



## 46<sup>th</sup> Annual Report 2012-2013

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The Selwyn Foundation group  
Selwyn Care Limited



*Dr Gillian Reid (née Newman), former Deputy Chair of The Selwyn Foundation Trust Board, officially opening the Newman-Reid Apartments at Selwyn Village on 22 February 2013*

## Contents

Highlights of 2012	1
Chair's Report	4
Chief Executive Officer's Report	6
Chief Financial Officer's Report	10
A customer-focussed approach	14
Selwyn Centres: reducing social isolation through community care and support	16
Selwyn House at Hansen Close: extending our charitable outreach through affordable housing in the community	18
Research: delivering better quality care and services for older people, now and in the future	20
Charitable funding: promoting the welfare of ageing people at a wider level	22
The Selwyn Foundation Village Profiles	24
Donations and Bequests - 2012	26
The Selwyn Way	27
A Guide to The Selwyn Foundation	28



*Ageing well: keeping busy in the 'Blokes' Shed' at Selwyn Heights Village.*

- We performed strongly and built up our financial position, whilst re-distributing a significant proportion of grants to various charitable and not-for-profit organisations. We are poised for further growth on the retirement village side and expect our financial position to improve very strongly in the coming years.
- A total of 113 new independent living units were developed in Auckland. These comprised the 33-apartment Paterson building, the 26-apartment Newman-Reid building and the nine two-bedroom Harbourview Villas at Selwyn Village, as well as the 45 new Gowing and Kay Hawk Apartments at Selwyn Heights Village.
- Work got underway on the Foundation's innovative new community living project for single retirees at Hansen Close in Birkenhead (Auckland's North Shore). Opened in March 2013, the new facility provides high quality rental accommodation for eleven people and marks an exciting addition to Selwyn's range of community-based services.
- The Foundation's National Office relocated from Selwyn Village to office premises in Grafton (fringe CBD) to make way for an upgrading and refurbishment of community facilities at the Point Chevalier site. Following the relocation, the term 'Group Office' was introduced, to highlight the central role the office plays in providing key business services across The Selwyn Foundation group.
- Our award-winning 'At Home at Selwyn' resident-directed approach to caring continued to develop at all care facilities, with annual satisfaction survey results showing evidence of the benefits of this new care model for residents and staff alike. Family satisfaction scores improved for the third year in a row, with 95.8% of respondents saying they were 'likely' or 'very likely' to recommend their particular facility to others.
- The Foundation hosted its third annual gerontology nurses' conference, which was opened by Jane O'Malley, Chief Nurse at the Ministry of Health. This major training event for our Clinical Co-ordinators, RNs and ENs – as well as gerontology nurses from the wider healthcare sector – was attended by over 100 delegates and has become a significant fixture in the aged care sector's annual training calendar.
- Selwyn Sunningdale Village in Hamilton celebrated the launch of hospital-level care services. The 35-bed facility now delivers 24-hour professional and personalised hospital care to a total of 22 residents, as well as rest home care for 13 people. Sunningdale also benefitted from an upgrade and refurbishment of facilities and an increase in registered nursing staff.
- Independent residents' satisfaction surveys returned a 98% average satisfaction rating, with five villages scoring 99%; residents particularly enjoy the range of leisure facilities, social events and activities on offer at the Foundation's villages.
- An innovative software package for resident information was implemented, enabling the effective tracking and recording of essential details, and providing staff with timely access to accurate and up-to-date resident information.
- Selwyn won the INsite magazine/Retirement Villages Association of New Zealand 'Manager of the Year' award for the mid-sized village category (awarded to Debbie Powell, Manager of Selwyn St Andrew's Village, Cambridge), as well as the INsite/New Zealand Aged Care Association national caregiver competition (won by Lois Cossey of Selwyn Oaks Village, Papakura).

# Highlights of 2012

- The Foundation's Missional and operational goals as outlined in the Strategic Plan were reviewed by The Selwyn Foundation Trust Board and seven new priority goals developed for the 2013-2017 period. The Mission statement was also updated to highlight our charitable activities, and a visual depiction of The Selwyn Way created to reflect our responsive approach to the needs of the ageing person and their families alike.
- The Selwyn Centre for Ageing and Spirituality responded to the increased interest nationwide in workshops, experiential events, presentations and research on ageing and spirituality. The Centre also continued its funding of two postgraduate research bursaries and initiated a new research project into the extent to which the spiritual needs of people with dementia are being met in New Zealand.
- The Selwyn Centre Parish Partnership Programme continued to expand, with five new Centres opening across Greater Auckland and in Northland. A total of 32 Selwyn Centres provide companionship and social activities to older people within a community setting, with more than 700 guests now enrolled and approximately 130 volunteers contributing their services each week.



*The Right Reverend John Paterson, Bishop of the Diocese of Auckland (1995-2010), opening the Paterson Apartments at Selwyn Village on 16 March 2012.*



*Ageing well: out and about with friends at Selwyn Village*

*Ageing well: tending the garden plots at Selwyn Heights Village*





## A new era of 'ageing well' unfolds

I am delighted to announce that 2012 was another extremely productive and very rewarding year for The Selwyn Foundation. In this, our 46th Annual Report, you will read of the extensive range of projects that were progressed over the year, which facilitated further growth and enabled us to continue to expand the range of care services and accommodation options that we can offer older people.

All of us involved in the Foundation stand on the shoulders of giants who, in the past, had the vision, determination and generosity to build our not-for-profit organisation to offer practical help, comfort and support to the aged. Over this last year, Selwyn has entered a new era - the third since the Foundation began almost sixty years ago - yet we remain steadfast in our Mission to provide quality services where there is a need, delivered with compassion, respect and the utmost regard for the individual.

Those early years - the first era - were characterised by the pioneering spirit of our Selwyn forebears whose resolve, determination and zeal were born out of the plight of older New Zealanders living in desperate conditions in central Auckland. Their vision was realised in Selwyn Village and focussed on providing faith-based care to the aged, especially those who were vulnerable and in need. It was a 'cottage industry' era which relied on Christian love, charity, the help of volunteers and on the devotion and selflessness of many.

The second era under the leadership of the Revd Duncan Macdonald was one of growth, expansion and innovation. Reminding us often that 'no money means no Mission', Duncan brought business and commercial skills to the Foundation and also kept us connected to the Anglican family. We expanded the focus of our Mission to begin to address the pillars of Wellness and Independence as well of

We remain steadfast in our Mission to provide quality services where there is a need, delivered with compassion, respect and the utmost regard for the individual.

those of Faith and Care. The organisation grew in size and number of sites, in the ability to provide for the full range of ageing needs, and in governance skills and management processes. Delivering services for ageing people became more challenging and complex as legislation and compliance demanded more, to the extent that smaller providers struggled and many ceased operating. Selwyn, however, went from strength to strength, establishing a respected reputation in the aged care industry.

This third era - 2013 and beyond - will evolve during a time of national and international economic uncertainty, an increasingly ageing and diverse population, different consumer expectations and changes to Government health policies and to District Health Board funding and service delivery strategies. I see this third era being one in which we

continue to fulfil our Mission - with the same principles and objectives as before - and maintain our connectedness to the Anglican community, but with an emphasis on finding ways to deliver our Mission that are relevant to the changes occurring in contemporary New Zealand society.

This new phase, under the leadership of Chief Executive Officer, Garry Smith, will be defined by innovation, continuous improvement, professionalisation, service excellence, refined governance and a more deliberate focus on our charitable programmes and community outreach initiatives. We want to be able to provide appropriately for people who have experienced different styles of life, those with



*Ageing well: bowling to win at Selwyn Heights Village*

diverse cultural backgrounds, who are living longer and who are more demanding in their expectation to be independent and able to make their own decisions for as long as they can. In other words, we seek to help everyone who receives our services to enjoy the best quality of life for the optimal time possible and to 'age well'.

In closing, I would like to thank my fellow Board members, the Foundation's Senior Leadership Team and all our staff for their expertise, dedication and commitment to preserving the Selwyn ideals. The seven goals of our recently developed Strategic Plan will help us prioritise and give direction to our work for the next five years, to ensure that the legacy of those who have come before us lives on. The Selwyn Foundation continues to hold true to its original Mission, but we will become ever more customer-focussed by providing flexible service options, a continuum of care and by catering for the diverse needs and wishes that are important to ageing people in Aotearoa not only now, but in the decades to come.

**Kay Hawk**  
Chair  
The Selwyn Foundation  
March 2013



## Customer-focus and charitable outreach to enrich the lives of many

In my first Report as Chief Executive Officer, I would like to say how honoured I am to have joined The Selwyn Foundation and to begin my work building on the wonderful legacy of service and resources. Working with the Board to refresh the strategic direction for the next five years brought significant purpose and focus to my role. I wish to create a culture that results in innovative and ever-improving value in the delivery of care services, independent living choices and community support for our older members of society.

A highlight this year was creating a visual depiction of The Selwyn Way that will assist everyone who associates with the Foundation to know that Faith guides us in all aspects of our work and that the interrelationship of Care, Independence, Wellness and Diversity drives us to deliver the best possible outcome for the ageing person, who is central to everything we do.

As the Chair has mentioned overleaf, we have an exciting new era ahead of us. We must continually strive to be responsive to the needs and expectations of our residents, their family members and those in the wider community, and to enrich people's daily lives so that they are able to age well - wherever their home. Our new 'Continuum of care' strategy, one of seven priority goals for the

2013-2017 period, is focussed on providing services across the broad spectrum of ageing people's needs and, importantly, making them available in a community setting. This is a key area for our further development and we are working to make it a reality.

Throughout 2012, we made excellent progress across a number of significant projects. One such initiative is our exciting retirement living option for single people over 70, Selwyn House at Hansen Close, which you will read more about later. With the operation and daily running of the House subsidised by the Foundation, this new venture is an example of our efforts to improve the quality of life of older people within their local neighbourhoods, and to extend our help to those of limited means who are unable to access the services

or accommodation options available within our villages. Selwyn House is an innovative concept for us and complements the existing community outreach work of our thriving Selwyn Centre Parish Partnership Programme.

Other notable highlights of 2012 included the launch of hospital-level care services at Selwyn Sunningdale Village in Hamilton, with the facility now delivering round-the-clock care for up to 22 residents, in addition to rest home care for 13 people. The award-winning 'At home at Selwyn' resident-directed care model was also further developed, and our dementia day care centre at Selwyn Heights proved to be a much needed service and highly regarded by family members of the clients attending.

Over the course of the year, a total of 113 new independent living units were developed at Selwyn Village and Selwyn Heights, and internal alteration and refurbishment of community facilities at St Andrew's Village in Cambridge completed. To make way for upgrading and remodelling of resident facilities

We must continually strive to be responsive to the needs and expectations of our residents, their family members and those in the wider community, and to enrich people's daily lives so that they can age well.





*Ageing well: having a chat at The Anchorage dementia day care centre, Selwyn Heights Village*

*Providing affordable retirement options, Selwyn House at Hansen Close*



at Selwyn Village, the Foundation's National Office relocated from the Village site to new office premises in Grafton, and the term 'Group Office' subsequently introduced to highlight the central role it plays in providing key business services across The Selwyn Foundation group.

We also continued to support a wide range of research projects into gerontology and aged care, and a major new research study into the spiritual needs of people with dementia got underway, spearheaded by The Selwyn Centre for Ageing and Spirituality.

The seven strategic objectives that have been developed for the next five years will enable us to respond to the changing needs of the older person and their families alike, and to proactively seek new opportunities to innovate and diversify

The seven strategic objectives that have been developed for the next five years will enable us to respond to the changing needs of the older person and their families alike, and to proactively seek new opportunities to innovate and diversify in the years to come.

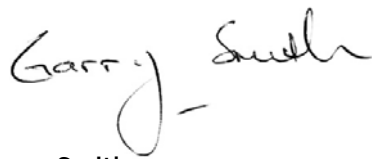
in the years to come. To facilitate the delivery of the new Strategic Plan, our management team was realigned. We are fortunate to have attracted and welcomed extremely talented individuals to complement the existing team and to enable us to focus on delivering value to our residents and enhancing our overall effectiveness and capability as an entity.

It is important to acknowledge the support and dedicated service of all our staff. Their love and care makes our organisation what it is, and I was delighted to see their efforts reflected in the resident and family satisfaction surveys which showed excellent results. The successes outlined in this Annual Report all highlight the fact that we have a wonderful team of people at Selwyn.

The future holds many challenges with the increasing size of the population of people over 65. Our Strategic Goal, 'Partnerships', is important in the quest to develop new ways of working to deliver our Mission. The way we connect and work with the Anglican Church continues to be the key foundation stone in this. We see many

opportunities to contribute to people ageing well, working with Iwi, District Health Boards, the Social Housing Unit, Central and Local Government and communities.

The Selwyn Foundation has had a strong reputation in the care of older people over the last sixty years and has a successful record as a not-for-profit provider. We have an excellent team at Selwyn, and I am confident that our new Strategic Plan will allow us to go forward and build on our impressive achievements to date.



**Garry Smith**  
Chief Executive Officer  
The Selwyn Foundation  
March 2013



*Ageing well: having a check-up at Selwyn Village*

*Ageing well: choosing just the right shade at Selwyn Park Village*





## A sound financial position and poised for further growth

The annual financial statements record the financial activities and financial position of the parent trust, The Selwyn Foundation, as well as The Selwyn Foundation group (the group). In 2011 and prior years, the group consisted of The Selwyn Foundation and three wholly owned subsidiaries, Selwyn Care Limited, Selwyn Heights Retirement Village Limited and Selwyn Waikato Limited. On 1 January 2012, the three subsidiaries were amalgamated, with just Selwyn Care Limited remaining. The consolidated activities of the group cover the ownership and operation of all the facilities as listed at the back of the Annual Report, with the exception of Gracedale Home and Hospital which we manage under a management contract. The full financial statements are available on our website, [www.selwyncare.org.nz](http://www.selwyncare.org.nz), or on request.

As a charitable organisation, the group actively seeks, pursues and participates in relevant charitable activities, utilising surplus funds generated from the operation of aged care facilities, retirement villages and from investments. The financial statements record the results from each of these activities to a limited extent.

### Operating conditions

Our residential care division continued to operate in a tough environment. Revenues were limited by our inability to increase care fees, which are set by the Government. The increase on 1 July 2012 was 1.49% for most of our facilities.

There was no such central control over our operating costs – some costs have escalated sharply, such as insurance and local body rates and utilities. Some of our facilities require greater maintenance, as residents and family look for a higher level of presentation. We continue to monitor and reduce our costs wherever possible, without compromising our high standard of care and services. Despite the difficult conditions, our residential care division delivered a better result than last year.

The retirement village division had a reasonably strong year, underpinned by a resurgent real estate market which helped the occupation of the new units completed in the year. The operation was likewise affected by the same cost pressure. As we continue to add new village amenities (as at Selwyn Heights, for example), the upkeep and service costs have increased significantly. The operation was heavily subsidised from income from other avenues within the area.

A number of key events in 2012 affecting the financial results of the group were as follows:

1. the conversion of rest home rooms to hospital rooms at Selwyn Sunningdale Village
2. the full occupancy of the new additional rooms at Sarah Selwyn Hospital, Selwyn Village, including the pilot assisted living suites
3. the full occupancy of the forty-four Gilbert Apartments at Selwyn Heights Village
4. the completion and full occupancy of the nine Harbourview Villas at Selwyn Village
5. the completion of the construction of both the Paterson and Newman-Reid Apartments at Selwyn Village

We performed strongly and distributed a significant proportion of grants to various charitable and not-for-profit organisations.



*Kay Hawk Apartments, Selwyn Heights Village*

*A Harbourview Villa, Selwyn Village*



6. the relocation of the Group Office from Selwyn Village to 1 Nugent Street, Grafton
7. the review of the Deferred Facility Fees (DFF) earned on our retirement village units, resulting in a policy change to extend the period to which we earn the DFF income. The outcome was a lower DFF income earned each year, but over a greater number of years.

## Financial performance

### Income

Income for the year reached almost \$43m, which was 6% better than last year. Occupancy was mostly high in our care facilities, and the licensing of our new and existing apartments and villas was ahead of plan for the year. Despite the policy change to a lower DFF earned per unit per year, DFF income at \$3m was still ahead of last year.

### Operating costs

The group reviewed and controlled all the operating costs to ensure that there was no waste or inefficiency. There will be added impetus in the new year, with dedicated resources engaged in this area. For the year, the total expenditure was just over \$40m, an increase of 6% on last year.

### Other operating income and expenses

Investment income at almost \$1m was maintained at a similar level as last year, despite the lower prevailing interest rate, which was compensated by the higher investment level.

The group continued to fund various charitable activities, including providing grants for the thirty-two Selwyn Centres. We employed chaplains to support our village residents, and provided funding to the Bishop's Action Foundation and the Maori Pastorate, Te Pihopatanga o Te Tai Tokerau, as well as to The Whangarei Anglican Care Trust and the New Zealand Faith Community Nurses Association. The group also continued to invest in research relating to elder care and in the operation of The Selwyn Centre for Ageing and Spirituality.

As part of the annual accounting process, we have to value our retirement village assets each year and record the valuation change as a gain or deficit. In the year, the change to the valuation is a gain of just over \$1m, in contrast to a \$7.4m gain last year.

The net profit of the group before taking the valuation change into account was just under \$3m in the year, a better result than last year's profit of \$1.5m.

### Total comprehensive income

The group made an overall profit of \$4m for the year, less than the \$9m made in the last year after taking into account the change in the valuation of the retirement village assets.

### Statement of financial position

The group's financial position was bolstered by an increase of the total assets of \$29m to \$310m at the end of the year. Most of the increase came from the



*The Newman-Reid Apartments, Selwyn Village*

additional investment in the retirement village properties which increased by \$24m in the year to \$231m. At the end of the year, the group had three apartment buildings almost ready for commissioning in Auckland.

Our bank balances also increased by \$6m to a high level of \$22m, in advance of a major strategic review of our development growth plan to be undertaken. In the pipeline, we will be progressing the next apartment building at Selwyn Heights in 2013, as well as the community amenities' renewal at Selwyn Village.

The growth in the number of new apartments at Selwyn Village and Selwyn Heights resulted in a rise in the number of licences issued during the year. This is reflected in an increase of licensees' interest in ORA units of \$27m. The total balance of \$129m was how much the group owed to the retirement village residents at the end of 2012.

The group is very fortunate in not having to borrow for any of its development to date.

### Statement of cashflow

In the year, the group made a cash flow gain of \$2m from the operating activities. A total of \$26m was spent or invested in capital, most of which related to the development of retirement village apartment buildings. The group paid \$12m to departed residents, but received \$42m from residents moving into our retirement village units, a net gain of \$30m.

In summary, we performed strongly and distributed a significant proportion of grants to various charitable and not-for-profit organisations. More importantly, we built up our financial position and are poised for further growth on the retirement village side. We expect the group's financial position to improve very strongly in the coming years.

**Fred N H Pau**  
Chief Financial Officer  
The Selwyn Foundation  
March 2013

# A customer-focussed approach

The following overview of key performance measures provides an insight into the success of our customer-focussed approach and how it achieves enhanced outcomes across all areas of the Foundation's operations – for the benefit of our residents and their families alike.

## Resident satisfaction surveys

- Care residents continue to be increasingly happy with the service provided by the Foundation. Not only was an increase achieved in last year's overall successful satisfaction rating, 92.2% of residents were 'very satisfied' or 'satisfied'.
- Residents' families were also pleased with our residential care services, with 94.9% of families rating their relatives' care as 'very satisfactory' or 'satisfactory'.
- Both the families' overall satisfaction with residential care, and their willingness to positively recommend the Foundation, went up in 2012. 95.8% of care residents' families now 'strongly recommend' or 'recommend' the Foundation.
- Independent residents are enjoying the range of leisure facilities and other services available, taking advantage of the exciting social calendars of events and activities. Selwyn Heights, with its resort-style recreation and leisure facilities, gained a 97% satisfaction rating for its activities, with Selwyn St Andrew's and Selwyn Park also gaining over 90% for activities.







*Ageing well: staying in tip-top condition – in the gym at Selwyn Village*

- 90% of our residential care facilities achieved our target of 80% or higher for satisfaction ratings.
- In keeping with our aim of ageing well, extra effort has gone into providing a range of new and interesting daily activities for our care residents, resulting in a 14% increase in satisfaction with residential activities.
- Caswell House, Sarah Selwyn Hospital and Selwyn Sunningdale Village all surpassed their own personal bests for the highest 'very satisfied' ratings ever.
- The Foundation is delighted to see a 98% average satisfaction rating for our independent residents' satisfaction surveys, with five of our villages scoring 99%.

### Occupancy rates

- Residential care occupancy rates continued to climb, improving from 2011, and were at an all-time high in 2012. 63% of facilities kept up a year-to-date occupancy ratio of over 95.5%.
- The Foundation maintained an overall residential occupancy ratio of over 95% for seven straight months, from April through to October.

### Certification

- After the completion of the 2012 certification audits, over 90% of all facilities achieved three years of certification.
- In unannounced surveillance audits, the Foundation achieved an average of 88% successfully assessed criteria (criteria vary between facilities).
- 100% of facilities retained their top-level 'tertiary' rating, when audited against the ACC Workplace Safety Management Practices.

# Selwyn Centres: reducing social isolation through community care and support

The scope of the Foundation's charitable outreach and its commitment to helping older adults age well is evident in the thriving Selwyn Centre Parish Partnership Programme, which has been providing community day centres for the over 65s since 2000. Selwyn commits significant funding to this initiative each year, which is designed to address the major problems of social isolation of older people and the related health risks that occur as a result.

Well over seven hundred people are enrolled with the thirty-two Selwyn Centres that operate throughout Greater Auckland, in Whangarei and in Thames. Based mainly in Anglican church premises, the Centres offer those who may be living alone or have few opportunities for social interaction the chance to meet and socialise in a friendly and positive environment in their local community. Serving an ethnically diverse population from a variety of religious and spiritual backgrounds, the Centres offer a lively programme of social games and gentle exercises, as well as morning tea, occasional outings and return transport, all at a nominal fee per guest.

The Centre coordinators and volunteers who host the morning programmes also play an important advocacy role, liaising with service providers and miscellaneous agencies to help resolve issues on behalf of the guests attending. In South Auckland, the Centres benefit from a nurse gerontologist who is available to offer health assessment advice, whilst respite services are also offered at some locations as an extension to their usual programme.

With set-up funding, operational protocols and health and safety standards provided by the Foundation, the Selwyn Centres are an effective means of delivering care to older people in the community and fill a real need in their local areas, in terms of providing companionship to those who may be lonely or isolated. Acknowledging the value of this social-medical model and the psychological and health benefits that it promotes, the Counties Manukau District Health Board makes an annual contribution to the running costs of the service in South Auckland.

The Selwyn Centre programme is an important aspect of the Foundation's total range of care services and enables Selwyn to expand its mission to be responsive to the needs of the older person. As the population ages and the incidence of dementia rises, there will be an inevitable increase in the numbers of lonely, frail elderly people whose needs will not be met by families or the public health system.





Ageing well: enjoying morning activities at the Huapai Selwyn Centre

Therefore, alternative ways of looking after people will be crucial, and community care, as provided by the Selwyn Centres, will be a vital part of the mix.

### **Huapai Selwyn Centre: rewarding outreach in a rural setting**

One of the newest Selwyn Centres is offered from St Chad's Church in the predominantly rural area of Huapai/Kumeu. With twenty-four guests on the roll (18-20 of whom attend on average each week) and four volunteers to assist the coordinator, the Centre is a thriving hub of laughter, animated conversation and activity every Tuesday morning.

A packed programme starts at 9.30 am with thirty minutes of exercises, followed by birthday announcements and morning tea, before guests engage in some highly competitive rounds of board games or cards. On occasions, special events may be organised, visiting speakers and performers invited, or trips out and about arranged. The morning's activities usually come to a close at 12 noon.

Centre coordinator, Barbara Hadfield, says:

*'When St Chad's became a Local Shared Ministry unit three years ago, members of the Ministry Support Team became enthused by what the Selwyn Centres were doing within other communities. The Selwyn Parish Partnership liaison consultant, Sally Naulls, was invited to come and speak to our Women's Fellowship group. That group also got behind the idea, and many of them have become wonderful volunteers at our Selwyn Centre mornings, providing fantastic support by baking, setting-up, joining in the activities and then staying to help put things away at the end of the morning.'*

*'Our oldest guests are 90 years of age (we have two of them!) and the majority would be in their eighties. Each week, it is just so inspiring to hear laughter and lots of chatter around the hall, as everyone participates in the activities. Starting this group has been a very rewarding outreach, and I think that a regular average weekly guest attendance of 20 is testament to that.'*

Recent evaluation forms have indicated that most guests come for friendship, companionship and the exercises – as well as the morning tea! Some typical comments include: *'I get very lonely living on my own, that's why I come.'* *'It's nice to meet people your own age.'* *'I come for the fellowship and the lovely people who are here. When you live on your own, you need a reason to get out.'*

With the support of the Foundation, the Selwyn Centres Parish Partnership Programme continues to grow, with five new Centres having opened in 2012, aiding physical and emotional wellbeing, and providing much needed support and companionship to older people close to home.

# Selwyn House at Hansen Close: extending our charitable outreach through affordable housing in the community

The Foundation's newest initiative, Selwyn House at Hansen Close, marks an exciting addition to Selwyn's range of housing, care and support services for older adults and further highlights our focus on helping people to age well, by providing affordable housing for those of limited means.

The availability of land at our Hansen Close site in Birkenhead – originally gifted to the Foundation to be used as 'sheltered housing for the elderly' by the late Miss Jean Hansen, philanthropist and former resident of Selwyn Village – afforded the opportunity to develop an innovative community living facility as a practical application of our charitable outreach.

Opened on 8 March 2013, Selwyn House provides high quality rental accommodation in an enjoyable modern setting for eleven single people (both male and female) over the age of 70. The philosophy behind the concept – which is an adaptation of the popular Abbeyfield model – is to offer a comfortable home to retirees who are able to live independently, but whose current retirement living standard may not be sustainable from a financial, emotional or practical point-of-view. At Selwyn House, they will now be able to enjoy a wonderful new community of like-minded people living together in a supportive and congenial environment.

Comprising eleven individual ensuite rooms which are served by central lounge, kitchen, dining and laundry areas, the House is managed by a village support person who is available several hours each day to undertake general housekeeping duties and prepare a daily hot meal for residents. Maintenance services and other operational support are provided by the Village Manager and Independent Living team based at Selwyn Village. A weekly living rental, subsidised by the Foundation, covers a wide range of meals, services, utilities and other living costs, therefore offering residents financial certainty and helping them to better plan for their future.

A contribution towards the cost of construction of Selwyn House was provided by the Housing Innovation Fund to assist the Foundation progress the development. Housing New Zealand supported the project, because of Auckland's strong need





*David Shearer, Leader of the New Zealand Labour Party, performing the official opening of Selwyn House at Hansen Close on 8 March 2013*

for appropriate housing for older members of its population and the Foundation's recognised expertise in this area.

Charitable funding for elements of the internal fit-out was also received from the Estate of M Parkes and the C R Stead Trust.

The 85-plus age group in New Zealand is set to rise by over 30% in the next ten years, and the country is also facing an increasingly difficult housing situation. It is hoped that the new Selwyn House community housing model will prove cost-effective for the growing, ageing population and, particularly, for those of modest income. As with our Selwyn Centres Parish Partnership Programme, this new concept enables us to expand our community outreach provision and to further our charitable Mission. If successful, we aim to extend the scheme to other localities, thereby delivering high quality, affordable housing to help ever greater numbers of people in need in the future.

# Research: delivering better quality care and services for older people, now and in the future

A key objective for the Foundation, as highlighted in our 'Centre of Excellence' Strategic Goal, is to facilitate research in gerontology and aged care, in order to promote an improvement in the overall quality of life of older people in the long-term.

Selwyn supports a wide range of research projects in this area and partners closely with universities based in Auckland. Recent projects have included examining the nature of grief in families and professional caregivers of people with dementia, the psychological effect of creative thinking activities and their influence on wound care, and the osteopathic effects of dance in the aged. The Foundation also participated in a 2012 Ministry of Health study into the state of oral health of older people in New Zealand, and is currently taking part in a capacity assessment for advance care planning study undertaken by Auckland Hospital's Mental Health Services for Older People.

A major research initiative conducted from 2008 until early 2012 focussed on the application of robots in the care of the aged. Residents and staff of Selwyn Village worked with a University of Auckland multi-disciplinary research team on the 'Healthbots' project, a large-scale study to evaluate the potential use of robots and other software technology within an aged care and retirement village setting.

Thirty-one robots and 200 participants were involved, making the study the first of its kind in the world. The robots, sourced from South Korea, performed tasks such as recording heart rate, blood pressure, arterial stiffness and blood oxygen, providing entertainment in the form of music videos, reminding residents to take their medication and alerting the on-site nurse, if they failed to do so. Other studies involved a companion robotic seal and its positive psychological effect with dementia patients, and rest home and hospital residents wearing accelerometer monitors to collect activity data with the aim of trying to better detect and respond to falls in the future.

The purpose of the trials was to contribute to the development of healthcare devices that can maintain or improve the quality of life of older people and which can help and empower an individual to be more independent and more socially interactive, using the robot as a conduit for interaction. As the use of this type of assistive technology is in line with the Foundation's philosophy of supporting residents to remain as independent as possible, Selwyn was proud to be involved with such a ground-breaking project.

A new pilot research project scheduled for later in 2013 will see The Selwyn Centre for Ageing and Spirituality facilitating the training of Selwyn rest home and hospital staff on how to deal with the spiritual needs of residents who are receiving palliative care. This will be modelled on a training package developed by Hospice NZ and currently being trialled in a number of hospices. Following analysis of the results and review of its overall success, it is envisaged that similar training - adapted for the aged residential care sector - will be introduced in some Selwyn facilities, with a view to further enhancing the quality of life of those in their final years.

Selwyn's engagement in such pioneering research - the outcomes of which are publicised in respected clinical journals and international peer-reviewed literature for further analysis and debate - highlights our progressive approach to delivering better quality care and services to our residents, their family members and staff alike, both now and in the future.

## **The Selwyn Centre for Ageing and Spirituality: promoting spiritual enlightenment in aged care**

Research into the spiritual needs of the ageing person is also a primary aim of the work of The Selwyn Centre for Ageing and Spirituality. The Centre is a unique concept in the aged care sector and one that sets the Foundation apart from other providers. Established in late 2008 to address a perceived lack of spirituality (in the broadest sense of the term) in the care of older people, its mission clearly illustrates what is different about the Selwyn experience and how we see our role in meeting the many and diverse needs of the aged.

Headed by Dr Chris Perkins, a psychiatrist with particular expertise in older people, the Centre is the impetus behind a wide range of projects designed to promote awareness of the spiritual needs of ageing adults. It provides education for those involved in caring for the elderly, encourages research in the field, and advocates at policy level for recognition of spirituality as part of holistic care. A programme of workshops, presentations, professional development courses and experiential events is also organised each year for members of the health and caring professions and the clergy, featuring high-profile speakers, tertiary educators and visiting academics from overseas.

The Centre has conducted research into the role of pastoral carers, chaplains and spiritual advisors of older people in residential care. Research is also facilitated through the funding of a scholarship programme, with two scholarships available each year to postgraduate students of Auckland, Victoria or Otago Universities studying the various aspects of spirituality in ageing. Recent scholarships have been awarded for study into issues of spirituality that confront the diverse carer groups who are associated with the ageing population, on how spirituality is taught in New Zealand medical schools, and how it is currently understood and facilitated in a sample of management and staff in Dunedin aged residential care facilities.

In late 2012, the Centre commenced significant new research into the provision of spiritual services and care among dementia-specific rest homes and hospitals. Part-funded by The Selwyn Foundation and The Louisa and Patrick Emmett Murphy Foundation, the project comprises a 'stocktake' of spirituality (and all that the word means to people) in New Zealand dementia facilities and services. It also involves interviews with residents with dementia living in two of these facilities, their family/whanau and the staff members providing care.

Analysis of the preliminary data has identified a number of prominent themes. These include the importance of the relationships between all those affected by the condition (including family and care providers) which are considered a positive, mutually rewarding and joyful experience, albeit a source of worry at times. Other themes relate to the maintenance of the individual's personality, identity and connection to cultural heritage, even when the dementia is at a fairly advanced stage; and the need to adjust meaningful activities to the declining capacity of the person with dementia.

We await the final research report with interest, aspects of which will be published in leading sector-related journals in New Zealand and overseas, thereby raising awareness of the Foundation's focus on advancing gerontology and aged care research and its commitment to building greater understanding and support of the nation's older people, especially those living in aged care facilities.

# Charitable funding: promoting the welfare of ageing people at a wider level

Charitable Mission is the first goal of the Foundation's Strategic Plan, and it is our primary aim to promote the welfare of ageing people and provide resources for the relief of distress to those who are vulnerable or in need. To this end – in addition to our funding of the Selwyn Centres and investment in the work of The Selwyn Centre for Ageing and Spirituality – Selwyn distributes over \$500,000 to a number of charitable and not-for-profit groups at the wider level, to help older people in the community.

In 2012, we made grants to the Bishop's Action Foundation and the Maori Pastorate, Te Pihopatanga o Te Tai Tokerau. The Bishop's Action Foundation operates within a community development model to assist organisations to innovate and meet social and community needs. As part of the Waikato Diocese and based in New Plymouth, it is well located to work with the aged in rural settings, where they are able to facilitate people to help one another and remain socially connected. Te Pihopatanga o Te Tai Tokerau has ensured that experienced ministers are located in settings in which they can minister to kaumatua and kuia. The Pastorate provides a range of services, all of which seek to enhance the spiritual and physical wellbeing of older Maori.

Selwyn made an extraordinary donation of \$750,000 to the Diocese of Christchurch for the care of older people in Christchurch in the aftermath of the devastating earthquake in 2011. This has enabled an in-depth elder care project to be undertaken

by The Venerable Anne Russell-Brighty, the Archdeacon in the Diocese, that has involved Anne personally visiting Anglican aged care facilities in Christchurch (comprising rest homes, hospitals and hospice care), as well as every parish throughout the Canterbury region.

Over the duration of this two-year project, Anne will meet with each parish leadership team, representative groups of older people from parishes across the Diocese and with other community healthcare providers, to discuss the issues confronting the aged, the ongoing effects of the earthquakes, the impact of social isolation and how the Church can help in terms of providing practical assistance

and care to the elderly at a local level. Anne's primary focus is on training, education and the provision of advice via seminars and workshops hosted on an ongoing basis for members of the clergy and pastoral visitors who wish to respond effectively to the needs of the older folk within their parishes. She will present a paper on the project at the Fifth International Conference of Ageing and Spirituality to be held in Edinburgh, UK, in July 2013, and will compile a final report on her findings for the Diocese at the conclusion of her proactive research in this area.

The Foundation also contributes to the work of The Whangarei Anglican Care Trust, by part-funding a Seniors Community Worker who works with the over 65s to assist them to live independently in their own homes for as long as possible. The Trust is the Anglican social services provider which offers a range of counselling services and budgeting advice to people of all ages. The Seniors Community Worker is a former registered nurse who helps aged people navigate around the health system and to access the range of social and health services they need. She provides a link between older people and public agencies, facilitating access to

The contribution of funding to our partners in the provision of aged care services is an important aspect of the Foundation's charitable Mission.





*Ageing well: preparing for next season's growth at Selwyn Heights Village*

the support they require. At any one time, the Community Worker will be assisting more than one hundred older people locally.

Over the past ten years, Selwyn has contributed financial support to the New Zealand Faith Community Nurses Association, an ecumenical group working to address some gaps within the health system through establishing nurses in the Church. The Association has helped establish and support twenty Faith Community Nurses in practice over varying denominations, either in a voluntary or paid position, whose role is primarily one of advocacy, referral and with a health education focus. This is an innovative ministry, with the nurses assessing not only the physical, mental and social needs, but also the spiritual health needs of people in the community. The Foundation's support has helped establish the management of the Association, its website and education modules for training purposes, as well as the general groundwork required for the direction of the Association.

In addition, Selwyn is one of the principal benefactors of the National Dementia Cooperative. This is a multi-disciplinary group of people who wish to advance knowledge about dementia care and increase overall awareness and understanding of the condition. The Steering Committee is chaired by Dr Chris Perkins, Director of The Centre for Ageing and Spirituality. Together with BUPA, the Foundation contributes to funding a National Coordinator position.

Access to local help, advice and the appropriate services is of vital importance in maintaining older people's health and wellbeing. The contribution of funding to our partners in the provision of aged care services is an important aspect of the Foundation's charitable Mission, and helps ensure that resources and staffing are available beyond Selwyn's immediate scope to support an environment that promotes a culture of ageing well for New Zealand's elders.

# The Selwyn Foundation Village Profiles



## Selwyn Park Village, Whangarei

Selwyn Park is set on a 4.2 hectare (10.2 acre) site, seven kilometres from Whangarei city centre. There are 14 villas in Sutton Close, the independent living precinct of Selwyn Park Village, and 3 rental apartments with support services available as required. The Village also has rest home care for 40 people, dementia care for 15 and offers hospital accommodation for 35.



## Selwyn Village, Point Chevalier, Auckland

Selwyn Village is a 10.5 hectare [26 acre] retirement jewel located next to Auckland's Waitemata Harbour, in the central suburb of Point Chevalier. It has a rich history as one of the first retirement villages in New Zealand. There are 192 apartments on site, 63 independent living villas and 30 rental cottages. Rest home care is extensive, currently with 112 beds, as well as 151 hospital beds. Dementia care is provided in the secure 16-bed Brian Wells Lodge, and Lavender Cottage provides day care for up to 16 people with dementia.



## Hansen Close, Birkenhead, Auckland

Hansen Close offers 12 independent living villas and 11 community living rental suites.



## Selwyn Heights Village, Hillsborough, Auckland

With views stretching across Auckland's magnificent Manukau Harbour, and bordered on one side by Monte Cecilia Park, Selwyn Heights' 5.1 hectares [12.5 acres] offers 133 modern apartments and 26 independent living villas. There is also a 36-bed rest home and 66-bed hospital on site.

## Selwyn Oaks Village, Papakura, Auckland

Selwyn Oaks Village is set on generous, beautifully landscaped parkland half-way between Takanini and Papakura in South Auckland. It has 16 independent living villas, a 28-bed rest home and 37-bed hospital.



## Selwyn St Andrew's Village, Cambridge

Located within walking distance of the shopping precinct and adjacent to historic St Andrew's Church, Selwyn St Andrew's offers a relaxed lifestyle and has 65 independent living villas of various designs.



## Selwyn Wilson Carlile Village, Hamilton

Selwyn Wilson Carlile has a sterling history. It was founded in 1951, expanded in 1972 and came under the ownership of The Selwyn Foundation in September 2008. It now has 10 independent living villas, a 34-bed rest home and offers hospital-level care for 25 people. Respite day care is also offered.



## Selwyn Sunningdale Village, Hamilton

Selwyn Sunningdale Village is located in beautiful grounds close to Hamilton city centre and comprises 8 rental units, and a 35-bed residential care facility offering hospital-level care for up to 22 residents and rest home care for 13 residents.



## Gracedale, Mt Roskill, Auckland (under management contract)

Gracedale Home and Hospital complex is set in a peaceful nook next to Mt Roskill. A modern purpose-built, state-of-the-art facility, it offers hospital-level and rest home care for 36 people. Gracedale is managed by The Selwyn Foundation under a management contract with its Trust Board.



# Donations and Bequests - 2012

Estate of M L I Puckey	\$312,068.00
C R Stead Trust	\$34,000.00
Estate of M Parkes	\$20,000.00
Ted & Mollie Carr Endowment Fund	\$17,638.70
Estate of Joan Barbara Kyne	\$10,000.00
Louisa & Patrick Emmett Murphy Foundation	\$9,833.00
Estate of E G Cowell	\$7,514.48
Estate of Margery MacCormick	\$5,000.00
The Margaret Dunn Charitable Trust	\$4,661.25
The L W Nelson Trust	\$4,636.00
Estate of J D Owen	\$3,750.00
Hikurangi Masonic Lodge	\$2,500.00
Estate of R A Davis	\$1,386.63
Christ Church Anglican Church, Papakura	\$1,000.00

## Donations were also received from the following:

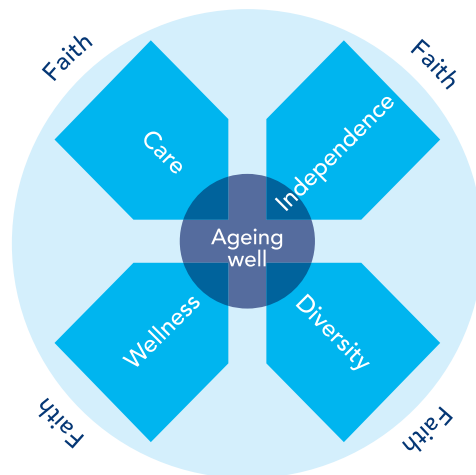
Allfrey, P J  
Anstis, A  
Archer, M  
Bishop Family  
Carson, E M  
Collins, E  
Davis, B  
Diocesan School for Girls (Auckland)  
Ford, R  
Gupta, R  
Hall, M  
Hayes, B  
Hedges, G  
Inder, A  
Johnson, W & B  
Lyon, C J & K E  
MacFarlane, A  
McCullough, P  
Matson, R  
Media Works - Radio Live  
Mellsop, P  
NZ Mint Limited  
O'Brien, V T  
Paterson, J & W  
Pau, F & Leo A  
Ryan Family & Sherlock  
Sanders, J  
Satellite Media  
Selwyn Village Patchwork Group  
Sheath, P  
Skudder, E  
Smith, E  
Spurdle, R  
St George's Mother's Union - Papatoetoe  
Stenberg, J  
Tannahill, H & J  
Tretchikoff, D & J  
Waipuna Hotel & Conference Centre  
Wakelin Family



*Ageing well: exercising at  
Selwyn Park Village*

We have created a visual depiction of The Selwyn Way to illustrate how the Christian faith guides us in all aspects of our work. The interrelationship of the Elements drives us to deliver the best possible outcomes for the ageing person, whose wellbeing is central to everything we do.

The way we express the delivery of our Mission and how we serve



Elements	Attributes	Outcome
<p><b>Christian Faith</b> The understanding and affirmation of the meaning of the life, teaching, death and resurrection of Jesus Christ</p>	<p>Compassion Justice Value of each person (intrinsic worth) Responsive to the vulnerable No partiality</p>	<p>Reflecting God's Love in word and deed</p>
<p><b>Care</b> The way we show God's love in action</p>	<p>Respect Dignity Clinical excellence Holistic care Continuum of care</p>	<p>Wellbeing</p>
<p><b>Independence</b> How we support individuals to enable them to make choices about their life</p>	<p>Choice Full potential Participation Disabilities overcome</p>	<p>Living life fully</p>
<p><b>Wellness</b> The ability of each person to live fully within their capabilities</p>	<p>Express values and beliefs Best health possible Give and receive/reciprocity</p>	<p>Maximising emotional, physical, spiritual and social health</p>

## Diversity

Selwyn is a place for everybody

*'The Selwyn Way, with its focus on ageing well through the concepts of care, independence, wellness and diversity - underpinned by faith - informs every aspect of the work of The Selwyn Foundation. Whatever the task - whether it be in caregiving, developing new buildings, finance or caring for guests in a Selwyn Centre - our work is animated by the Elements of The Selwyn Way. It means we are not just doing a job but, rather, endeavouring to enrich the lives of each person who comes in contact with us.'*  
Marianne Hornburg, Spiritual Care Coordinator

# A Guide to The Selwyn Foundation

The Selwyn Foundation group, PO Box 8203, Symonds Street, Auckland 1150

Level 4, 1 Nugent Street, Grafton, Auckland 1023, New Zealand

Tel: (64-9) 845-0838, Fax: (64-9) 845-0700, mail@selwyncare.org.nz • [www.selwyncare.org.nz](http://www.selwyncare.org.nz)

## Members of the Board

Dr Kay Hawk, *Chair*  
John Cameron, *Deputy Chair*  
James Frater  
Joanna Pidgeon  
Russell Florence  
Sally Naulls  
Dr Elizabeth Niven  
Dr Peter Huggard  
Peter Macaulay

## Senior Leadership Team

Garry Smith <i>Chief Executive Officer</i>	Aidan Craig <i>General Manager Marketing &amp; Villages</i>
Fred Pau <i>Chief Financial Officer</i>	Leanne Pickering <i>General Manager People &amp; Performance</i>
Dr Bart Nuysink <i>Chief Medical Officer</i>	Isabella Wright <i>Director of Nursing</i>
Hilda Johnson-Bogaerts <i>General Manager Operations</i>	Andy Stewart <i>Information &amp; Technology Manager</i>
Colin Bowring <i>General Manager Property</i>	Marianne Hornburg <i>Spiritual Care Coordinator</i>
Dr Rod Perkins <i>General Manager Foundation Development &amp; Charitable Activities</i>	

## Villages

### Selwyn Village

43 Target Street, Point Chevalier, Auckland 1022  
PO Box 44106, Point Chevalier, Auckland 1246  
Tel: (64-9) 846-0119, Fax: (64-9) 845-0700

### Residential care at Selwyn Village

Caswell Rest Home, Tel: (64-9) 845-0731  
Kerridge Rest Home, Tel: (64-9) 845-0733  
Sarah Selwyn Hospital, Tel: (64-9) 845-0736  
Christ's Hospital, Tel: (64-9) 845-0713  
Lavender Cottage (Dementia day care), Tel: (64-9) 815-4785  
Brian Wells Lodge, Tel: (64-9) 845-0717

### Independent living at Selwyn Village

43 Target Street, Point Chevalier, Auckland 1022  
PO Box 44106, Point Chevalier, Auckland 1246  
Tel: (64-9) 846-0119, Fax: (64-9) 845-0700

### Hansen Close (including Selwyn House)

25 Roseberry Avenue, Birkenhead, Auckland 0626  
Tel: (64-9) 846-0119

### Selwyn Heights Village

42 Herd Road, Hillsborough, Auckland 1042  
Residential care (rest home and hospital):  
Tel: (64-9) 624-2600, Fax: (64-9) 624-2602  
The Anchorage Day Centre (dementia day care):  
Tel: (64-9) 815-3991, Fax: (64-9) 624-2602  
Independent living:  
Tel: (64-9) 815-3992, Fax: (64-9) 815-3993

### Selwyn Oaks Village

21 Youngs Road, Papakura, Auckland 2110  
Tel: (64-9) 296-3800, Fax: (64-9) 296-3829

### Selwyn Park Village

15 Puriri Park Road, Maunu, Whangarei 0110  
Tel: (64-9) 438-1099, Fax: (64-9) 430-0500

### Selwyn St Andrew's Village

41J Bryce Street, Cambridge 3434  
Tel: (64-7) 827-6225, Fax: (64-7) 827-6402

### Selwyn Wilson Carlile Village

562 Grey Street, Hamilton East 3216  
Tel: (64-7) 838-1562, Fax: (64-7) 839-2020

### Selwyn Sunningdale Village

174 Peachgrove Road, Hamilton 3214  
Tel: (64-7) 855-5465, Fax: (64-7) 855-5466

### Gracedale Home and Hospital

68 Mt Roskill Road, Mt Roskill, Auckland 1041  
Tel: (64-9) 621-0011, Fax: (64-9) 620-8020

## Services

### Selwyn Management Services

Contract management services  
(Contact details as for The Selwyn Foundation)

### Selwyn Nursing Bureau

Health and aged care staff recruitment bureau

### Selwyn Centres

Community day centres for the over 65s



**Our Mission**

*To deliver quality services that are responsive to the ageing person and their family, ensuring that our charitable outreach supports those who are vulnerable or in need.*



The Selwyn  
Foundation 



[www.selwyncare.org.nz](http://www.selwyncare.org.nz)

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