

March 2020

Dear Friends and Family of Totara Farm Trust

I trust your year has started well and you've not been too impacted by the hot and dry weather. We have had a busy start to the year at Totara Farm Trust starting with moving our office to 848 Kingseat Rd, right next door to the farm. You are very welcome to come and visit any time for a coffee and look around. It's great to have a dedicated office space and we're now able to have staff meetings and training in our own space which is fantastic.



General

We've had a number of training initiatives this year and have already completed Governance training for the Board and prospective new Board members, Health and Safety training, medication administration and consumer rights. We have plans for training in the next 3 months around nutrition, autism, MAYBO (de-escalation and non-physical intervention), Trust wide First Aid refresher training along with targeted short courses and workshops. A number of the Team have commenced their L3 and L4 certificates in Health and Well Being.

The Governance training is an important shift for the Trust and we will update you on how this training will translate to practice in our next newsletter.

The Ministry of Health will be conducting a 2-day audit encompassing all properties at the end of March. We're feeling really good about the progress we've made since the last audit and it will be good to understand how the auditors view the changes. Our focus has been all around ensuring we have gold

standard policies and procedures and that our documentation is completed to a high standard. We now complete 6 weekly internal audits to track our performance and progress.

Some of the systems introduced have been difficult for the Team but we are seeing real benefits in this new approach. While we still have some room for improvement all should be really proud of the progress to date. I will be able to update you on the audit feedback in the next newsletter.

Properties

Waterview Road: We only have 2 gentlemen living at Waterview Rd at the moment. However, we have plans in place to have an additional 2 men move in over the coming weeks. The Waterview Rd team had a rough year last year and it's been useful to have a quieter start to the year to refresh and get some maintenance work completed on the property. There is an upgrade to the van and a shared smaller vehicle now available which makes transport much easier and more flexible.

Station Rd: We have a fantastic new Team Leader, Rebecca Nash, at Station Rd. We're thrilled to have her as part of the Team and look forward to her input moving forward.

We have focused our attention on Station Rd. houses this year and have completed a large amount of maintenance and a general spruce up. One of the bathrooms has had a full renovation and is now a wet room and looks stunning. The scale of the job meant that people had to relocate for 3 weeks which is not ideal, but the people impacted, and the Team were fantastic and generally took it in their stride. Thanks to all for your patience.



Kingseat: Sadly, one of the long standing and much-loved men living at Kingseat died in January. David had lived at Kingseat for over 15 years and he is keenly missed. The care and support that the team supporting David provided was nothing short of amazing and I know David's family were incredibly grateful. We were privileged to know you David.

Okioki i runga i te rangimarie David.



Moving the office next door has meant some changes at Kingseat. A married couple who have been supported by the Trust for over 20 years moved into the top house, the mobile box has gone and there's been some bedroom shifts. All changes have been super positive, and all feels very settled and even more homely without the office attached. While the office feels very different, we still get plenty of visitors which is awesome.

Ed Street & The Flats: The ladies at Ed Street remain incredibly active in both their working and social lives and are looking forward to joining Circability again this year. The men in the flats are busy in their respective jobs. While there's not a lot to report, rest assured – life is super busy!

Staff: Rebecca Nash has joined the Station Rd Team as Team Leader and Meti Waqavou as a Support Worker. Welcome, welcome 😊

Important Information for Friends & Family

Consumer Rights: The policies that we have focused on reviewing as a priority were those associated with consumer rights. An important part of this review is around how a complaint can be communicated and the process to investigate and resolve the complaint. I have attached this policy and procedure to this newsletter. Please feel free

to contact me or any of the Leadership Team if you would like to discuss this process further. We will update you with other relevant policies as they are introduced.

Family & Friends Feedback: Also attached to this newsletter is a survey form that we would *really really* appreciate you taking part in. It's important that we get a sense of how things are for you and understand where you feel we could improve and harness your ideas and observations of Totara Farm Trust. While we have lots of contact with the whanau of the people we support about the day to day, this is an opportunity to look at the bigger picture and look at common themes and experiences of engaging with us as an organisation. It will only take a few minutes and is invaluable information.

You will see at the end of the survey an invitation to take part in a family and friends steering group and questions around the best way to stay in touch. I would encourage you to please complete this section also. Thanks in advance.



In closing I thought I would list just some of the different activities the people we support have been involved in in the past 3 months:

Drama, many beach trips, garden walks, horse riding, special Olympics, swimming, country and western nights, the races, Six60 concert, waterfalls, markets, music in parks, 10 pin bowling, pool halls, RSA, Timezone, Rainbows End, church functions, table tennis, petting farms, Butterfly Creek, regional parks and the list goes on.....

Nga manaakitanga ki a koe me o koutou whanau

Bernadette and The Leadership Team