

KnoxLife48

November 2024

**NEW TOTARA HOME
OPENS**
CEO FAREWELLED
**EDUCATION LEADS US
ROUND UP REPORTS**
**BOOST TO RESIDENT
LIFESTYLE & LEISURE**
SECTOR CHALLENGES

Legacies Elizabeth would be proud of

"Spring is a time of plans and projects" LEO TOLSTOY



JILL WOODWARD
CEO

Totara Home complete and open at last

Our significant development project came to closure in July after several years of planning and construction. The Totara building set-up continued and commissioning and handover of all services was concluded in the week preceding the opening.

Knox Kaiāwhina, Kylie Ramea undertook the Blessing of Totara Home on 9 July. On 10 July the official opening was held, this was well attended by contractors, friends of Knox, residents, families and team. We were delighted to have Totara Home officially opened by Hon. Dr Shane Reti – Minister of Health; Hon. and supported with the attendance of Casey Costello, Associate Minister of Health and Minister for Seniors; Hon. Paul Goldsmith. Hon. David Seymour and Deputy Mayor Desley Simpson rounded out our list of dignitaries.

Landscaping and signage was completed and neighbouring spaces such the Palm Café, the new Lifestyle and Leisure Room and Multi-Purpose Rooms were all readied for use.

Considerable time was focussed on the staffing requirements for the first of our four homes to open, Akeake Home. A team of us attended and facilitated a full day of training for the Akeake Home team.

Building defects are being managed and Watts & Hughes have responded promptly to the management of these inevitable "blips".

The first residents moved into Akeake Home and the time of writing neighbouring Mahoe Home also has a growing resident population. Koromiko

and Horopito Homes will follow.

2023/24 Annual Report published

Preparation for the Knox Home Annual Report has been a priority since the Totara Home opening and I'm pleased to report they are printed and circulating.

Continual improvement and planning

We've completed the Operational and Quality Plan and the Eden Alternative Plan.

Eden Associates numbers grow

In August we held Eden Associate training for 31 team members. This is three days of exploration of the Eden Alternative and is part of the commitment we make to residents and our Eden Alternative journey.

New to the Knox Team

The operations team provides clinical support to the wider care team and are a hugely valued part of the Knox crew. We warmly welcome:

Meredith van Beekhuizen, Quality and Operations

Meredith joined the Knox team as our new Quality and Operations Manager in August. Meredith's professional background is working in Oncology as a Radiation Therapist and in her previous role she was the Operations Manager of Auckland Radiation Oncology (ARO) at Mercy Hospital.

Along with her trained therapy dog; *Bentley*, Meredith is excited to have joined the fantastic Knox team and working to support the staff to provide the best quality of care for our residents the 'Knox way'.

Outside of work, Meredith is kept busy with her three kids as well as baking, dancing and running (with or without *Bentley* plodding along) in any spare time she can find.

Glory May Recierdo, Clinical Operations Manager

I originally hail from the province of La Union in the northern Philippines. I grew up mostly in the



Knox resident, Trevor Bending addresses the Totara Home Official Opening gathering with Knox Kaiāwhina, Kylie Ramea.

Philippines before moving to New Zealand permanently.

I gained a Bachelor of Science in Nursing and pursued further studies in Business Administration after graduating in the Philippines.

Before coming to New Zealand, I gained experience in a range of different nursing fields and have since completed a postgraduate program in Chronic Illness Management at Otago University and a postgraduate program in Leadership at The Open Polytechnic of New Zealand.

My passion is in aged care and have been in this sector for more than 20 years. I started as a Registered Nurse (RN) and became a Clinical Manager for 7 years and a Care Home Manager for 11 years.

I am a proud mother of two sons. I love looking after orchids and enjoy gardening, dining with my family, and walking by the beach with friends.

Ivy Lorilla,
Acting Clinical Operations Manager
(while Ann Bolus is on leave)

I am a dedicated Registered Nurse with over 10 years of experience in healthcare.

I began my career as a Paediatric ICU nurse in the Philippines and moved to New Zealand, where I joined Knox in 2020. Knox values and its commitment to the Eden Alternative,



which emphasises person-centered care, have motivated me to grow my career in aged care. Most recently, I held the position of interim Clinical Operations Manager, following my role as RN Home Lead to Kowhai and then Nikau 1 Home.

Outside of work, I am an avid reader of historic novels. I enjoy discovering new dining spots and sampling diverse cuisines here in Auckland. As New Zealand has become my new home, I've begun exploring areas beyond Auckland and am excited to start travelling to the South Island.

Visitor reminders

It is essential you do not visit Knox at all if you or a member of your household has any cold-like or gastroenteritis symptoms as we must be meticulously careful about all infections.

Visiting Hours:
• 10am – 11:30am
• 2pm – 8pm

We urge visitors to observe these times, as we are all committed to honouring residents' requests for a quiet period in the middle of the day after lunch.

My fond farewell to you

This is my last newsletter. After almost 17 years at Knox I am moving on.

Over my tenure I have had the privilege to meet so many amazing residents, family members, team and supporters of Knox.

Thank you all for the lasting memories and ... in the words of *Florence + The Machine*:

"in the Spring I shed my skin, and it blows away with the changing winds"

Warm regards
Jill Woodward
CEO







Farewell to one-in-a-million leader

Jill Woodward has been the outstanding Chief Executive Officer of the Elizabeth Knox Home and Hospital since March 2008. Throughout this long period, Jill has been an exceptional clinical and administrative leader of the home. Jill has transformed Knox from its former quiet presence to a leading home and hospital for elder and disabled residents whose lives have been enhanced through improved care.

Shortly after arriving at Knox, Jill discovered the Eden Alternative as a set of principles to guide care. Since then, the Eden philosophy has embedded the notion that Knox is the resident's home and that trustees and staff are there to make it a place where the plagues of loneliness, boredom and helplessness are addressed by constant, conscious actions. Knox has developed an enviable reputation for the quality of its care, and this has been accompanied by sustained high occupancy.

The Eden Alternative has a multi-level, multi-dimensional programme for accreditation, with Knox reaching the highest level for registration as an Eden Alternative Home. Jill has been a registered trainer for the Eden Alternative and has herself led the many, regular training programmes held for Knox staff and others through Australasia. Nationally, Jill has been a leader in aged care, well recognised by her peers and the New Zealand Aged Care Association also winning the international Eden Alternative Nancy Fox Leadership Award in 2014.

Knox has also reached the highest level in the accreditation system of the Ministry of Health, as required for continuing registration as a care home and hospital. This has been no easy task, as the average age of admission to care has inexorably risen and the acuity of those arriving in care has become considerably more complex. Jill has overseen the necessary improvements

in systems for quality, health and safety and the responses needed to satisfy ever increasing requirements for compliance with laws and regulations.

Soon after Jill joined Knox, she persuaded the trustees to embark on a programme of renovation and upgrade of the dated facilities, commencing with a superb portico and entrance together with refurbishment of the interior. Once this was complete, Jill advised the trustees that much of the home would need to be demolished and replaced. This could be funded only by expansion in the number of beds so that Knox has more than doubled in size over the last decade. A feature has been the transformation of antiquated rest home interior layouts to decentralised smaller 'households' with ensuited bedrooms and individual kitchens and living spaces. These concepts have been award-winning for their internal and

external architecture and functionality.

The entire programme has been driven by Jill's imagination, enthusiasm, foresight and attention to detail. Jill has effectively held down two major roles of hospital management and simultaneously programme management, with very high expectations for all of those involved. Her prior experience as a highly qualified nurse, hospital board executive, hospice CEO and private entrepreneur has stood her well when meeting demands so broad in scope.

Knox has prospered under Jill's control of its day-to-day finances. She has maintained tight control over all aspects of revenue and expenditure and developed the financial information systems to support the Trust Board. Jill has managed with a lean team of senior executives, delivering the high standard of care with constant attention to costs.

Jill has worked very hard during her time at Knox, always there when needed. Never was this truer than during the demanding years of COVID, when Jill and her senior team responded with dedication to the crisis in ways nothing short of amazing.

The Trustees acknowledge the unstinting, singular focus Jill has given to positioning Knox as a premier care facility and celebrate Jill's transformational period as the Chief Executive of Knox.

We all wish her all the very best for her future and will most certainly miss her.

Knox Home Awards 2009-24

2009 Finalist Community / NGO category Innovation Award ADHB

2010 Finalist Chamber of Commerce Business Awards Health & Safety

2010 Winner NZACA Excellence in Care Award, Staff Training & Development Award

2012 Winner International Eden Alternative Seedling Award, Eden International

2012 Winner NZACA Staff Training, Development Award, Eden Alternative

2013 Finalists 3 x NZACA Excellence in Care Awards

2014 Winner ANZ Diversity Awards, Cultural Celebration Award

2014 First New Zealand Care Home to achieve full Eden Alternative Registration

2014 Jill Woodward awarded Nancy Fox Leadership Award, USA

2015 Winner NZACA Built & Grown Environment Award, Nikau Home

2016 Knox Achieves Eden Alternative Master Gardener status

2016 Jill Woodward NZACA Excellence in Care, Outstanding Individual Award

2017 Highly Commended Diversity Awards

2017 Winner Minister of Health's Community or NGO Volunteer Team Award

2019 Winner Volunteering Auckland, Volunteer Programme

2019 Winner Auckland Business Chamber Awards, Excellence in Community Contribution

2020 Finalist Auckland Business Chamber Best of the Best Awards, Community Contribution

2020 Finalist Auckland Business Chamber Awards, Employer of the Year

2021 Winner Auckland Business Chamber Awards, Best of the Best, Employer of the Year

2022 Winner NZACA Excellence in Care, Community Connections Award

2023 Winner NZACA Spaceworks Environments Award

2024 Finalist NZACA HCSL Innovative Delivery Award

2024 Finalist NZACA Built & Grown Award

2024 Finalist Auckland Business Awards, Excellence in Strategy & Planning



TEAM DEVELOPMENT

Education drives Knox progress



MARGARET BROWN
EDUCATOR

140 graduates later

In December 2022 Knox gained accreditation from the Nursing Council of New Zealand to deliver the Competency Assessment Programme (CAP) for internationally qualified nurses seeking New Zealand registration.

Since then, and for the next 18 months, the Knox Education Team have provided in-service education and training to our internal team as well as delivering six seven-week CAP courses.

One-hundred and forty graduates later, in July 2024, this sterling effort and dual focus ended with the completion of the final Knox-provided CAP course.

Apprenticeship and training refocus

The pared-down Education Team are now strengthening their focus on supporting Care Partners, Cleaning and Laundry staff to achieve formal (NZQA) qualifications through Careerforce-provided courses and apprenticeship programmes.

They are also putting their effort into building team knowledge, capability and practice of the Principles of the Eden Alternative and Knox values.

New Eden Associates

At the beginning of August, 25 team members and one resident spent three

days at the Lodge doing Eden Associate Training led by Sally Hopkins, CEO of Eden in Oz and NZ and Jill Woodward.

This training has been regularly provided at Knox for more than 15 years and participants are taken through a rigorous programme of interactive exercises that challenge biases, encourage reflection and introduce new ways of thinking about what it means to be human and how we relate to and care for each other.

After the three-day training and upon satisfactory completion of practical "growth-work" participants are recognised as Eden Associates, joining an international community of people committed to de-institutionalising aged care and combatting the three plagues – loneliness, helplessness and boredom.

Eden Alternative Boosting

To consolidate learning and to build practice confidence, every Tuesday, an invitation is extended to all residents and team members to attend a brief Eden Session facilitated in a variety of ways to encourage discussion and sharing about life in general and the Eden Alternative in particular.

Throughout October and November members of the care team from each of the homes lead the session by demonstrating how they apply the Eden Alternative in practice in their individual Knox Home. They do this with considerable thought and creativity and residents ask searching questions and teach us all by sharing their experience.

QUALITY



EMSEA AKERS
QUALITY
COORDINATOR

Preparation for Certification Audit

We have our Ministry of Health Certification Audit coming up at the end of March 2025. The Quality Team has started preparations early, preparing documents for prior send off and setting up meetings to ensure all teams have their corresponding policies and procedures up to date.

We need to provide the auditors with thorough evidence of record keeping of essential activities such as training, recruitment, and infection prevention and control processes.

As well as ensuring all policies are current, reviewed every two years, and that practice aligns with our policies, the Quality Team is also updating its regular audit schedule to ensure it covers all services and aspects of care at Knox which ultimately affect residents' experience and perception of quality and sense of home at Knox.

Our guiding document for the audit is the Nga Paerewa Health and Disability Services Standard, which our service is measured against. In our previous audit in 2021, Elizabeth Knox achieved the optimum four-year span before the next audit, only issued to providers that achieve full attainment of all criteria in the Nga Paerewa Standard and with noted continuous improvement, beyond full attainment, for evidence-based practice, medication management, nutrition and fluids, and restraint minimisation. As of this month, Knox has achieved zero restraint utilisation.

Current Quality Projects

Alongside clinical indicators of quality care, Knox considers that qualitative data is crucial to understand what matters to residents and their whanau and what quality actually looks like to our residents.

Carole McIntosh administers and analyses survey data, which our Quality

Team also review to identify key actions and learnings. The Quality Team is accountable to ensure we are critical of what we do and actively improving from feedback.

Current surveys include the Resident's Survey which asks about residents' experience of home at Knox and involvement in decision-making, an important indicator of autonomy identified in Eden Alternative Principle 8:

An Elder-centred community honours its Elders by de-emphasising top-down bureaucratic authority, seeking instead to place the maximum possible decision-making authority into the hands of the Elders or into the hands of those closest to them.

The Residents' Meeting on the last Wednesday of each month is also an opportunity to hear from residents about what matters to them. Other surveys completed recently include the Meal Survey (also discussed with residents in the Food for Thought meeting), and Team Satisfaction Survey.

Continual improvement

The S3Team (Simplify, Streamline and Standardise) meets monthly to monitor the progress of members and ensure projects are fully supported through to completion and are then able to be sustained.

Completed projects include a streamline of the admissions process at Knox, and the forms and policies alongside this, and the Tidy Homes Lists which set out housekeeping responsibilities for care staff using a rotating schedule.

Ongoing projects include a new method for handover, task list for new care staff and medication optimisation review process, with these projects led by several registered nurses at Knox.

Other projects include standardising the death notification process and reviewing end of life care at Knox, in advance directives and advanced care plans, palliative pathway activation and the relevant policies and procedures, to ensure staff receive training on having these conversations, and to ensure all necessary resources and information are available to residents and whanau.

Quality at Knox means learning from feedback, being critical of what we do, constantly seeking to improve, and ensuring all activities benefit residents.

■ RECRUITMENT & HR



JOYNITA HUTASOIT
RECRUITER & HR
ADMINISTRATOR

In recent months 60 new team members have been recruited to support the growth in the number of residents moving into the new Totara Home.

We welcome to Knox three new-graduate nurses, eight Registered Nurses (RNs), 17 Care Partners (CPs), one Enrolled Nurse, two cleaners, two doctors, and four administrators. We have also strengthened our valuable team of relief staff who are available to provide cover when regular staff are unwell or taking planned breaks.

Interview Panels

To select the best people we use a combination of individual and group interviews. Since early 2024, residents

and a diverse team of staff have actively participated in our interview panels, leveraging various backgrounds and experiences to enhance the candidate review process.

Application Volume

Each job advertisement for Care Partner roles has attracted a minimum of 500 applications, while RN roles have drawn at least 300 applications per posting.

Staff Turnover

The 12-month moving average for staff turnover reached its lowest point in August 2024, at 1.7%.

From January to September 2024, resignations were 40.23% lower compared to 2023 and 39.53% lower than in 2022.

General Orientation

Since January 1, 2024, we have conducted 17 General Orientation sessions and two weeks of specialised orientation at our facilities to support our new RNs and CPs.

Accredited Work Employer

Our accreditation has been extended until 31 July 2026.







OLIVIA PEARSON

LIFESTYLE
& LEISURE
COORDINATOR

Our new place for projects and purpose

A new dedicated Lifestyle and Leisure room has been created within the Totara Home project. Located by the entrance to Totara Home on 'The Street', it is a space that encourages residents to create, indulge in hobbies and to connect with others.

Residents have taken on new projects, excited to have a space permanently set up and accessible at any time. It's also a quiet space for groups getting together to read poetry and stories, complete knitting projects, sew, paint, and play board games.

Each Tuesday a group of ladies have already been getting together for 'Textile Tuesday' which has so far included knitting, sewing and embroidery.

Staying relevant and celebrating life's events

Residents have been keenly watching the US Presidential debate, listening to current affairs podcasts and world news as a group.

Residents have also been keeping up with the Olympic action in Paris and we organised our own Knox Olympics. Rimu Home, representing China won and celebrated with pizza from Domino's for lunch.

Father's Day saw us fire up the barbecue for bacon and eggs.

Outing highlights

We've been all over Auckland to all sorts of events and attractions including World Choir Games, Orewa Beach, Botanical Gardens, shopping in Parnell, Cherry Blossom season at Cornwall Park, Lido Cinemas and Auckland Museum.

The regular board game group that meets on Fridays visited *Dice and Fork* restaurant in Auckland city, where they enjoyed their weekly game along with some fantastic food.

Engaging with our people in our city

Knox residents have had the pleasure and stimulation of so many performances and events taking place around us. These have included Epsom Library weekend community events, a visit and performance from Cornwall Park District School Kapa Haka group, the Epsom Chinese Association and the University of Auckland CeleBRation Choir.

The CeleBRation Choir is a therapeutic community singing group that aims to help people with communication difficulties related to a neurological condition and to research the benefits of singing.

A group of residents walked to a community morning held at *Headway* providing an opportunity to meet other members of our community and learn about the importance of brain health.

We also attended the Age Friendly Auckland Symposium at Western Springs.

All of these presentations and workshops, research, panel discussions and cultural performances are focused on building inclusive, resilient communities that uphold the wellbeing of older people in Auckland.

Our residents have asked for more inclusion in the city's activity, so that's what we are more determined to provide.



STAY INTOUCH

Remember to LIKE, FOLLOW US and SHARE on Facebook and Instagram to see what is happening at Knox; it's where you'll find photos and stories about loved ones.



Change and challenge for Finance team



DIANNE LEE
COMMERCIAL
MANAGER

After many years of stability, our finance team is experiencing some exciting changes, with fresh faces and a bit more capacity to support our growth.

We're delighted to welcome Denise Wu, who joined three months ago in a newly created Business Analyst/ Accountant role. Denise, a Chartered Accountant, has already jumped in with both feet, learning the ropes quickly and making an impact.

Our long-time team member Lina George, who's been with us since 2001, has chosen to reduce her hours to focus on payroll two days a week—allowing her a bit less travel from the North Shore. We're grateful for Lina's continued commitment, expertise, and the countless ways she's contributed over the years.

Finally, last month we farewelled Karen Li, our Accounts Receivable Officer, who has stepped down to spend more time with her family. We wish her all the best, and we're currently on the lookout for a new team member to take on her role.

Financial pressures facing aged care providers

As with many aged care providers, we're managing significant financial challenges due to rising costs and funding shortfalls.

Key factors currently impacting the sector:

Funding Increases Fall Short

Only a 3.2% increase in government funding for 2024/25 – far below inflation needs.

Outdated Funding Model

The current model is 30 years old and overdue for a review.

Declining Profitability

A recent survey found most rest homes outside Auckland and Bay of Plenty operating at a loss.

While the word profit may be a dirty word to some, without profit, business is not sustainable and there can be no investment in maintenance or new development let alone extras or nice-to-haves.

Rising Demand

By 2030, an extra 12,000–16,000 beds will be needed to meet the needs of New Zealand's ageing population.

Accommodation Premiums

Now, over 90% of rest homes charge accommodation premiums; up from just 20% in 2006.

The demands of most residents have rightly increased over the years eg. ensuite bathrooms

Reliance on Subsidies

Around 64% of residents in New Zealand receive a residential care subsidy.



MARY RENNISON
VOLUNTEER
COORDINATOR

A successful recruitment with Volunteering Auckland earlier this year, has widened our circle with even more Volunteers from our diverse community joining our team but we are always keen to encourage more Volunteers to be involved at a level that suits them.

Here are some of the questions we hear.

What does it mean to be a Volunteer at Knox Home?

If you ask our Volunteers that question, they will tell you it's the people who live here and the opportunity to be a part of a resident's day.

What does a day as a Volunteer at Knox Home look like?

One day it might be sharing conversation and a cuppa. Another day it might be joining a walking group, or joining a shopping trip. Our Volunteers support residents to take an active role in a various range of daily activities.

How do I know how I can be involved?

We keep our Volunteers in the communication loop so they know what's happening and are encouraged to join us.

We appreciate all Volunteers and whatever commitment they have to enriching the lives of our residents.

Not sure if you can Volunteer?

Contact us to today and have a chat to learn more about Volunteering opportunities at Knox Home.

Donations of toys and books please

We are keen to have toy baskets in each home for visiting children.





New Totara Home features in NZACA Awards

CEO, Jill presented the Totara Home project at the recent New Zealand Aged Care Association Conference as a finalist in the Built & Grown category. The focus of the presentation being that appropriate design can enable relationships, independence, companionship to flourish.

Knox was also a finalist in the Innovative Delivery Award for our Lifestyle and Leisure programme.

Knox HomeTrust Board Members

Dr Alastair MacCormick (CHAIR)
Mr Bal Matheson (DEPUTY CHAIR)
Dr Ngaire Kerse
Mr Anthony Mitchelson
Ms Emma Peterson
Mr Andrew Smith
Ms Vanessa Stoddart
Ms Kim Wright

The Eden Alternative 10 Principles

1. The three plagues of loneliness, helplessness, and boredom account for the bulk of suffering among our Elders.
2. An Elder-centred community commits to creating a human habitat where life revolves around close and continuing contact with people of all ages and abilities, as well as plants and animals. It is these relationships that provide the young and old alike, with a pathway to a life worth living.
3. Loving companionship is the antidote to loneliness. Elders deserve easy access to human and animal companionship.
4. An Elder-centred community creates opportunity to give as well as receive care. This is the antidote to helplessness.
5. An Elder-centred community imbues daily life with variety and spontaneity by creating an environment in which unexpected and unpredictable interactions and happenings can take place. This is the antidote to boredom.
6. Meaningless activity corrodes the human spirit. The opportunity to do things that we find meaningful is essential to human health.
7. Medical treatment should be the servant of genuine human caring, never its master.
8. An Elder-centred community honours its Elders by de-emphasising top-down bureaucratic authority, seeking instead to place the maximum possible decision-making authority into the hands of the Elders or into the hands of those closest to them.
9. Creating an Elder-centred community is a never-ending process. Human growth must never be separated from human life.
10. Wise leadership is the lifeblood of any struggle against the three plagues. For it, there can be no substitute.

The core concept of the Eden Alternative™ is simple: Care environments are habitats for human beings that should promote health, wellbeing and growth rather than facilities where the frail and elderly stagnate and decline.

The Eden Alternative™ shows us how companion animals, children and plants help in providing an opportunity for meaningful contribution and care, and how the Eden Alternative works at preventing and eliminating the aged care plagues of loneliness, helplessness and boredom.

For more information on the Eden Alternative, please visit edenalt.org

THE
eden
ALTERNATIVE™



CARING COMMUNITY

10 Ranfurly Road
Epsom Auckland 1023
Telephone 09 523 3119

knox.co.nz

more leisure or less

Knox Lifestyle & Leisure:
More opportunities
for a better life here
... or less if you prefer.

Knox HomeTrust
NOT-FOR-PROFIT CHARITY
GIVING MORE SINCE 1911

