

Hōhepa Canterbury

ARE WHĀNAU SATISFIED WITH THE SUPPORT AND SERVICES PROVIDED BY HŌHEPA?

Research report | October 2023



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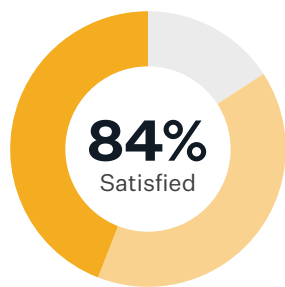
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Section 1

Key insights

The majority of whānau are satisfied because their family member is happy and/or progressing.

Overall satisfaction of the respondents is driven by Hōhepa’s ability to foster the continuous growth and advancement of their family member.



Overall Satisfaction Rating (7-10)

“ It has changed my life, having my son living at Hōhepa amongst his peers. He now stands tall and holds his head up straight; he is so happy. When he visits me at home, I can enjoy his visits, and it’s a lovely time. I don’t know where I would be if Hōhepa hadn’t helped us. I have nothing but good things to say about Hōhepa.”

While some areas for improvement have been reported, we are also seeing performance improvement on some of those metrics, since the 2021 survey was completed.

Although some increases have been reported, it is crucial to address whānau’s concerns and aim to exceed their expectations.

Areas that show a marked improvement in the perception of Hōhepa’s performance are:

- assisting with individual’s needs;
- ensures ongoing growth and development; and
- provides ample opportunities for our family members to be involved in the wider community.

Areas that have made good progress, however, still have an opportunity to strengthen further are:

- involving family in planning and reviewing the best support for family members;
- communicating well with families; and
- providing sufficient information about family members.

Areas that show indications of a decrease in the perception of Hōhepa’s performance are:

- ensures the home my family member lives in is fit for purpose;
- support staff are friendly and approachable; and
- managers are highly skilled.

Section 2

About this research

Background

Hōhepa is a registered Charitable Trust that provides intellectual disability services based on the principles of Rudolf Steiner and his insight known as ‘anthroposophy’. This approach caters to adults and children with special needs and intellectual disabilities, where respect, personal development, and care are focused equally.

The Hōhepa vision is to enable people with intellectual disabilities “to develop to their fullest potential and have quality of life in a holistic, caring environment”. This vision is fulfilled through Hōhepa’s portfolio of homes, schools, organic farms, and day services offered throughout New Zealand to care for, support, and educate intellectually disabled young people and adults.

In 2012, 2014, 2018, and 2021, Hōhepa contracted Research First to undertake research with the families and whānau who use Hōhepa’s services to understand the current satisfaction and perceived performance of Hōhepa. In 2023, Hōhepa contracted Research First again to undertake the survey for families and whānau in Canterbury¹.

Method

The questionnaire was broadly consistent with the survey used in 2021. Some minor changes were made, in collaboration with Hōhepa staff, to adapt the questionnaire to the current environment.

Research First used an online survey method, replicating the approach used in 2021. An option for families and whānau to complete the survey with one of the Hōhepa administration staff was also offered. This method allowed the families and whānau to complete the survey to suit their needs.

Hōhepa provided Research First with a list of whānau contacts, sent an introductory letter to all parents and guardians, and followed up with several general reminders to all. Research First managed the invitations and reminders to non-respondents.

The survey was open for approximately three weeks, from 3 October to 26 October 2023.

¹ Please note that the research covered three locations in previous years (2012, 2014, and 2018).

Respondents

Of the 161 whānau invited to take part in the survey, 63 completed it. The total number of completes resulted in a 39% response rate for a margin of error of +/- 9.6%.

Respondents represented a range of family members (i.e., those in the residential programme to those in the LEAP framework or independent living²). Respondents also represented whānau who had been with Hōhepa for different durations (i.e., some had only been with Hōhepa for a couple of months, while others had been with Hōhepa for more than 15 years³).

Reporting

This report represents the findings of the 2023 research for Hōhepa Canterbury.

Due to the small sample size (and high margin of error), no statistically significant results have been found between 2023 and previous years or between different types of clients.

² Please note that in 2018, only residential customers were surveyed

³ See Appendix A for more details.

Section 3

Most respondents are satisfied with Hōhepa, because they can see their family member is progressing.

Overall satisfaction levels

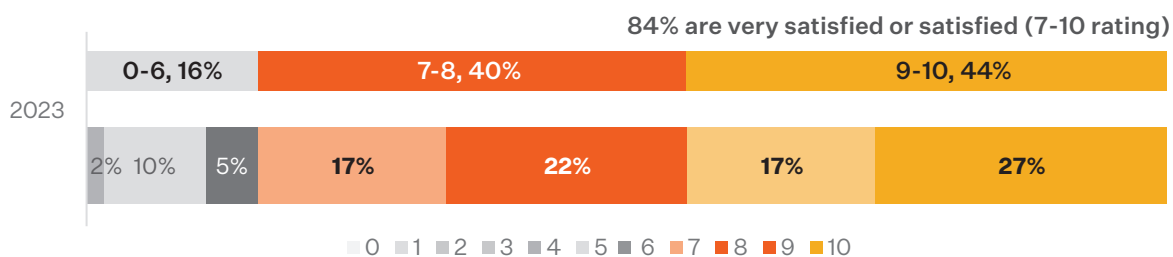
The majority (84 per cent) of the family and whānau in Canterbury are satisfied with Hōhepa’s service, with almost half (44 per cent) indicating they are very satisfied (Figure 1). While satisfaction is high and consistent with 2021 (84 per cent), results are still down from the overall satisfaction levels achieved in the past (91 per cent in 2014 and 2018/2019⁴).

When asked to choose the main reason for their satisfaction rating, the families and whānau said it was primarily because their “family member is happy and/or progressing” (Figure 2). Whānau also agreed on the support standard and the continuity of care positively. The positive comments made by Whānau in the final part of the survey support this, as they report that if their family member is happy and well-supported, they too will be satisfied.

“ We are so thrilled that our son really enjoys his house and has so much to do (day-to-day activities). We are extremely grateful.”

“ It is not easy managing some people with challenging behaviour, and the staff do this with a great amount of warmth and dedication, for which we are very grateful. Thank you for the good work and wonderful staff you have.”

Figure 1. Overall satisfaction 2023⁵



Q. Based on the support service your family member has received, how would you rate your overall satisfaction with Hōhepa as a score out of 10 (where 10 out of 10 is the highest score possible)?

Base: All respondents (n=63).

⁴ See Appendix B for more details.

⁵ The 2018/19 Hōhepa Families and Whānau survey began with a question designed to rate their overall satisfaction with Hōhepa on an eleven-point scale, where a score of 10 is the highest score possible, and 0 is the lowest. Scores between 9 and 10 were rated as very satisfied, and 7 and 8 were satisfied.

Figure 2. The main reason for overall satisfaction level 2023



Q. What is the main reason for the score you gave?

Base: All respondents (n=63).

Services and support provided

Taking a deeper look at the services received by the family member in care (Figure 3), Hōhepa scores highly in meeting the individual needs of family members (94 per cent), ensuring day-to-day needs are provided for (90 per cent), and providing privacy and space (90 per cent).

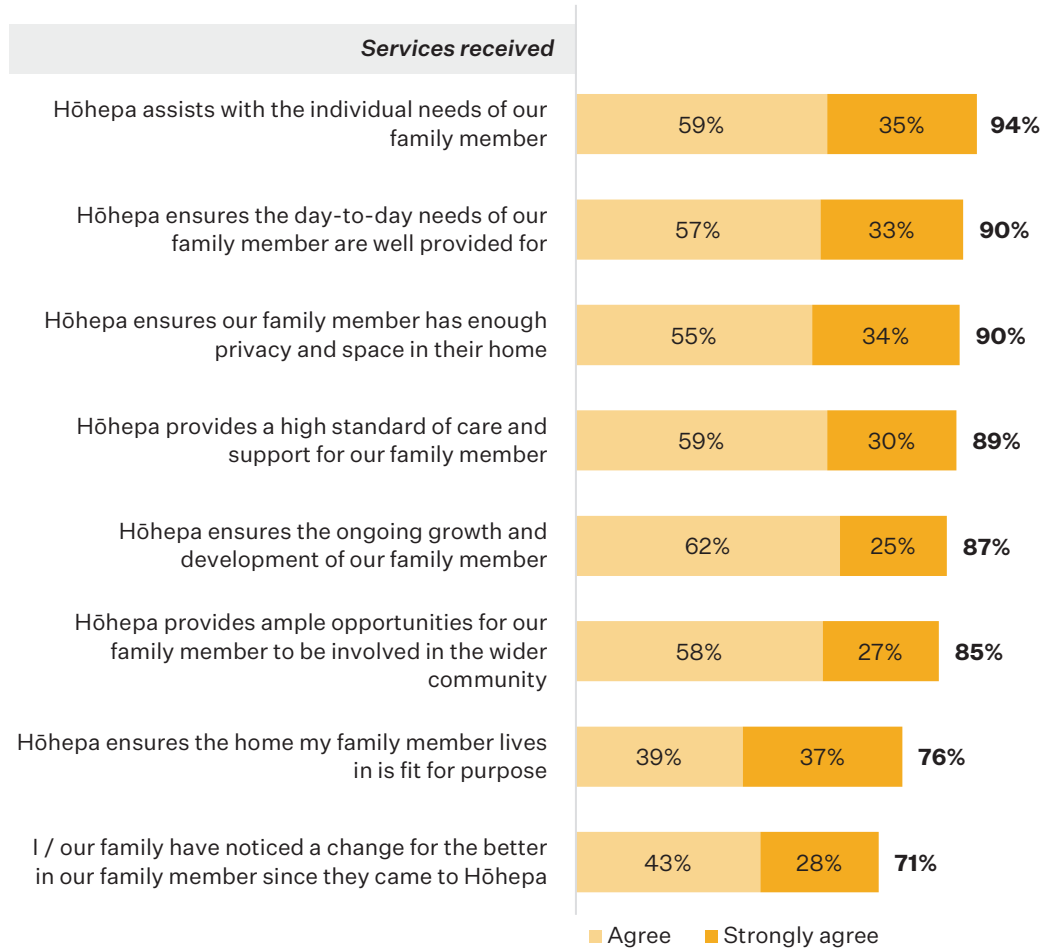
This pattern is similar to 2021⁶. However, a key difference was the increase observed in Hōhepa's ability to provide opportunities for family members to be involved in the wider community and ensure their ongoing growth and development. Whānau identified both services as crucial for Hōhepa Canterbury to improve in 2021.

Whānua members continue to give Hōhepa the lowest scores in seeing a change for the better in their family member. However, strides have been made in this area, increasing from 64 per cent in 2021. Although more than two-thirds (71 per cent) agree that Hōhepa performs in this area, it remains crucial to improve, especially as the family members' happiness and progress are critical drivers for satisfaction⁷.

⁶ See Appendix B for more details.

⁷ See Appendix B for more details.

Figure 3. Standard of services family member receives



Q. Now thinking about the services your family member receives at Hōhepa, how much do you agree or disagree with the following statements:

Base: All respondents excluding n/a (n=58-63)

Satisfaction with staff interaction

More than three out of four whānau of Hōhepa Canterbury agree that Hōhepa's management and leadership shows respect to their family member(s) and are friendly and approachable. These perceptions have remained stable since 2021⁸.

However, compared to 2021, results suggest that satisfaction with direct support staff has dropped, with a difference observed in staff's ability to be friendly and approachable⁹. Although satisfaction remains high, this stands out due to the number of comments about staff turnover and the need for more and better staff training.

“ There needs to be more understanding of the resident's higher needs and care, which comes down to having the right staff in the right homes and more communications between parents and staff so there is a complete understanding of the residents' needs.”

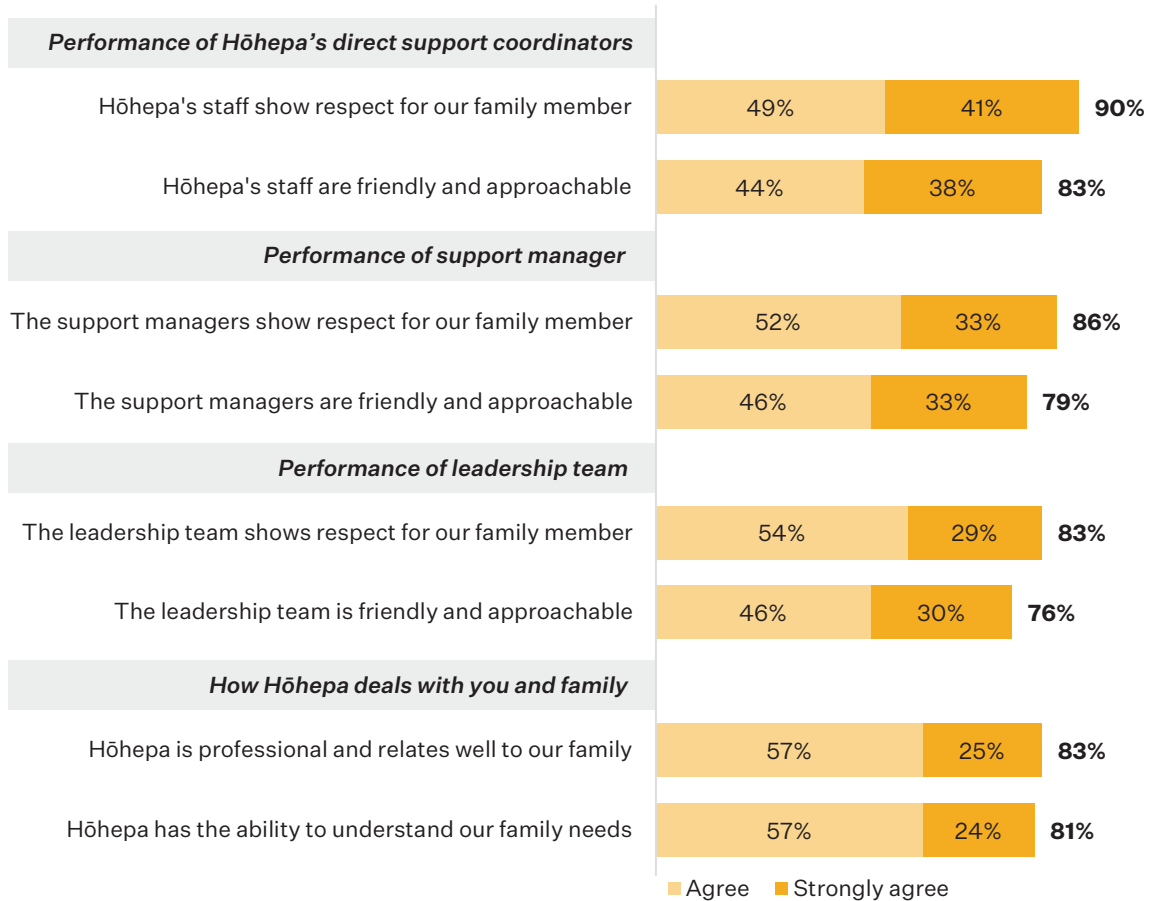
On a positive note, whānau's agreement with Hōhepa's ability to understand family needs, relate well to the family member and professionalism has increased since 2021, with more than four out of five whānau agreeing with both statements¹⁰.

8 See Appendix B for more details.

9 See Appendix B for more details.

10 See Appendix B for more details.

Figure 4. High satisfaction with staff interaction in 2023 (76% or higher)



Q. Please tell us how much you agree or disagree with each of the following statements about how Hōhepa deals with you and your family member:

Q. We now want to ask you some questions about the staff and management at Hōhepa. Firstly, when thinking about the Support Coordinators, how much do you agree or disagree with the following?

Q. When thinking about the support manager responsible for your family member, how much do you agree or disagree with the following?

Q. Now when thinking about the leadership team (responsible for the strategic vision of the organisation) at Hōhepa, how much do you agree or disagree with the following?

Base: All respondents (n=63)

Section 4

Areas of improvement

Suggested areas of improvement

Research First asked whānau to comment on the one thing that Hōhepa could do to improve their sense of overall satisfaction (Figure 5). More than a quarter of respondents stated that communication is the main area that Hōhepa should improve. Specifically, family members noted the need for more regular communication, better communication of family member's progress, and better forms of communication¹¹.

“ Perhaps feedback on what is happening day-to-day (not a weekly report, but perhaps a couple of times a year). Like an IEP. What is going well, what isn't, and what goals? I have no clue what is happening at LEAP; I just know she goes.”

Whānau highlighted staff turnover and skill levels as their top concerns. Whānau want to see consistency in the staff caring for their family member and for staff members to be appropriately skilled¹².

“ Accept staffing must be difficult; however, consistent staff is essential.”

“ It starts at the top, and there needs to be more understanding of the resident's higher needs and care, which comes down to having the right staff in the right homes and more communications between parents and staff so there is a complete understanding of the resident's needs, and I find being a parent of someone who has multiple needs there is a lack of this communication.”

Whānau are equally concerned about the need for improved communication and consistency in staffing at all levels; staff, management, and leadership. This was identified when asked about perceptions of performance (Figure 6). Three out of five families were satisfied with all levels of communication (ranging from 59 to 63 per cent).

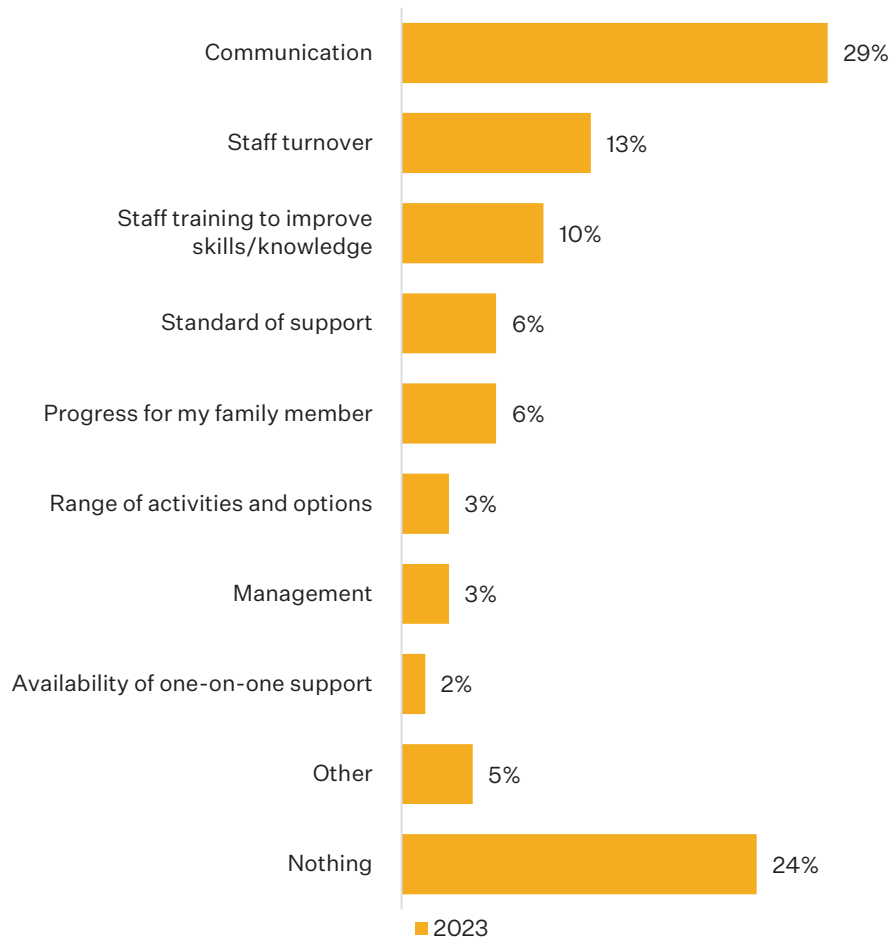
Whānau ratings of the communication from direct support staff at Hōhepa have improved since 2021. They appreciate the increased level of information provided. However, whānau are not reporting the same increases in satisfaction with the communication they are receiving from management and leadership (see Appendix B).

In summary, it is evident from this research in 2023, that key areas where whānau want to see improvement are staff capability and communication. There is room for improvement in these two areas across the organisation.

¹¹ See Appendix C for examples provided.

¹² See Appendix C for examples provided.

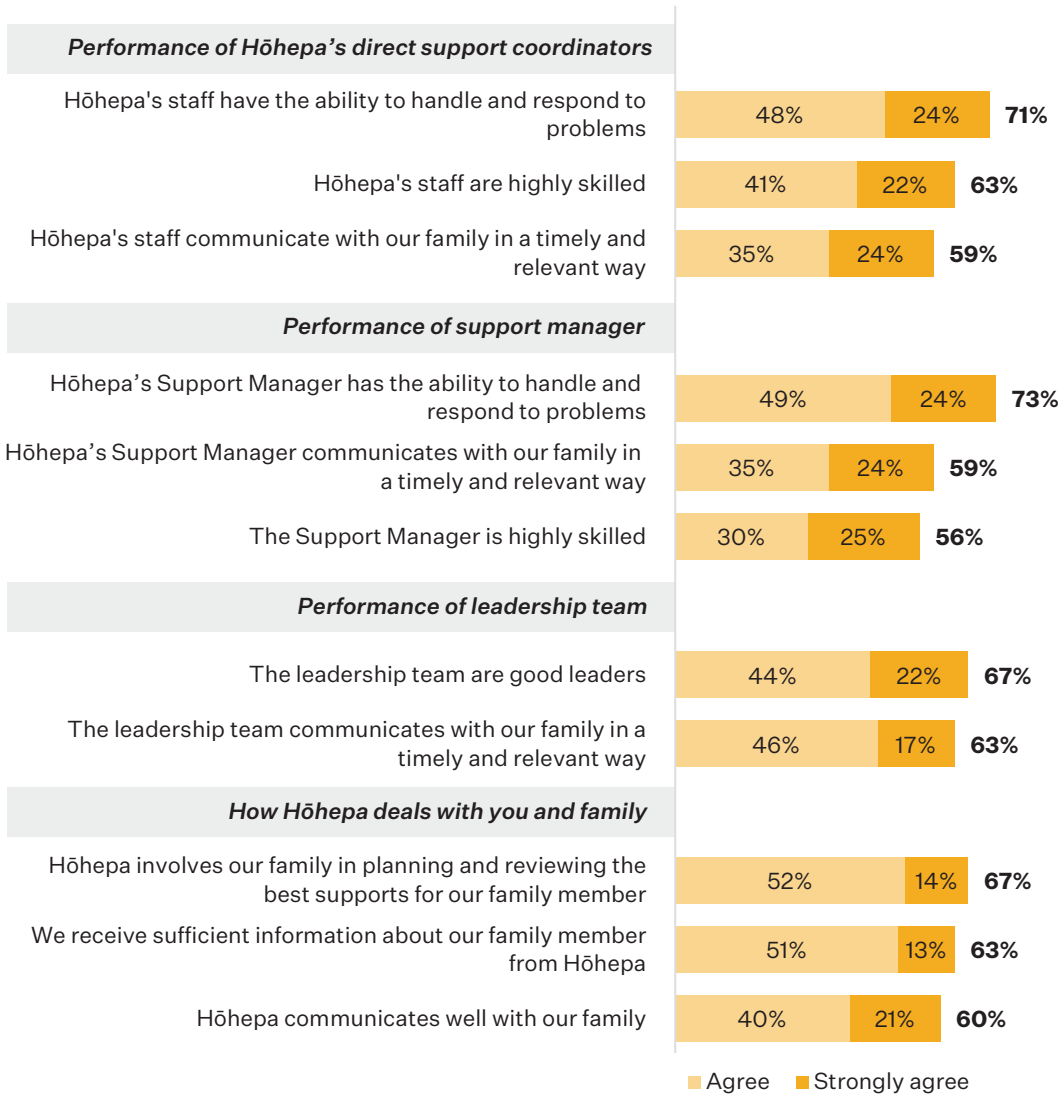
Figure 5. One area to improve to increase overall satisfaction



Q. What is the one thing Hōhepa could do to improve your sense of overall satisfaction (i.e., give them a higher score)?

Base: All respondents (n=63)

Figure 6. Lower satisfaction with staff communication and skills in 2023 (73% or less)



Q. Please tell us how much you agree or disagree with each of the following statements about how Hōhepa deals with you and your family member:

Q. We now want to ask you some questions about the staff and management at Hōhepa. Firstly, when thinking about the Support Coordinators, how much do you agree or disagree with the following?

Q. When thinking about the support manager responsible for your family member, how much do you agree or disagree with the following?

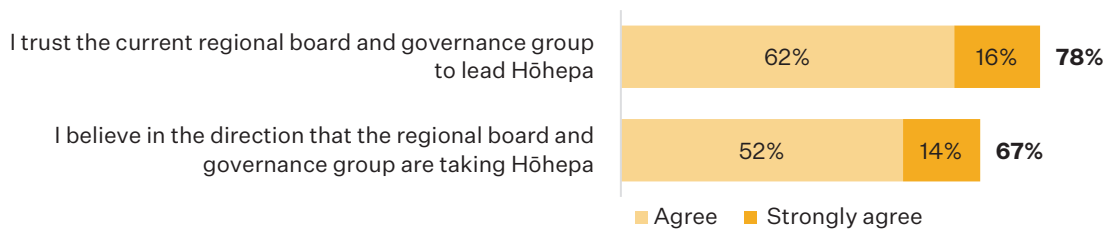
Q. Now when thinking about the leadership team (responsible for the strategic vision of the organisation) at Hōhepa, how much do you agree or disagree with the following?

Base: All respondents (n=63)

Governance of Hōhepa

Results indicate that trust in the governance of Hōhepa has increased from 2021 (70 per cent in 2021); it is promising to see results return to levels last seen in 2018/2019 (80 per cent). No change was observed in whānau’s belief in the direction the regional board and governance have taken.

Figure 7. Governance of Hōhepa



Q. Now, when thinking about the governance of Hōhepa, how much do you agree or disagree with the following?

Base: All respondents (n=63)

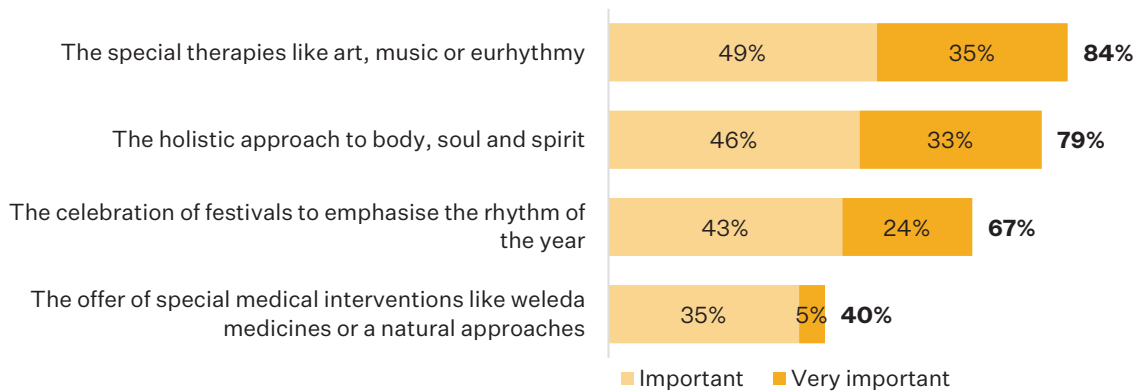
Section 5

The Hōhepa model is important in creating a point of difference.

Hōhepa’s special character of anthroposophy

The majority (86 per cent) of whānau believe that Hōhepa has a unique character which comes to life through activities such as special art, music or eurythmy therapies. Whānau also appreciate the holistic approach taken by Hōhepa.

Figure 8. Important anthroposophy aspects



Q: Thinking about the special character of Hōhepa, how important are each of the following?

Base: All respondents (n=63)

Section 6

Appendices

Appendix A: Profile of respondents

Table 1. Length at Hōhepa

	%	n
Less than 5 years	30%	19
5 years to 15 years	30%	19
More than 15 years	40%	25
Total number of respondents		63

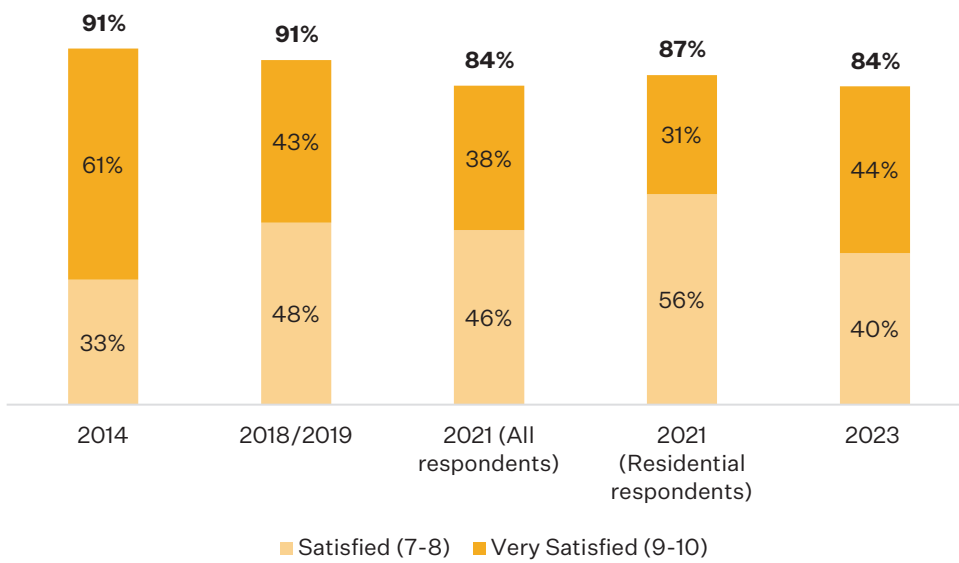
Q. How long has your family member been at Hōhepa?

Base: All respondents

Appendix B: Performance over time

This appendix looks at performance areas over time. Please note, however, that differences in results are not deemed statistically significant due to the small sample sizes surveyed.

Figure 9. Overall satisfaction over time



Q. Based on the support service your family member has received, how would you rate your overall satisfaction with Hōhepa as a score out of 10 (where 10 out of 10 is the highest score possible)? Base: All in Canterbury (2014 n=75, 2018/19 n=46, 2021 n=76, 2023 n=63).

Table 2. Standard of services family member received over time – proportion agree/strongly agree.

	2014	2018/ 2019	2021 All respondents	2021 Residential respondents	2023
Hōhepa ensures our family member has enough privacy and space in their home	92%	90%	94%	94%	90%
Hōhepa provides a high standard of care and support for our family member	99%	78%	85%	87%	89%
Hōhepa ensures the home my family member lives in is fit for purpose	n/a	93%	85%	83%	76%
Hōhepa assists with the individual needs of our family member	n/a	85%	85%	87%	94%
Hōhepa ensures the day-to-day needs of our family member are well provided for	92%	80%	82%	85%	90%
Hōhepa provides ample opportunities for our family member to be involved in the wider community	78%	73%	68%	65%	85%
Hōhepa ensures the ongoing growth and development of our family member	81%	76%	66%	67%	87%
I / our family have noticed a change for the better in our family member since they came to Hōhepa	88%	77%	64%	65%	71%
Total number of respondents	64-75	42-46	67-74	49-54	58-63

Q. Now thinking about the services your family member receives at Hōhepa, how much do you agree or disagree with the following statements:

Base: All respondents excluding n/a

**Table 3. High satisfaction with staff interaction over time
(76% or more agree)**

		2018/ 2019	2021 All respondents	2021 Residential respondents	2023
Performance of Hōhepa's direct support coordinators	Hōhepa's staff are friendly and approachable	91%	96%	100%	83%
	Hōhepa's staff show respect for our family member	93%	93%	94%	90%
Performance of support manager*	The support managers show respect for our family member	93%	82%	85%	86%
	The support managers are friendly and approachable	91%	80%	81%	79%
Performance of leadership team	The leadership team shows respect for our family member	76%	80%	80%	83%
	The leadership team is friendly and approachable	83%	76%	81%	76%
How Hōhepa deals with you and your family	Hōhepa has the ability to understand our family's needs	78%	72%	74%	81%
	Hōhepa is professional and relates well to our family	80%	72%	70%	83%
Total number of respondents		46	76	54	63

Q. Please tell us how much you agree or disagree with each of the following statements about how Hōhepa deals with you and your family member:

Q. We now want to ask you some questions about the staff and management at Hōhepa. Firstly, when thinking about the Support Coordinators, how much do you agree or disagree with the following?

Q. When thinking about the support manager responsible for your family member, how much do you agree or disagree with the following? *

*Please note that in 2018/2019, This was phrased as management (responsible for the day-to-day running of the homes and services)

Q. Now when thinking about the leadership team (responsible for the strategic vision of the organisation) at Hōhepa, how much do you agree or disagree with the following?

Base: All respondents

Table 4. Lower satisfaction with staff over time (73% or less agree)

		2018/2019	2021 All respondents	2021 Residential respondents	2023
How Hōhepa deals with you and your family	Hōhepa involves our family in planning and reviewing the best support for our family member	52%	51%	48%	67%
	Hōhepa communicates well with our family	63%	50%	48%	60%
	We receive sufficient information about our family member from Hōhepa	59%	41%	37%	63%
Performance of Hōhepa's direct support coordinators	Hōhepa's staff have the ability to handle and respond to problems	83%	71%	72%	71%
	Hōhepa's staff are highly skilled	76%	66%	65%	63%
	Hōhepa's staff communicate with our family in a timely and relevant way	65%	54%	52%	59%
Performance of support manager	The support managers have the ability to handle and respond to problems	85%	71%	74%	73%
	The support managers are highly skilled	78%	64%	67%	56%
	The support managers communicate with our family in a timely and relevant way	63%	62%	61%	59%
Performance of leadership team	The leadership team communicates with our family in a timely and relevant way	65%	61%	59%	63%
	The leadership team are good leaders	72%	57%	56%	67%
	Total number of respondents	46	76	54	63

Q. Please tell us how much you agree or disagree with each of the following statements about how Hōhepa deals with you and your family member:

Q. We now want to ask you some questions about the staff and management at Hōhepa. Firstly, when thinking about the Support Coordinators, how much do you agree or disagree with the following?

Q. When thinking about the support manager responsible for your family member, how much do you agree or disagree with the following? *

*Please note that in 2018/2019, This was phrased as management (responsible for the day-to-day running of the homes and services)

Q. Now when thinking about the leadership team (responsible for the strategic vision of the organisation) at Hōhepa, how much do you agree or disagree with the following?

Base: All respondents

Table 5. Governance of Hōhepa over time

	2018/ 2019	2021 All respondents	2021 Residential respondents	2023
I trust the current REGIONAL board and governance group to lead Hōhepa	80%	70%	72%	78%
I believe in the direction that the REGIONAL board and governance group are taking Hōhepa	70%	68%	72%	67%
Total number of respondents	46	76	54	63

Q. Now thinking about the services your family member receives at Hōhepa, how much do you agree or disagree with the following statements:

Base: All respondents

Appendix C: Examples of suggested improvements

Respondents were asked what was the one thing that Hōhepa could do to improve their sense of overall satisfaction (i.e., give them a higher score).

Based on their answer, they were then asked to provide an example of how Hōhepa could improve in that area.

COMMUNICATION

More regular communication, such as checking in every few months.

Let us know when there are changes of staff in the house we are associated with. There hasn't been as much communication from our support manager this year.

Telling us what is going on.

Weeks can pass without any communication from either the carers or the Manager.

We feel that there is little or no communication from our Support Manager. Only communication is when we contact her.

More contact with parents from managers and house leaders.

I have not been notified when staff has changed and have only found out when arranging visits for our family members. I can't remember the last time I received a personal email or notification. I obtain information through generic emails. There was a meeting I attended concerning the family member, but since then, all the staff has changed, and I have only met one of the new staff; however, I have spoken on the phone to another of his caregivers. I don't know if other families receive individual updates. I do not live in Christchurch, so I don't have the chance to visit very often.

Talk with parents and work out best for clients' health and well-being and day-to-day activities.

More formal reporting on how a family member is doing 'generally and in activities' rather than relying solely on informal chats with staff members.

It starts at the top, and there needs to be more understanding of the resident's higher needs and care, which comes down to having the right staff in the right homes and more communications between parents and staff so there is a complete understanding of the resident's needs. I find being a parent of someone who has multiple needs there is a lack of this communication.

Communication and support.

Change of managers, and have not met the latest one, the effort to connect was cancelled but not re-established, cancellation was due to unforeseen circumstances for the manager, but no email or any further info received, which is now more than three months - had many turnovers of managers in last year.

Regular meetings with carers so they know what's what and can talk to each other about the day-to-day care and oversight that tasks are being completed routinely. Handovers to relief staff about the tasks expected.

Management needs to lead the processes which enable good communication and reduce staff turnover.

Perhaps feedback on what is happening day-to-day (not a weekly report, but perhaps a couple of times a year). Like an IEP. What is going well, what isn't, and what goals? I have no clue what is happening at LEAP; I just know she goes.

A weekly report on my family members, covering activities and their demeanour. Nothing long, just a few words.

Communication in how the client is progressing on the LEAP program, etc. Feedback would be great for the parents.

I don't get any communication as to the progress of my family members. I know that she is happy at the moment, but some updates on her progress would be great.

There needs to be a clear record of issues raised, action required, who is responsible for the actions, and the outcome. Too many times, matters are discussed or lost in an email trail and never ultimately dealt with.

Getting him to comply with requests without meltdowns.

We're waiting for a new flat-everything takes so long.

Use the website to organise times to take the family member out for the day or weekend. This includes Xmas leave. Have an email address to communicate with the house to organise this if the above is not possible.

We have had issues since the last survey. I do not believe this issue has been dealt with appropriately, and therefore, we now have tension between ourselves and a long-serving member of the household staff.

More supervision of relief staff, better communication processes, and lower turnover of staff. Managers should have fewer houses to manage so they have more time with each house to monitor what is going on, particularly with relievers.

Care worker one-on-one communication at the base is excellent, but I'd like more contact about the programmes and timetable for the activities my son is engaged in, i.e. LEAP, and the level of his participation in these activities.

Informing us of appointments and what is available in the way of outings, trips, education or things available to participate in.

It would be great for new clients to be able to continue some community activities as well as LEAP. We have worked hard to develop friendships for our young ones. I do understand, from a financial perspective, that it is probably better for residents to attend LEAP, and my daughter is enjoying that.

When they say a procedure, then do not carry that to communicate with the family as to what, why and when.

Improve comms when a member is in hospital.

STAFF TRAINING TO IMPROVE SKILLS/KNOWLEDGE

It starts at the top, and there needs to be more understanding of the resident's higher needs and care, which comes down to having the right staff in the right homes and more communications between parents and staff so there is a complete understanding of the resident's needs. I find being as a parent of someone who has multiple needs there is a lack of this communication.

The right amount of staff per house and maybe changing the staff hours to keep consistency.

Ensure staff are paid appropriately for the level of responsibility. They also need time to understand the specific needs of their clients.

The relief staff is not following guidelines for my daughter; she needs very firm boundaries.

Sometimes, I believe that diabetic knowledge is not that good.

Develop staff communication skills to better interpret a range of nonverbal cues and to support individual communication skills and development.

Staff training on educating and supporting individuals on how to be resourceful, spend their budget wisely, maintain a healthy lifestyle, eat seasonally, and minimise waste.

Staff always need to be given training to bring them up to date & be supported by managers.

Ensuring staff have read all documentation of the person they are supporting and have read up on any disorders or medical issues so they have some general knowledge.

Getting him to comply with requests without meltdowns.

Somehow, have him follow through and do things he had been excited about doing.

Regular meetings with carers so they know what's what and can talk to each other about the day-to-day care and oversight that tasks are being completed routinely. Handovers to relief staff about the tasks expected

Get more funding from the government to raise the staff wages so more workers can be employed.

STAFF TURNOVER

Let us know when there are changes of staff in the house we are associated with. There hasn't been as much communication from our support manager this year.

I have not been notified when staff has changed and have only found out when arranging visits for our family members. I can't remember the last time I received a personal email or notification. I obtain information through generic emails. There was a meeting I attended concerning the family member, but since then, all the staff has changed, and I have only met one of the new staff; however, I have spoken on the phone to another of his caregivers. I don't know if other families receive individual updates. I do not live in Christchurch, so I don't have the chance to visit very often.

It's difficult, I know, but less use of casual staff would be great.

More supervision of relief staff, better communication processes, and lower turnover of staff. Managers should have fewer houses to manage so they have more time with each house to monitor what is going on, particularly with relievers.

The right number of staff per house and maybe changing the hours for easier days times for staff so can keep consistency.

There always seems to be new staff.

Accept staffing must be difficult; however, consistent staff is essential to ensure a happy chappie.

Management needs to lead the processes which enable good communication and reduce staff turnover.

RANGE OF ACTIVITIES AND OPTIONS

I think they need more activities for older, less physically abled people. My person is ** and can't walk well. He pays for a lot of therapies to fill in his time at daybase. The majority of the rest of his time at daybase is spent drawing.

It would be great for new clients to be able to continue some community activities as well as LEAP. We have worked hard to develop friendships for our young ones. I do understand, from a financial perspective, that it is probably better for residents to attend LEAP, and my daughter is enjoying that.

Keeping students engaged near home time.

Our daughter has weight issues, and I find that a lot of the food choices and the amount of food given to her are, at times, excessive.

OTHER

There needs to be a clear record of issues raised, action required, who is responsible for the actions, and the outcome. Too many times, matters are discussed or lost in an email trail and never ultimately dealt with.

This is not a problem of Hōhepa's making. I understand that getting long-term support staff has been/is very difficult, and I think Hōhepa does a great job overall.

Our family member is leaving school next year and will have a whole new programme. At present, we are very satisfied with the balance in her life and hope to see that continue.

Our son gets a lot of anxiety when there are a lot of relatives.

Appendix D: Final comments from respondents

At the end of the survey, respondents were asked if they had any final comments or feedback they wanted to provide. Three-fifths (62%) had no additional comments, while the rest provided a mix of positive feedback and suggested improvements.

POSITIVE FEEDBACK

We are so thrilled that our son really enjoys his house and has so much to do day-to-day activities. We are extremely grateful.

Thank you; you are an amazing team.

Our son enjoys going to Hōhepa three times a week. Always comes home happy at the end of the day.

We are very happy with Hōhepa, and our family member loves their new home. The staff are lovely. I do think that the workload put on the house manager, to cover many other houses, does put a strain on them and limits their time with each house.

It is not easy managing some people with challenging behaviour, and the staff do this with a great amount of warmth and dedication, for which we are very grateful. Thank you for the good work and wonderful staff you have.

Our daughter was welcomed into the Hōhepa community 18 months ago. It has been an enormous relief to us to have her settled and happy and to know she lives in a caring and loving home with high-quality staff. Thank you.

It's all good, and Hōhepa and the staff are doing very well. I appreciate it as does ****. Thanks so much for this standard of care.

I am very happy with the support, supervision, community involvement and understanding of **** needs. He is very comfortable and contented at ****. The staff are very supportive of **** and of me, as I come on Sundays to go biking with him. **** has gone the extra mile and taken **** on holidays that he loves. **** and **** have been very supportive around reading **** for family events and his own birthday tea out with the whole house. **** has extended the care to a level of involvement with her own family (part of the Steiner philosophy as I see it). I feel very blessed that **** receives so much support and love. Thankyou Hōhepa.

Thank you for the opportunity to participate in this survey.

Very impressive, my sister is treated with the utmost respect, love and dignity.

It has changed my life, having my son living at Hōhepa amongst his peers. He now stands tall and holds his head up straight; he is so happy. When he visits me at home, I can enjoy his visits, and it's a lovely time. I don't know where I would be if Hōhepa hadn't helped us. I have nothing but good things to say about Hōhepa.

MIXED FEEDBACK AND SUGGESTED IMPROVEMENTS

As my friend has been at Hōhepa for many years, I presume that she is happy with the status quo and her part in Hōhepa care. I receive very little communication about her, except for in the newsletter. If it wasn't for updates on her activities in the newsletter, I would receive little or no information about her life at Hōhepa. Having said that, I have no real complaints or issues about her care, etc. To me, this indicates that she is happy in her role and status at Hōhepa.

Communication from Hōhepa has been very poor this year due to frequent changes in the support manager. It has improved over the last two months since I 'made a fuss'. I am happy with the current support manager but unhappy with the frequent changes in staff and the lack of communication about these changes.

While the turnover of staff is unfortunate, it has not worried our daughter. I think the key thing is to fill the role of the main support worker in the house and to know who it is and also to know who is taking the lead for my daughter in the house; that's a bit vague.

CONCERNS / SUGGESTED IMPROVEMENTS

Our family member has lived at Hōhepa since he was a child, and I have been the main family contact person since my parents died. I do not feel I know many of the staff, and as I do not live close by, it is difficult to keep up with the changes. I don't know how this could be improved.

I would dearly love to see much more relaxed meetings communicating about family members once or twice a year and also feedback regarding day-to-day activities that are done to fill in the week. Perhaps feedback from other parents would also help you realise how some older people are struggling with their older children's financial care, as told to us by other parents, especially single-income superannuates. It's heartbreaking to hear how they are struggling.

The support coordinator is not known, so replies are "ambivalent."

We have a range of issues/comments we would like to raise and have listed them below, as there seems to be no avenue for general feedback. Many of these issues could be easily resolved with better information on the website and better communication with families. Our comments are: The questions in the survey are not well designed to elicit accurate feedback from Hōhepa families. Questions would be better with responses that can be ranked on a continuum with free text options available for all questions. There should also be a question around - "What other questions do you think should be asked to measure parent satisfaction with Hōhepa?" Once a set of good standard questions is agreed upon, this questionnaire should be sent every year so trends can be identified. We wonder whether Hōhepa actually wants feedback and will act on it. There are aspects of a "we know best" culture that are resistant to suggestions. The Hōhepa website has very little information about its operational systems and policies; it does not have a visible complaints process or a process for giving feedback or suggestions to improve the operation of the organisation. There is no individual plan or regular review (e.g. semi-annual) of how our family member is doing at Hōhepa. We have not been given a formal report on progress or asked for our feedback. There is a question in the survey about the regional board and governance of Hōhepa, but we still do not understand the governance arrangements of Hōhepa or the exact legal entity 'Hōhepa Canterbury'.

I am not happy with the way Hōhepa seems to be going. It has lost all of the special characters it once had, and it seems to be more about money and not the care and special feelings that it once had, and it is a real shame. The turnover of staff is of major concern, and that seems to be more of a management problem than anything.

Please, Hōhepa, provide care and management to ALL people accordingly and do not place one culture group over the other. We had communication from the parent association management group about 'embedding the Triti ' and asked what was meant and how it affected Hōhepa - never had a response... Overall, the Parent association group leaders need to communicate more and better as they are serving/representing the parents/extended families. We attended the board meetings, and then no information on the discussions and topics is disrespectful to parents and creates an atmosphere of 'you are not worthy to know' - We feel that the leaders of the group do not what they are supposed to be doing for the group and it will be reflected in the attendance of annual weekend events I feel that General Manager must step in more and be more involved to ensure that they do more communication to/for parents/ - hardly any communication is received regarding board meetings or decisions from these leaders which makes for disconnect with Hōhepa - we feel these leaders see themselves as 'elite' entity which entitles them to have certain information which is not shared with the parents, therefore able to steer the parent/extended others, in a specific direction, the tea mornings do not suit everyone and there should be more communication in writing to members at least quarterly, from the Chair.

Although we have some concerns, as reflected in the survey, we do understand that COVID-19 created extreme difficulties with staff, etc, that will take quite a long time to iron out.

I am uncertain about the positions of support coordinator and support manager. The first position that I responded to was in relation to ****, but in the second position, I responded with many “ambivalent” answers due to not knowing who/ what the position is. Same in relation to the board. I don’t know how they operate or their function.

The length of time it takes to get anything changed in our daughter’s house is ridiculously long. Seems like the processes are very tedious.

Stability is incredibly important. We average a change to the programme manager every year and the lead coordinator, almost the same. The carers change about every year, as are young students, and this also means instability and a sense of loss for the people in the home. I believe the organisation needs to review its employment processes to address the turnover of staff.



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