



44th Annual Report 2010-2011

Selwyn Care Limited
Selwyn Heights Retirement Village Limited
Selwyn Waikato Limited





Contents

Highlights of 2010	1
Chair's Review	2
Chief Executive Officer's Report	4
Chief Financial Officer's Report	6
Consolidated Financial Results Summary	10
Consolidated Statement of Financial Position	11
A winning approach to residential aged care	12
A year of innovation and customer service excellence	16
Providing physical and emotional well-being within the community	19
The Selwyn Foundation Village Profiles	21
Donations and Bequests - 2010	22
The Selwyn Way	23
A Guide to The Selwyn Foundation	24

Highlights of 2010

- A record operating performance, backed by substantial quality assets and with value added to the group.
- Overall winner of the 2010 INsite/New Zealand Aged Care Association (NZACA) 'Excellence in Care' Awards for outstanding commitment to achieving excellence in aged care.
- Winner of the 2010 INsite/NZACA 'Excellence in Care – Innovative Delivery' category for the introduction of the 'At Home at Selwyn' new model of care.
- Winner of the 2010 INsite/Retirement Villages Association of New Zealand 'Manager of the Year' category for a mid-sized village (Selwyn St Andrew's).
- The acquisition of Sunningdale RSA Veterans rest home and retirement housing complex in Hamilton.
- Review of the Strategic Plan by The Selwyn Foundation Board and updating of the strategic goals for 2010 – 2013.
- The appointment of New Zealand's first Nurse Practitioner Intern for residential aged care, to provide clinical leadership and nurse consultancy to our care staff.
- The development of essential business analysis tools for residential care.
- The launch of the 'Management Tool-box', a comprehensive package of management services designed to help not-for-profit, charitable and independent residential aged care providers meet the many requirements of today's aged care sector.
- Commencement of work on new independent living accommodation and facilities at Selwyn Heights and Selwyn Village, due for completion in October 2011 and February 2012 respectively.
- Success in all certification audits, confirming the effective systems and processes in place at our care facilities and the quality of our village operations.
- Further expansion of the Parish Partnership programme, with new Selwyn Centres opened and respite services launched, providing help and support to over 500 older people weekly.
- Responding to the increased interest nationwide in workshops, presentations and experiential events on ageing and spirituality.



Celebrating excellence in aged care

2010 proved to be a highly successful and extremely productive year for The Selwyn Foundation, during which our expertise in providing residential aged care and in retirement village management achieved national recognition. Through the year, we continued to invest in new care facilities and independent living accommodation, expanded our 'Selwyn Centres' community outreach programme and worked with Government agencies to develop a new form of communal senior housing which we hope will benefit aged people in years to come.

As the Board of The Selwyn Foundation, it is our role to provide excellence in governance and to ensure that we have the combined abilities, depth of experience and insight across a wide range of industry sectors to inform our decision-making. To this end, we welcomed two new members onto the Board last year – Peter Huggard and Peter Macaulay – whose backgrounds in healthcare and IT complement the skill set of existing members in areas such as business, finance, property, law, research, community care and marketing.

Allied to this requirement for expertise in strategic areas is the need for members to undertake effective self-management and review of governance practices. Board members have, therefore, redrafted policies, developed an induction pack for new members, and written terms of reference relating to the various Board sub-committees and roles in which they are involved. Having efficient policies, systems and documentation in place is essential, if we are to provide expert guidance for the benefit of the Foundation and the recipients of its services.

With regard to future planning, a key document that sets out the principal goals of the Foundation is our Strategic Plan. This was reviewed and updated by the Board last year and is now closely aligned with the day-to-day running of the organisation, with senior members of the Executive team tasked with reporting on progress in the context of the strategic goals. Strategic matters are now also discussed at designated Board meetings and are energetically debated, in addition to the more operational issues.

In pursuing excellence, the Board also has a role to play in making sure that the Foundation has quality of leadership at the very top level and that the appropriate processes and procedures are there to maintain this, thereby allowing Board members to focus on long-term strategy.

Another area of significance for the Board is ensuring that we personally take time to meet with the residents of our villages, and that we create opportunities for open and direct dialogue with those who have chosen Selwyn as their provider of choice. During the year, we arranged meetings and attended functions at our larger centres and greatly valued this interaction with residents, their family members and other guests present. We shall continue this aspect of our work in 2011 and consider it to be an important objective going forward.

We have much to be proud of in terms of what the Foundation has achieved over the past twelve months and which you will read about elsewhere in this Annual Report. Our innovative approach to aged care provision and our high standards of service delivery achieved particular distinction in 2010, with national awards for 'Overall

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Top: Enjoying a sing-along at Caswell House, Selwyn Village; **Bottom:** Community outreach services – (left) morning tea at Donovan Street Pensioner units (Blockhouse Bay, Auckland), (right) guests of the Swanson Selwyn Centre on a day out.

Excellence in Aged Care' and in retirement village management. Such honours are significant, as they are testament to the dedication shown by our Board and staff to providing superior levels of service at all times and to enhancing the lives of those whom we support and care for on a daily basis.

On behalf of the Board, I should like to thank the management and staff of all the Foundation's service areas for their commitment to ensuring that Selwyn's name is synonymous with excellence in the provision of care and support for the aged. It is their passion that allows us to realise the Mission of the original Selwyn pioneers and ensures that not only do we provide care, but are able to assist older people preserve their wellness and lifestyle, in order that their independence and dignity may be maintained as long as possible. Therein lies the Selwyn difference and long may it continue.

Kay Hawk

Kay Hawk
 Chair
 The Selwyn Foundation
 March 2011



An advocacy role for challenging times

The Grant Thornton 'Aged Residential Care Service Review' published in September 2010 signalled the critical situation that the aged care sector is facing in New Zealand, with the prospect of a severe shortage of facilities and services in the future. The report warns that, by 2026, the over-65 population is expected to increase by 84 percent, from 512,000 to 944,000. There are currently 34,000 rest home, dementia and hospital beds. Within fifteen years, we will need another 12,000 - 20,000! Of even greater concern is the current lack of planning for dementia care in particular. Any failure at national level to take steps now to address these problems will be institutional neglect on a grand scale that will have an impact on hundreds of thousands of New Zealanders in the years to come.

The continued underfunding of the sector by the public purse is another major area of concern and makes it increasingly difficult for providers to maintain high standards of service. This is further compounded by inequity of pay rates for those involved in the care of the elderly. I would urge the Ministry of Health and District Health Boards (DHBs) to work towards introducing parity across all sectors, whether public or charitable, as the current discrepancies create added pressures for independent operators.

Alternative methods of funding care of the elderly in the community will also be vital going forward. There is a need for significant resourcing and a comprehensive and coordinated further response from providers, DHBs, the Ministry of Health and the Government. We have to enable local organisations and committees to care for older people in community settings. For those caring for loved ones at home, there must be greater flexibility around the respite care allowance, so that it can be used as effectively as possible for carers' maximum benefit.

With regard to funding arrangements for individuals requiring residential aged care, there is an urgent need to separate the accommodation and care elements from the current subsidy, and for a more suitable funding regime to be worked out for the future. On a similar note, it is imperative that the use of National Superannuation to pay for subsidised care

is reviewed. National Superannuation is an entitlement, and diverting funds from an individual's pension to pay for their care is a huge ethical issue for New Zealand.

For The Selwyn Foundation, our Mission, values and advocacy role remain as important as ever, and are what differentiates us from other providers. People will come to Selwyn because of what we stand for, because we believe in what we do and because of our enduring mission to provide quality Christian care and support to the aged. All of our resources go back to help care for older people.

As to our long-term strategy, the gradual erosion of traditional funding sources and the inevitable decline of public sector subsidy mean that we must be prepared to change our approach to how we provide care. We will need to consider alternative service delivery models and to continually review our service provision. The ongoing uncertainty about how to create a sustainable aged care sector for the future is also starting to impede our development strategy and to impact on our building programme for residential services. This is a major problem for New Zealand as well.

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Top and bottom right: Having a chat over breakfast (Caswell House); **Bottom left:** Mastering chop sticks! Chinese New Year celebrated at Selwyn Oaks (Papakura, Auckland).

In the absence of clear policy from Government, it is reassuring that strong strategic direction is available from The Selwyn Foundation Board. I should like to thank them, our Executive team, managers and all our staff for their unfailing professionalism, constancy and resolve that continue to make us a leader in the field and a beacon of hope for those seeking solace in challenging times.

A handwritten signature in black ink, which appears to read 'Duncan Macdonald'.

Revd Duncan Macdonald
Chief Executive Officer
The Selwyn Foundation
March 2011



A strong financial position, adding value to the group

The following financial statements summarise the income, expenses, assets and liabilities for all the facilities and activities of The Selwyn Foundation group (the group). The consolidated activities of the group consist of the parent entity, The Selwyn Foundation, and its three wholly-owned subsidiaries: Selwyn Care Ltd, Selwyn Heights Retirement Village Ltd and Selwyn Waikato Ltd.

The facilities owned and operated by the group are as follows:

- Selwyn Village (Point Chevalier, Auckland)
- Selwyn Heights Retirement Village (Hillsborough, Auckland)
- Hansen Close (Birkenhead, Auckland)
- Selwyn Oaks (Papakura, Auckland)
- Selwyn Park (Whangarei)
- Selwyn St Andrew's (Cambridge)
- Selwyn Wilson Carlile (Hamilton)
- Selwyn Sunningdale (Hamilton).

The group also holds a management contract for Gracedale Home and Hospital (Mt Roskill, Auckland).

In total, these facilities employ over 670 staff, delivering services to 1,400 village residents and approximately 2,000 customers.

As a charitable organisation, the group actively pursues not-for-profit activities utilising surplus funds generated from the operation of aged care facilities, retirement villages and from investments. The following summarised financial statements record the results from each of these activities to an extent. Please refer to the full financial statements for more detail.

Operating Conditions

In September 2010, a major report entitled 'Aged Residential Care Service Review' was released. It was prepared by Grant Thornton and funded by the New Zealand District Health Boards and the industry association. The report highlights a number of key issues facing the aged care industry, one of which is the chronic underfunding of the sector – especially relating to rest home and dementia care. It should, therefore, be no surprise when the review indicates that, in fifteen years' time, the industry will be short of residential care beds by 12,000 - 20,000.

The report also highlights the cost pressure faced by the majority in the industry, especially the older facilities and those operated by not-for-profit providers. For The Selwyn Foundation group, labour costs make up a huge component of the total costs and, whilst the increase has stabilised, the group pays significantly higher rates compared to the industry average.

During the year, the increase in fees and subsidies for our residential care activities was minimal, and much effort was put into controlling our costs and expenses. The effort to contain costs and expenses will continue into 2011, with a project team formed to improve on our productivity and cost structure. On the positive side, we

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A number of key events in 2010 had a significant impact on the operations and financial statements of the group – in some cases, the full impact is yet to be felt:

1. Selwyn Sunningdale Village was acquired in April 2010 and, therefore, the operation of the village has been included in our accounts for the first time.
2. The construction of the Gilbert Apartments (Selwyn Heights Retirement Village) and Paterson Apartments (Selwyn Village), which will increase the number of independent living apartments by seventy-seven.
3. The de-commissioning and demolishing of half of Caswell House by fifty-two beds to make way for the building of the Paterson Apartments.
4. The approval to proceed with the extension of Sarah Selwyn Hospital, which will increase the number of hospital beds in Selwyn Village in 2011 by ten.
5. The termination of the management contract relating to the three facilities in Christchurch run by Anglican Aged Care Canterbury.

Financial Performance

Income

Income in the year was increased by the inclusion of nine months of trading from Selwyn Sunningdale and by the high level of occupancy maintained at all our facilities. The deferred facility fees also increased significantly, as we licensed out more apartments during the year with the newly released McElroy and Randerson apartments. Total revenue in the group increased by 16% against 2009.

Operating costs

Operating costs continued to be tightly controlled and monitored against budgets. The group did spend more in the selling and marketing of the new apartments and on staff. The total increase of 10% against last year is significantly better than the increase in revenue.

Other expenses and income

Investment income was up, as we gradually liquidated the new apartments and built up our investment fund. Other income includes an almost \$1.9 million discount from the acquisition of Selwyn Sunningdale Village in Hamilton. The group continues to benefit from the generosity of our donors, benefactors and friends, with the total amount received being \$262,000 for 2010.

Non-operating expenses were incurred mostly in our charitable activities. These include the funding of our parish day centre activities, contribution to research into elder care, operation of The Selwyn Centre for Ageing and Spirituality and contribution to the Far North Maori Chaplaincy activities.

Under the current financial reporting regime, we are required to value our retirement village assets every year and, in 2010, the total increase in the value was \$36 million. Part of this big increase was the result of a change in the methodology in the valuation calculation. This increase is the recognition of the higher potential income stream from these retirement village assets and does not in any way affect the current bank balance.

Statement of Financial Position

In the year, the group's net worth increased by over \$42 million to \$163 million. This increase is mainly driven by the revaluation of our retirement village assets. Note that all our other assets, including our significant land and care facilities, are still valued at historical costs.

The group liquid fund remained at a high level (\$21 million) which we will draw down, as we progress with further property development at Selwyn Village and Selwyn Heights with the construction of the Paterson and Gilbert Apartments respectively. The increased development activity in our retirement villages in the year is reflected in the increase in the value of our investment properties to \$178 million, a rise of \$53 million. During the year, we also invested part of our available fund into a bond portfolio (other investments of \$5 million). As a result of the number of new licences that were issued during the year for the new apartments, the licensees' interest in the retirement village went from \$76 million to \$86 million. The level of debt will continue to grow, as we increase the number of residents licensed to live in our retirement village units.



Artist's impressions of the new Macdonald Centre, Selwyn Heights.



Looking forward, as we continue to develop prudently in our retirement villages, to trial and invest in innovative and effective delivery of care and services, to manage our spending and to carefully build on our excellent reputation, I am confident that the group's strong financial position will allow us to grow solidly and to continue to deliver funds for our expanding charitable activities.

Fred N H Pau
Chief Financial Officer
The Selwyn Foundation
March 2011

Consolidated Financial Results Summary

For the year ended 31 December 2010

	2010 \$000s	2009 \$000s	2008 \$000s	2007 \$000s	2006 \$000s
Income					
Fees and services	16,806	15,371	13,014	12,787	10,574
Subsidies	22,201	19,734	17,664	17,494	16,733
Deferred facility fees from retirement villages	3,311	1,413	1,371	702	2,269
Total income	42,318	36,518	32,049	30,983	29,576
Less operating costs of					
Care and allied services	19,914	18,385	16,375	15,663	14,596
Catering and laundry	4,045	3,835	3,832	3,842	3,690
Cleaning and maintenance	4,006	3,583	3,473	3,721	2,842
Utilities	957	836	812	833	933
Administration and general	7,243	6,253	4,842	3,944	2,589
Depreciation	2,456	2,381	1,989	2,081	1,990
Restructuring costs	93	21	0	0	64
Repairs to Sarah Selwyn	0	0	0	(1,089)	(243)
Total operating costs	38,714	35,294	31,323	28,995	26,461
Operating surplus (deficit)	3,604	1,224	726	1,988	3,115
Non operating and other income and expenses					
Investment income	1,043	675	2,229	1,709	1,447
Discount on acquisition of operation	1,872	0	2,951	0	0
Other income (expenses)	(36)	(94)	32	22	(18)
Donations received	20	19	75	27	63
Legacies received	242	63	219	2,610	762
Non operating expenses (incl. charitable activities)	(1,154)	(920)	(902)	(709)	(756)
Total non operating income and expenses	1,987	(257)	4,604	3,659	1,498
Net profit before changes in fair value of investment properties	5,591	967	5,330	5,647	4,613
Increase in fair value of investment properties	36,083	11,852	2,016	4,988	18,233
Net profit and total comprehensive income for the year	41,674	12,819	7,346	10,635	22,846



Artist's impression of the new Paterson Apartments, Selwyn Village (Point Chevalier).

Consolidated Statement of Financial Position

As at 31 December 2010

	2010 \$000s	2009 \$000s
Equity		
Equity as at end of year	162,733	121,059
Represented by:		
Current assets		
Cash on hand and at banks	21,094	21,919
Accounts receivable	4,002	3,136
Stock on hand	12	12
	25,108	25,067
Non current assets		
Land	15,313	14,613
Buildings	28,425	33,512
Plant and furniture	2,558	2,611
Motor vehicles	202	190
	46,498	50,926
Investments		
Investment properties	177,954	124,898
Other investments	5,498	471
	183,452	125,369
Less current liabilities		
Accounts payable	6,392	4,390
	6,392	4,390
Less non current liabilities		
Licensees' interest in retirement villages	85,933	75,913
	85,933	75,913
Net assets	162,733	121,059

To the Members of The Selwyn Foundation

The Consolidated Financial Results Summary and Consolidated Statement of Financial Position have been extracted from the audited financial statements of The Foundation. We have audited the full financial statements, which also include a cash flow statement, accounting policies and notes to the accounts.

For a better understanding of the financial position of The Foundation and the results of its operations for the year, the summary financial statements should be read in conjunction with the related annual financial statements. We issued the following unqualified opinion to the Members of The Selwyn Foundation in respect of the full financial statements:

In our opinion the financial statements:

- comply with New Zealand generally accepted accounting practice
- give a true and fair view of the financial position of The Selwyn Foundation as at 31 December 2010 and the results of its operations and cash flows for the year ended on that date.

Our audit was completed on 28 March 2011 and our unqualified opinion is expressed as at that date.

STAPLES RODWAY
Staples Rodway

A winning approach to residential aged care

Our expertise in aged care provision received national acclaim in 2010, when the Foundation was named supreme winner of the annual INsite/New Zealand Aged Care Association 'Excellence in Care' Awards. Not only did Selwyn win the specific 'Innovative Delivery' category for the introduction of its 'At Home at Selwyn' new model of care, but also received the 'Overall Excellence in Aged Care' award (granted to the organisation that demonstrated an outstanding commitment to achieving excellence in aged care across all four award categories).

'At Home at Selwyn' – a new approach to the care of the older person

'At Home at Selwyn' is a practical application of The Selwyn Way's four cornerstones of Faith, Care, Wellness and Independence. Based on the Eden Alternative, it focuses on a more personalised approach to the care of the individual, on the creation of an environment that promotes residents' independence, and on families and staff actively working together to develop a partnership in the provision of care. It seeks to eliminate loneliness, helplessness and boredom from the lives of residents, by reintroducing companionship, a sense of purpose and variety into the daily experience.

The model was initially trialled during 2008/09 at Gracedale Home and Hospital (Mt Roskill, Auckland), which is managed under contract by the Foundation. Care delivery was centred around 'households' of residents and staff, with the same, multi-skilled care teams assigned to the same household, thereby enabling close

Following the introduction of 'At Home at Selwyn', satisfaction rates amongst residents and their families increased dramatically in terms of the quality of care and the creation of a sense of 'being at home'.

relationships to form with residents. Activities were organised as similarly as possible to how they would be at home and with much spontaneity. Residents were encouraged to make decisions about their daily life, when to rise or go to bed, when to eat and what activities to take part in. They were also offered the opportunity to care for pets, tend plants and undertake simple tasks, which engendered a feeling of being valued members of the household.

After twelve months, the trial was evaluated through the annual resident and staff satisfaction surveys. Its success was clear. Satisfaction rates amongst residents and their families had increased dramatically in terms of the quality of care and the creation of a sense of 'being at home', whilst staff job satisfaction levels had also improved significantly (as a result of new multi-skilling and training initiatives that had been introduced as part of the trial).

The concept is now being launched in a phased programme across the Foundation's eleven care facilities around the country, with staff and residents alike relishing the prospect of adding enrichment to the daily routine and the infinite opportunity that is made possible as a result of the new philosophy. In consultation with residents and in accordance with their interests and abilities, new initiatives are springing up regularly – from gardening and vegetable growing at Caswell rest home in Selwyn Village, to renaming the wards at Christ's hospital (Selwyn Village) and helping to organise the village fete at Selwyn Park (Whangarei).

This inclusive approach is also being implemented at a wider level within Selwyn, with



Gracedale staff with the INsite/NZACA awards for the 'At Home at Selwyn' new model of care. Photo courtesy of Monique Diver.



Nurse Practitioner Intern
Isabella Wright.



residents now taking the initiative and becoming involved in other functions and areas of operation, were appropriate. The residents' 'welcoming committee' and 'buddying' programme for new arrivals at Selwyn Oaks (Papakura, Auckland) is an example, as is the independent living activities and entertainment programme at Selwyn Village that is now led by independent residents. All of which is designed to make people feel at home and involved in the life of their immediate community, and further enhancing the daily lives of those whom the Foundation supports and cares for.

Excellence in nursing

Excellence in nursing care is paramount for the Foundation, and Selwyn is leading the way in introducing new practices in how we care for residents and in the training and education of our nursing staff.

Last year, the new position of Clinical Nurse Specialist/Nurse Practitioner Intern was created to provide clinical leadership and nurse consultancy to the managers and clinical coordinators of our residential care facilities, who are seeing increasingly higher acuity levels and managing complex clinical issues. Isabella Wright, a Master of Public Health, is currently undertaking a Post Graduate Diploma in Health Sciences (Prescribing) and is New Zealand's first Nurse Practitioner Intern in residential aged care.

Isabella leads the professional development programme for our nurses and is engaged in implementing a structured, specialised education curriculum of mandatory in-service training and upskilling. This ensures that our nursing team is up-to-date with best practice and can provide the most effective care in the management of specific health issues affecting older people. Initiatives such as the 'New Age 4 Gerontology Nurses' conference held in August 2010, which featured an international line-up of guest speakers providing expert guidance on the latest 'hot topics' in aged care, and the 'Journal Club', an IT-based databank of the most recent medical reviews, research papers and publications, also support our Registered and Enrolled Nurses in meeting their ongoing registration and professional development portfolio requirements as stipulated by the Nursing Council.

The new position of Clinical Nurse Specialist/Nurse Practitioner Intern was created to provide clinical leadership and nurse consultancy to the managers and clinical coordinators of our residential care facilities, who are seeing increasingly higher acuity levels and managing complex clinical issues.

As Clinical Nurse Specialist, Isabella is also putting into practice a range of projects focussed on improving the quality of life of our residents and encouraging the proactive discussion of care plans with residents' families. One particular innovation is the introduction of the Liverpool Care Pathway (LCP), which specifies best practice in the nursing of those who are receiving palliative care and the provision of comprehensive, clear information to family members on how their loved ones are to be cared for at the end-of-life stage. The Foundation has worked as part of a collaborative partnership with Auckland District Health Board to introduce the scheme, which involves high quality care tailored to the patient's individual needs

and regular assessment and critical decision-making by a multi-disciplinary healthcare team. This results in a calmer, more peaceful experience and a more healing bereavement process.

The launch of LCP has required intensive training and mentoring of all our qualified nursing staff, which was completed last year. The Pathway is now in place at the Foundation's Auckland facilities, with a view to it being introduced across all our facilities nationally, as and when the respective District Health Boards formally adopt the new approach in their jurisdictions.

Increased skill levels and a better quality of care

The Foundation aims to deliver a first-class service to its residents at all times and to implement the highest quality standards across all its facilities. This emphasis on excellence throughout our residential care division is well documented, with the majority of our facilities that underwent the Ministry of Health's rigorous certification audits last year achieving results superior to the industry average. Seventy-eight percent achieved three year certification (against the national average of 51%), an acknowledgement of the effective systems and processes that are in place at Selwyn.



Resident's garden at Caswell House.

Developing an organisational culture that encourages excellence is a main area of focus, and one in which the Foundation invests heavily to create the best working environment for staff. Ongoing training and education is the mark of a quality organisation and, each year, our caregivers and Registered Nurses complete training in a wide range of clinical, health and safety and procedural topics, as specified by the Health and Disability Sector Standards. During 2010, an additional twenty-two caregivers completed their national Certificate in Support of the Older Adult, a qualification officially recognised by the New Zealand Qualifications Authority.

The importance placed on continual education is reflected in increased skill levels and a better quality of care to residents and has also led to the Foundation retaining tertiary level of the ACC Workplace Safety Management Practices programme, in recognition of our excellent health and safety standards and risk management awareness in the workplace.

Such attention to quality is obviously appreciated by residents and staff alike, with high levels of satisfaction recorded amongst all those responding to our annual surveys. This, combined with occupancy levels of 97% (well above the industry average) and vastly improved staff retention rates, is indication that Selwyn continues to be regarded as a first-choice provider of residential aged care services and a great place to work.

A year of innovation and customer service excellence

2010 was a successful year for the Foundation's independent living division which has continued to go from strength-to-strength, improving performance across operations and increasing surpluses for reinvestment in the Foundation's charitable activities. In a challenging trading environment, high occupancy was maintained and strong performance was recorded against sales targets.

During the year, a number of landmark projects got off the ground which, on completion, will reinforce the Foundation's position as a leading provider of independent living units for older people and an innovator in the provision of affordable housing for the aged.

Stylish and contemporary living in a superb environment

Work commenced on the next stage of development at Selwyn Heights – a stunning, five storey building comprising four upper floors of apartments (44 in total) above extensive ground floor resident facilities, a new bowling green and access driveway. When completed in October 2011, the wide range of stylish one- and two-bedroom Gilberd apartments (named in honour of The Right Reverend Bruce Gilberd, Bishop of the Diocese of Auckland, 1985-1994) and first-class community facilities will make Selwyn Heights a most desirable location.

Similarly, work on the new Paterson Apartments at Selwyn Village got underway (named after The Right Reverend John Campbell Paterson, immediate past Bishop of the Diocese of Auckland). This new building in the north-east corner of the village will offer thirty-three apartments, a communal function room and underground parking. It is expected to be available for occupation in March 2012.

Innovation in housing for the aged

To complement its existing retirement village living, the Foundation worked with Government agencies through the year to develop a new form of communal senior housing, with a view to piloting the concept of a shared living facility on vacant land at its Hansen Close site in Birkenhead, Auckland. The Foundation has recognised that increasing numbers of older people are finding it difficult to

meet the costs of rental accommodation. Therefore, it proposes to build a housing complex for ten single elderly people, comprising single ensuite bedrooms and shared amenities. It is envisaged that prospective residents will be of limited means and seeking companionship and support within a caring and values-based environment.

Building is anticipated to start within twelve months, although this is subject to obtaining necessary consents and funding requirements being finalised.

The proposed shared living model is very much aligned with Selwyn's objective to provide good quality, affordable accommodation for older people.

The shared living model is very much aligned with Selwyn's objective to provide good quality, affordable accommodation for older people. If successful, it may be extended to other localities, thereby delivering affordable housing to those in need



and expanding the reach of the Foundation's mission to provide continuity of care through community and locally-based services.

Quality standards and service delivery excellence

In August, the independent living division attained the maximum three years accreditation from the Retirement Villages Association of New Zealand (RVA). All operating processes, procedures and administrative functions were independently audited against the requirements of the 2003 Retirement Villages Act and the 2008 Code of Practice. Residents were also interviewed to gain their perspective on service delivery. The division passed with ease, a testament to the professionalism and integrity with which Selwyn villages are run, and assurance to residents of quality and performance in village operations.



The independent living division attained the maximum three years accreditation from the Retirement Villages Association of New Zealand, a testament to the professionalism and integrity with which Selwyn villages are run.

In another measure of customer service excellence, the manager of Selwyn St Andrew's retirement village in Cambridge, Debbie Powell, won the INsite journal/RVA 'Manager of the Year' category for a mid-sized village. Debbie was nominated by the residents and staff of the village, and the award is an acknowledgement of her innovation and best practice in retirement village management. Her win follows that of colleague, Denise Te Tai, who, as manager of Selwyn Heights Retirement Village, was winner of the overall 'Manager of the Year' award in 2009.

Other highlights of the year included the appointment of two new village managers and the introduction of performance-based remuneration and reward systems for staff, supported by greater training and development opportunities. A wider selection of optional services has also been introduced, and residents now have a much greater say and involvement in their recreational, entertainment and outings programmes – many of which they lead themselves. Together, these initiatives have increased the number of 'very satisfied' residents and set the scene for yet another successful year in 2011.

Providing physical and emotional well-being within the community

In 2010, the Selwyn Parish Partnership programme celebrated ten years of providing community outreach centres for older people who may be living alone and in need of friendship, help and support. Part-funded by the Foundation and hosted in association with local Anglican churches, the Selwyn Centres offer those who may have limited family contact or few opportunities for social interaction the chance to meet and socialise in a friendly, caring environment.

More than five hundred people over the age of 65 and of varying levels of independence and mobility attend one of twenty-five Selwyn Centres throughout Greater Auckland and in Whangarei each week. Although based mainly in church premises, the Centres are deliberately community-focused, serving an ethnically diverse, ageing population from a variety of religious and spiritual backgrounds. A lively programme of social games and gentle exercises is offered, as well as morning tea (a hot lunch, where facilities permit), occasional outings and excursions, and return transport, all at a nominal fee per guest.

In addition to organising the morning programme, the on-site coordinators and volunteers play an important advocacy role, liaising with healthcare providers, Government agencies and a range of miscellaneous organisations to resolve a multitude of issues on behalf of the guests attending. The Centres in South Auckland also have access to the services of a gerontologist nurse, who assists with concerns or queries that guests or the coordinators may have regarding health and the availability of other services or resources.

A number of new venues opened during 2010, and much needed respite services were also launched at some locations. Focusing on those who are physically very frail or with mild dementia, these extended afternoon sessions offer practical, individualised activities and provide an extra time of respite for spouses and carers of older family members.

Reducing social isolation through community care

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 invaluable social interaction and companionship to those who may be lonely or isolated. Selwyn commits over \$400,000 per year to the initiative, which is designed to address the major problems of social isolation of the older person and the related health risks. Research indicates that continued interaction with others is not only beneficial psychologically – delaying the onset of dementia, for example – but also directly influences the general health of older people. Indeed, the impact of social connections on well-being has led researchers to call on health professionals to take loneliness as seriously as other health risks (such as alcoholism and smoking).

Last year, the Foundation commissioned an evaluation of the programme by the Centre for Health Services, Research and Policy at the University of Auckland, with a view to gaining feedback to assist the ongoing development of the Selwyn Centre initiative.

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Above: guests at the Selwyn Centre in Blockhouse Bay.

The findings revealed that guests benefited from attending the Centres in three ways: physical improvement, reduced isolation and gaining purpose in their life. Examples of physical improvement reported in the guest surveys included improved mobility and fitness, improved joint function and fewer falls. Many guests reported being less isolated, more connected within their community and having new friends. A further area of improvement reflected their having a purpose to life, an enhanced outlook and events to look forward to.

In recognition of the importance of the Selwyn Centres in reducing social isolation – and the health benefits that result – the Counties Manukau District Health Board subsidises their operation in the South Auckland area to the value of \$60,000 per annum.

As the population ages and dementia becomes more prevalent, there will be an increasing number of lonely, frail elderly people whose needs will not be met by families or the public health system. Over the next fifteen years, New Zealand will need another 12,000 to 20,000 residential aged care beds, which are unlikely to be provided where demand is greatest (in the Auckland area, particularly). 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.

The Parish Partnership programme is a significant aspect of Selwyn's total range of care services and enables the Foundation to expand its mission to provide care and support to aged members of society. The programme will continue to grow in 2011, with new Centres opening and more guests attending, thereby delivering improved physical and emotional well-being to ever greater numbers of older people in our communities.

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 independent, single-level villas in Sutton Close, the independent precinct of Selwyn Park Village. The Village also has rest home care for 46 people, dementia care for 15, and offers hospital accommodation for 28.



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 133 apartments on site, 42 independent living villas and 38 rental cottages. Rest home care is extensive, currently with 114 beds, as well as 141 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, located in Birkenhead, Auckland, offers 12 independent living villas.



Selwyn Heights, 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] offer 44 modern apartments and 26 villas. There is also a 36-bed rest home and 66-bed hospital on site.



Selwyn Oaks, Papakura, Auckland

Selwyn Oaks Retirement Village is set on generous, level parkland half-way between Takanini and Papakura in South Auckland. The grounds are beautifully landscaped with mature trees and a picturesque historic chapel – St Martin in the Oaks. Selwyn Oaks has 16 single level villas, a 35-bed rest home and 30-bed hospital.



Selwyn St Andrew's, 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 61 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 36-bed rest home and offers hospital-level care for 23 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 a 33-bed rest home and eight rental units. Acquired by The Selwyn Foundation in August 2010, it was formerly owned by Hamilton RSA Veterans Home Trust.



Gracedale, Mt Roskill, Auckland (under management contract)

Gracedale rest 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 care for 31 people and rest home care for five. Gracedale is managed by The Selwyn Foundation under a management contract with its Trust Board.



Donations and Bequests – 2010

Major donors	\$
Estate Marjorie Dalrymple	235,771.07
CR Stead Trust	30,000.00
Ivan John Whyte Estate	17,907.57
JD Owen Estate	16,729.27
Estate P Steedman	10,000.00
Jim Frater	2,000.00
Hoyle-Bennett Estate	1,820.43
Selwyn Patchwork Group	1,000.00
P Cameron	1,000.00
B A McLean	1,000.00

Donations were also received from the following

Archer, M
Edwards, Margaret
Estate M B Darling
Estate M D Dixon
Huljich, E
Jackson, P
McDonald, A
Massey, B
Niall, Mrs J A
O'Brien, V T
Pau, F & Leo A
Peteers, C
Piyawiroj, Wiwat Mr
Tam, Y H
Trott, G D & M A
Versalko, C
Viskovich, J
Weaver, B
Worsley, R E



The Selwyn Way

The Selwyn Foundation has a set of values we believe in and try to live by. We seek to conduct our business, employ and train our staff, and provide service and care on the basis of these principles.

We believe that providing services to older people is our Christian mission, and that Christian faith and love must be reflected in the quality of the care and hospitality services we provide.

We firmly believe that older people have needs for enjoyment, social experiences, spiritual and emotional support, and health and well-being.

In our villages, the people who work for us endeavour to meet these needs through:

- community
- companionship
- respect
- unconditional love and service
- safety
- security
- affordability
- empowerment
- valuing unique contributions.

We say there are 'four platforms' underpinning The Selwyn Way:

Faith:

A Christian faith and belief in Jesus and His teachings, and in unconditional love

Independence:

Recognising and supporting residents' right to independence

Care:

Delivering services with respect and dignity

Wellness:

Helping people live to their fullest throughout their lives.



A Guide to The Selwyn Foundation

The Selwyn Foundation c/- Selwyn Village, 43 Target Street, Point Chevalier, Auckland 1022.

PO Box 44106, Point Chevalier, Auckland 1246

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

Members of the Board

Dr Kay Hawk, *Chair*

Dr Gillian Reid, *Deputy Chair*

James Frater

Joanna Pidgeon

John Cameron

Russell Florence

Sally Naulls

Dr Elizabeth Niven

Dr Peter Huggard

Peter Macaulay

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Hilda Johnson-Bogaerts

General Manager Residential Services

Mike Hablous

General Manager Independent Living

Colin Bowring

General Manager Property Development

Dr Rod Perkins

General Manager Research and Planning

Dr Chris Perkins

Director, The Selwyn Centre for Ageing and Spirituality

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

Selwyn Care Limited

(Contract Management Services)

(Contact details as for The Selwyn Foundation)

Selwyn Nursing Bureau

Health and aged care staff recruitment bureau

PO Box 44106, Point Chevalier, Auckland 1246

Tel: (64-9) 929-3040, Fax: (64-9) 845-0726

www.selwynbureau.co.nz

Hansen Close

25 Roseberry Avenue

Birkenhead, Auckland 0626

Tel: (64-9) 846-0119

Selwyn Heights Retirement Village

42 Herd Road, Hillsborough, Auckland 1042

Tel: (64-9) 624-2600, Fax: (64-9) 624-2602

Selwyn Oaks Retirement Village

21 Youngs Road, Papakura, Auckland 2110

Tel: (64-9) 296-3800, Fax: (64-9) 296-3829

Selwyn Homestead

(Selwyn Centre on-site at Selwyn Oaks)

Tel: (64-9) 296-3843

Selwyn Park Retirement 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

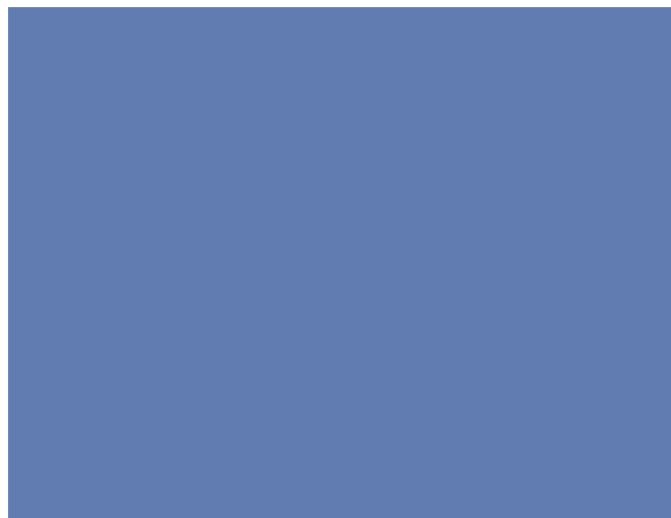
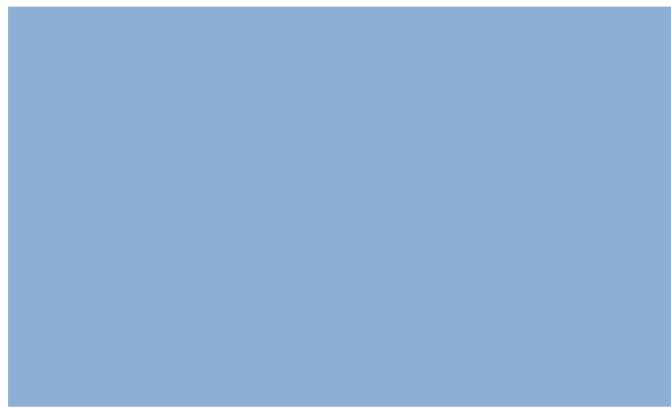
174 Peachgrove Road, Hamilton 3214

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



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Foundation 



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