year

Angus McLellan, Levin

Property Manager of the Year

Mike Povey, Aotea

Site Foreman of the Year

Mike Smith, Nelson

Site Lead/Project Manager of the Year

James (Jimi) Sharp, Warkworth

Great Health and Safety Culture

James (Jimi) Sharp, Warkworth

Great Environments

Kathy Baker, Head Office

Support Person of the Year

Charmaine Timoko, Hamilton

Office Manager of the Year

Tarsh McConchie, Palmerston North

Activities Coordinator of the Year

Tracy Henare, Levin

Diversional Therapist of the Year

Helen Navest, Palmerston North

Nurse of the Year

Kathy Dillon, Wanganui

Caregivers of the Year

Marissa McKean, Levin;
Lisa Moorcook, Havelock North and
Natalie Van Nistelrooy, Hamilton

Sales Manager of the Year

Ranee Duff, Hobsonville

Creates Great Residents Experiences

Decima Freckleton, Warkworth

Nurse Manager of the Year

Monique Hayes, Levin

Village Manager of the Year

Stuart Cheeseman, Hobsonville

Great People Leaders

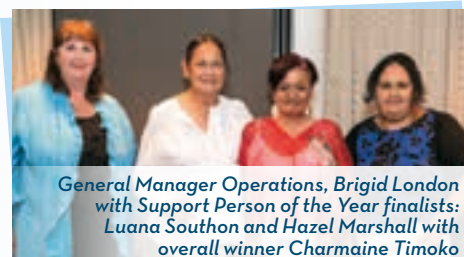
Becky Smith, Aotea

Supreme Winners for 2015

This year we selected two Supreme Winners for their outstanding performance. Congratulations to Kathy Dillon, Wanganui's Nurse Manager and Stuart Cheeseman, Hobsonville's Village Manager.



Village Manager of the Year finalists: Becky Smith, Mark Ryan, with overall winner Stuart Cheeseman and CEO Julian Cook



General Manager Operations, Brigid London with Support Person of the Year finalists: Luana Southon and Hazel Marshall with overall winner Charmaine Timoko

Summerset's **new Village Centre openings**

Late last year residents and staff celebrated the formal openings at the Karaka and New Plymouth villages. The Village Centres become the heart of the village as they host events and gatherings for residents, families and friends.

We were honoured to have the former Mayor of Auckland, Christine Fletcher and MP for Papakura Judith Collins, join our CEO Julian Cook at Karaka and Mayor Andrew Judd for the New Plymouth opening.



Karaka's residents and guests enjoy the entertainment at the Village Centre opening

Staffroom *Kate Rogoz, Village Manager, Summerset by the Lake*



Kate joined our picturesque lakeside village late last year and is loving the life there. Kate has a strong background in care from right around the globe. After finishing nurse training in 1989 she worked in Jamaica and Romania. She then moved her family from the United Kingdom to Paeroa in 2013, to manage a 68-room care facility, before joining the Taupo team.

"I look forward to going to work each day, as it's never the same. The team are fantastic and they all are passionate about their individual roles," said Kate.

"The best parts of my days are speaking with residents and visitors. I learn something new every day and I'm fascinated by the lives they lead. Plus, there is a lot of energy, fun and laughter here. I've added so many things to my 'to learn' list including bowls, croquet, art, table tennis and rummikub and I will have the best teachers instructing me."

An ode to Summerset in the Vines

One of our lovely and talented residents in Havelock North penned a wonderful poem about life and staff in their village. The staff were blown away by the wonderful words Judy Hausler created and we were thrilled when she bashfully agreed to share them with you.

Thank you Judy, we hope you like the small token of our appreciation on sharing why you love the life at Summerset at the Vines.

Meet the young "oldies" at Summerset...
We are busy and active you bet!
We play cards and mah-jong, bowls, croquet, pentanque -
Just part of the magic of Summerset.

We try to keep reasonably fit
Both line dancing and Tai Chi's a hit
For a movie or spa, you don't need to go far
Or just read the paper and sit!

Our legends are Peter and Digby
The fix-it team always so busy
Just give them a call
They are on the ball -
As they speed to your villa so quickly!

We live in a garden-filled park
Kept spotless by Harold and Mark
We don't need a car
We can go near or far
With young Ally - a driver supreme!

Russ leads our Summerset team
Watched over by Tracey, so keen
Cherie sells our dwellings
Caroline fills our cravings!
What more could we need
'Tis a dream!

Testing a new exercise programme

Keeping active while having fun is the aim of an exercise programme being trialled at Trentham, Aotea and Paraparaumu villages. Freelance trainer, Kris Tynan, designed it for Summerset to help people improve their fitness, flexibility, alertness, stability, and as a fun way to socialise.

Activities Coordinators and Diversional Therapists will run the classes, after receiving full training. This means we can run classes regularly and tailor it for people who live independently or in care apartments or rooms.

Feedback from residents is very positive, so once the trial is over we plan to set it up at all villages between June and September.

Supporting Otago's Rescue Helicopter

A keen group of Dunedin residents called "Steady as you go" gather regularly to take part in an exercise programme aimed at preventing falls. When they're not exercising to keep on their toes, they're busy fundraising for the local Otago Helicopter Trust.

Recently, they visited the helicopter hangar to present the Trust with the group's third donation (of over \$700) that they'd raised. Below is the Steady crew in front of the helicopter they're helping keep in the air - helping those in need.



Napier's gift to families in need

Napier village's residents and families donated a generous range of Christmas gifts to Birthright Hawke's Bay Child and Family Care. Birthright then gave the gifts to their struggling families in the Hawke's Bay so they had presents on Christmas Day.

The gifts were collected over the 'Twelve Days of Christmas' and presented to Birthright at a morning tea. They said "It's a privilege for our team to work alongside families and children who are facing many challenges at this particular time and we thank you for supporting us in doing this."

Correction to article on Garage sale

In our Spring issue of Summerset Life, we shared the story about the garage sale our Paraparaumu residents ran. We incorrectly stated the \$2,000 raised was given to the local St John Ambulance station, when it was donated to the Wellington Free Ambulance. We apologise for the mistake.

Photo **Competition** special mentions

We were inundated with amazing pictures for last year's photo competition. Here are a small selection of the images people sent in.



Allan Sillick



Annette Hall



Bob Fuller



Cecilia Carter



Cedric Harris



Duncan McDonald



Elisabeth Russell



Karen White



Marrit Walstra



Norman and Lorraine Nelson



Pieter and Maria van Driel



Pat McMillian