



# Hōhepa Wellington

ARE WHĀNAU SATISFIED WITH  
THE SUPPORT AND SERVICES  
PROVIDED BY HŌHEPA



## Research Design

Hōhepa Wellington contracted truwind to undertake research with the aim to obtain feedback from families and whānau on the services Hōhepa provide and, in particular, the experiences families and whānau may have had with them.

### **METHOD**

Hōhepa provided truwind with a list of clients. truwind managed the invitations, which contained a link to the survey, and sent two reminders to increase engagement.

The survey was open for approximately two weeks, from 3 to 21 October 2024. A total of sixteen completed surveys and four partial surveys were achieved (n=16 + 4 partial) among families and whānau.

### **Reporting**

This report represents the findings of the 2024 research for Hōhepa Wellington. All respondents have been included in the total.



SECTION ONE

# KEY FINDINGS

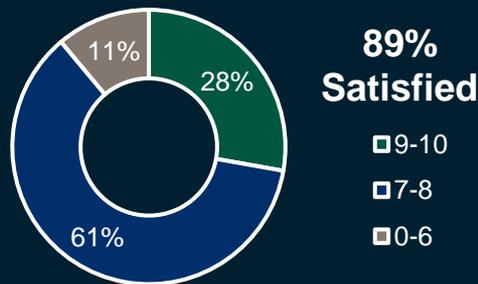
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Hōhepa Wellington

# Key Findings

Most respondents are satisfied with Hōhepa based on the service their family member has received.



*“Hōhepa is amazing - for the first time in his 30+ years, an organisation has genuinely delivered on its promise.”*

*“Staff commitment to their work and duties is phenomenal, and we are so grateful that our family member is able to benefit from their love and care.”*

Respondents are satisfied with the majority of aspects of the Hōhepa’s service. This ranged from the quality of care and respect provided, to the effectiveness and commitment shown by senior management.

90 percent or more agree that...

- Hōhepa’s Support Workers show respect for our family member
- As a family we feel connected to the Hōhepa Community
- Hōhepa’s House Managers and Services Managers team show respect for our family member
- I trust the current regional board and governance group to lead Hōhepa
- Hōhepa values the uniqueness of our family member
- Hōhepa Senior Leadership team are committed to positive change at Hōhepa



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## Key Improvements

The majority of families were satisfied with the services provided by Hōhepa, acknowledging noticeable recent improvements, however, several families mentioned areas needing improvement, particularly in the range of activities/programmes available and specific issues with communication and staff turnover.

This indicates that Hōhepa is on a positive path, but further enhancements in communication are warranted.

*“We have to constantly push to ensure our son is involved in activities.”*

*“Staff turnover and there is inadequate handover to new staff and a lack of management oversight.”*

*“Answer queries promptly - be it Management or House Manager. Weekly House Manager emails - reporting house activities and what they have been up to.”*



SECTION TWO

# OVERALL SATISFACTION

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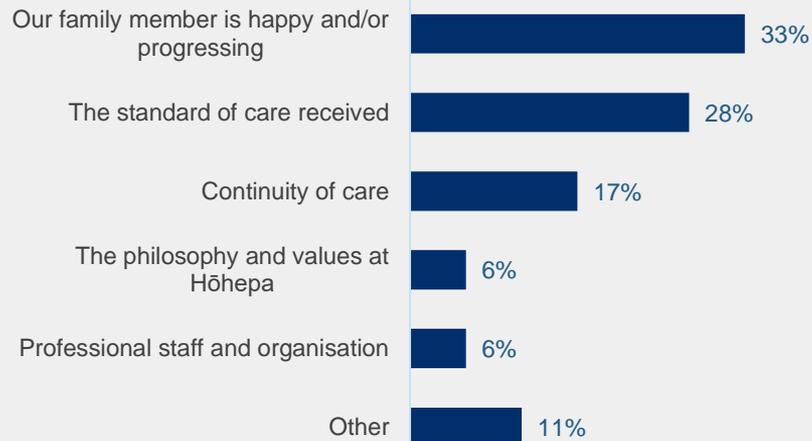
# Overall Satisfaction

The majority of family and whānau (89 percent) indicated that they were either satisfied or very satisfied with only two giving a rating of six or less.

When asked about their reasons for satisfaction, respondents primarily explained that it is because their “family member is happy and/or progressing” or “the standard of care received”.

*“Our son is living his best life and continues to recover (from a serious illness) under the wonderful care and encouragement of his House Manager and support people.”*

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? and Q. What is the main reason for the score you gave? Base: All respondents (n=18).



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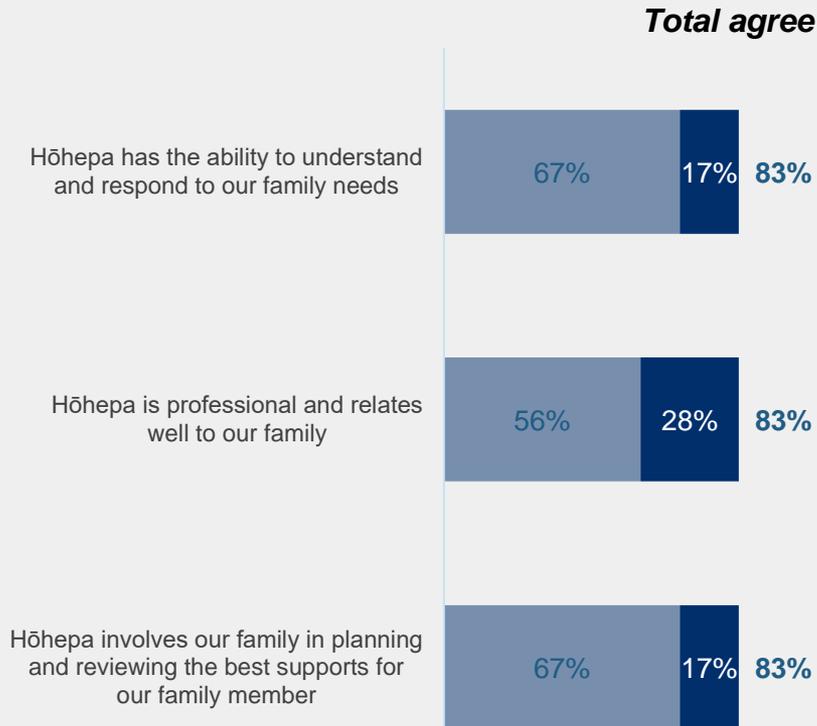
## How Hōhepa deals with families

Agreement levels across all three areas of evaluation on how Hōhepa deals with families were consistently high.

Positively, no respondents expressed disagreement with these statements. Only three out of eighteen indicated they were neutral.

*“For many years we were unhappy with things in Wellington, but things have greatly improved in recent years.”*

Q. Please tell us how much you agree or disagree with each of the following statements about Hōhepa deals with you and your family member? Base: All respondents (n=18).



■ Agree ■ Strongly agree

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# Hōhepa delivers services successfully

Overall, families and whānau expressed high positive sentiment regarding the services they received from Hōhepa.

Four out of five respondents agreed with all services delivered by Hohepa, with the expectation of families noticing a change for the better with their family members. This strong endorsement reflects not only the quality of the services provided but also indicates that the needs and expectations of families were largely met.

While lower than other measures, two-thirds felt their family member had changed for the better since coming to Hōhepa.

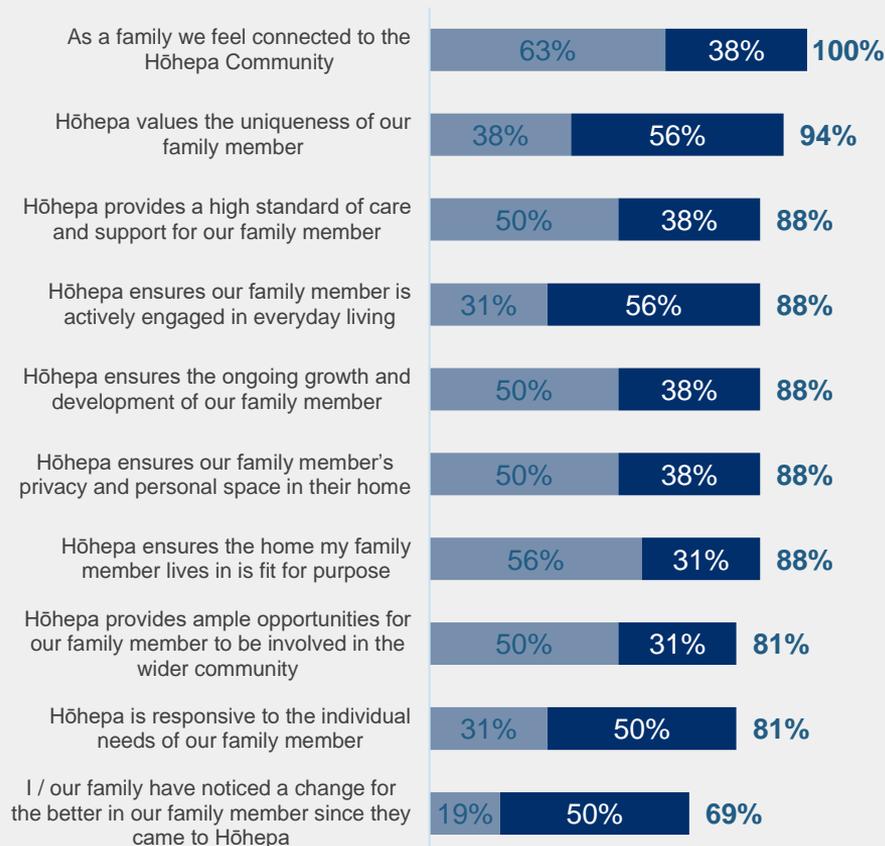
However, it is positive to note, that only six percent of respondents disagreed with this statement, indicating that overall Hōhepa is performing well in this measure.

*“Our responses to the questions have been all extremely positive because that is how all of our dealings with Hōhepa’s have been. Staff commitment to their work and duties is phenomenal.”*

Q. Now thinking about the services your family member received at Hōhepa how much do you agree or disagree with the following statements? Base: All respondents (n=16).



## Total agree



■ Agree ■ Strongly agree



SECTION THREE

# PERFORMANCE OF THE HŌHEPA TEAM

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# The Hōhepa team – Support Workers

All family and whānau perceived support workers as respectful toward their family members. Attributes such as being "friendly and approachable" and "able to handle and respond to problems" received high ratings of 88 percent.

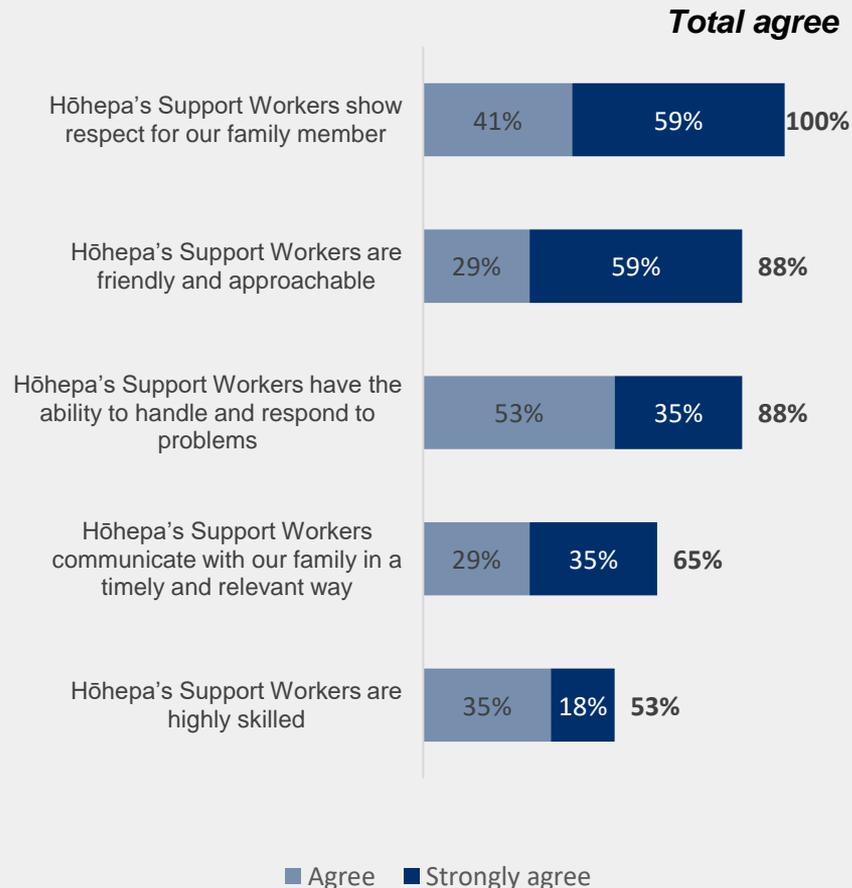
Two-thirds (65 percent) felt support workers' communication was timely and relevant and just over half (53 percent) felt workers were highly skilled.

These results likely reflect the dedication of care and effectiveness in fostering positive interactions and managing challenges, while highlighting a potential area of focus for staff upskilling and retention.

*“Our carers are a pleasant bunch of people, and I do feel they act in a kind way towards our young person, although perhaps they do not always understand the reactions and why they might occur.”*



Q. When thinking about the Support Workers how much do you agree or disagree with the following? Base: All respondents (n=17).



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## The Hōhepa team – House Leaders

All respondents agreed that house and service managers show respect for family members.

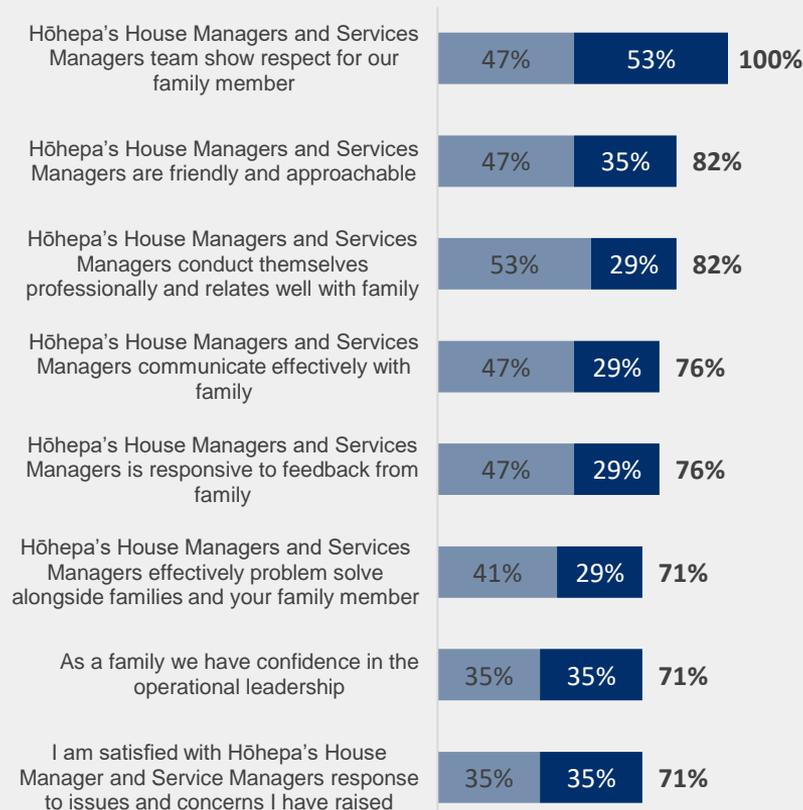
The remaining measures showed relatively high levels of agreement ranging from 71 to 82 percent.

The three lowest-performing measures focused on staff's problem-solving skills and response to issues. While these measures were perceived highly, these results do outline an opportunity for Hōhepa to enhance their communication and response to families and whānau.

*“We were disappointed to recently find out that Support staff were advised not to talk to the parents and so we were kept in the dark about a lot of things which we had particularly asked to be told about - the good and the bad. I have no idea why the house manager gave this directive.”*

Q. When thinking about our House Leaders how much do you agree or disagree with the following? Base: All respondents (n=17).

### Total agree



■ Agree ■ Strongly agree



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## The Hōhepa team – Senior Management

Agreement with senior leadership was consistent across all evaluated measures, with all but one measure achieving agreement of 81 percent or higher.

While three-quarters of respondents were satisfied with senior leadership response to issues or concerns raised, one-quarter were neutral towards this aspect of Hōhepa’s service.

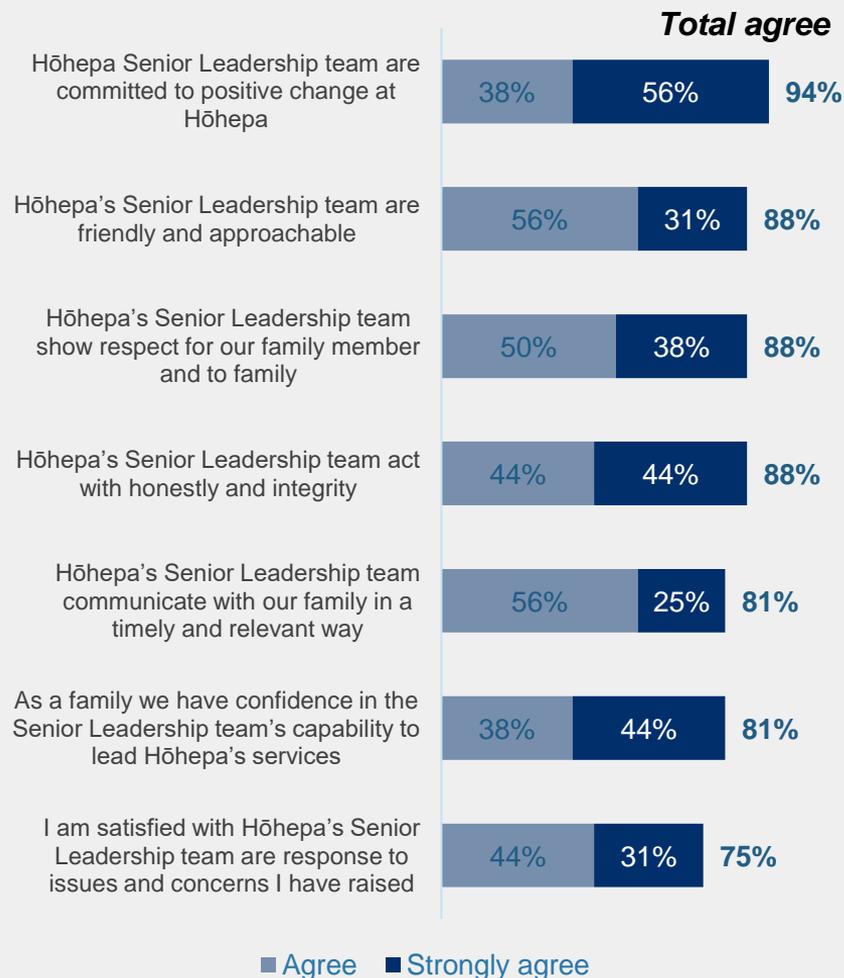
However, it is positive to note that not one family or whanau expressed disagreement with any statement.

This may indicate that most respondents felt positive about the direction and decisions made by the leadership team but felt more could be done in terms of responding to issues.

*“After the terrible senior management team we had seen in the first couple years, so glad they have gone. We have hope for the current team to make things better and to improve the service”*



Q. Now when thinking about the Senior Management (responsible for the strategic vision and operations of the organisation) at Hōhepa, how much do you agree or disagree with the following? Base: All respondents (n=16)





SECTION FOUR

# GOVERNANCE OF HŌHEPA

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# Governance of Hōhepa

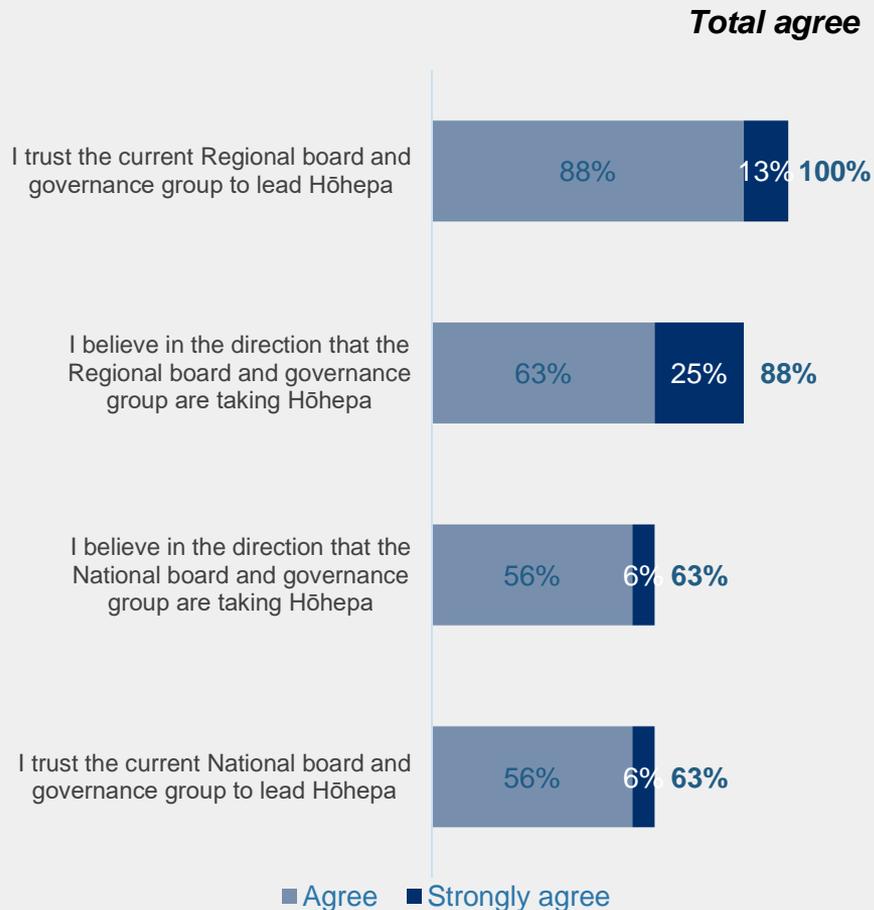
Performance of Hōhepa’s regional governance was perceived highly, particularly in family and whānau’s “trust in the regional board to lead” and “belief in the direction that the regional board are taking”.

While the agreement with statements relating to the National Board achieved lower levels of agreement at 63 percent.

When looking at individual responses both National Board measures saw a large amount (38 percent) of neutral responses, this may indicate that people feel less up-to-date or informed about the national governance of Hōhepa.

No respondents disagreed with any statements relating to the performance of Hōhepa’s governance.

Q. Now when thinking about the governance of Hōhepa, how much do you agree or disagree with the following? Base: All respondents (n=16).



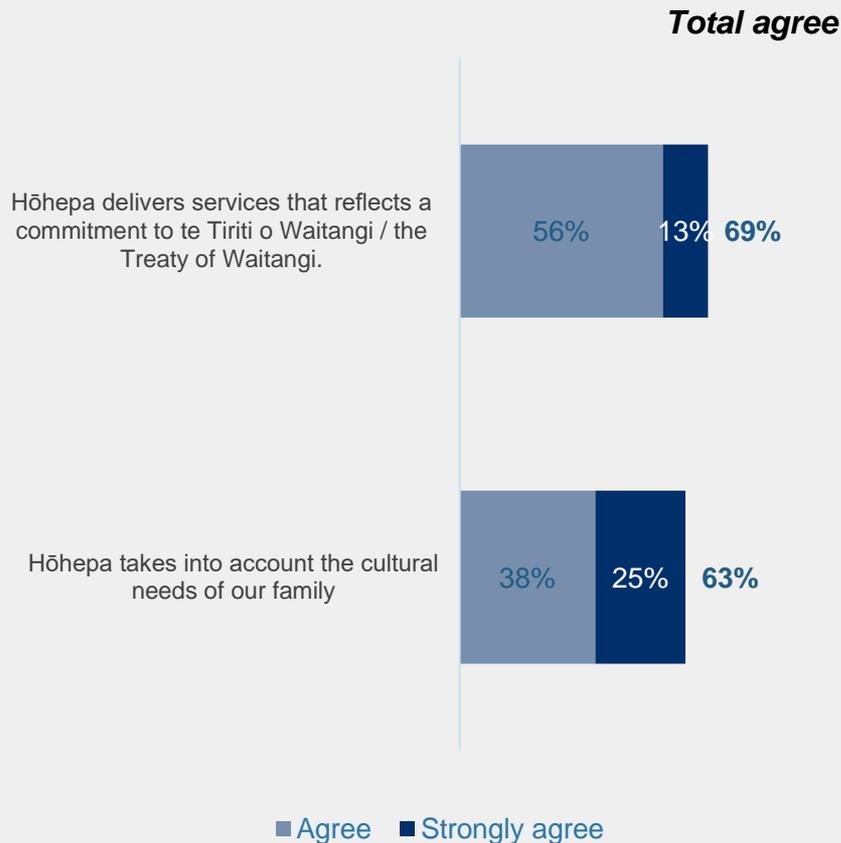
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# Cultural Needs and Te Tiriti o Waitangi

The majority of respondents agreed with these statements, no respondents stated that they were dissatisfied with either statement.

This may be an area where Hōhepa could expand, perhaps increasing awareness of their commitments to Te Tiriti o Waitangi and their ability to translate and adapt the cultural needs of clients into day-to-day care.

Q. Now thinking about the services your family member received at Hōhepa how much do you agree or disagree with the following statements? Base: All respondents (n=16).





SECTION FIVE

# SUGGESTED AREAS FOR IMPROVEMENT

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## Areas to improve

Areas of improvement varied, the largest consistent statement made by families and whānau stated they have nothing to add (28 percent).

The main improvements suggested by families and whanau were providing the range of activities and programs (17 percent), staff turnover, management and communication (11 percent).

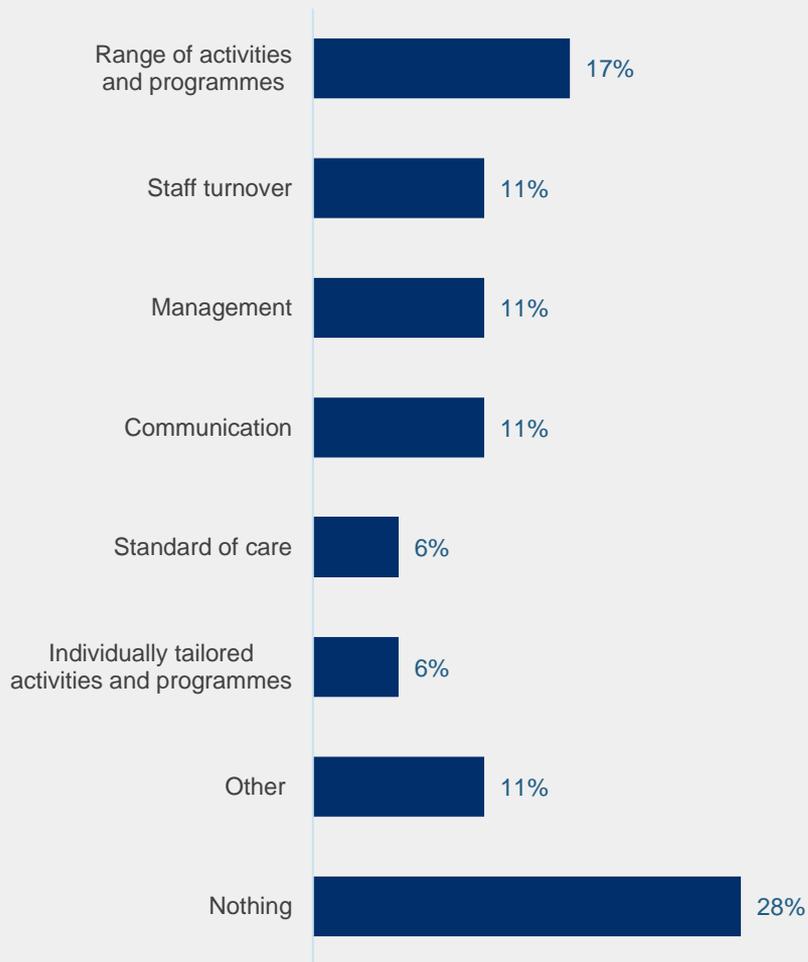
*“We have to constantly push to ensure our son is involved in activities.”*

*“Staff turnover and there is inadequate handover to new staff and a lack of management oversight.”*

*“Baking, gardening, modeling activities if needed. More physical activities - actual walking not just driving to park or beach and sitting.”*

*“Answer queries promptly - be it Management or House Manager. Weekly House Manager emails - reporting house activities and what they have been up to.”*

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=18).



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# Hōhepa's Communication

More than half of respondents felt that Hōhepa communicates well with family (67 percent) and that they receive sufficient information about their family members (61 percent).

An interesting observation made among these statements were that a small proportion of families and whānau disagreed with each statement (disagreement ranged from 17 to 22 percent).

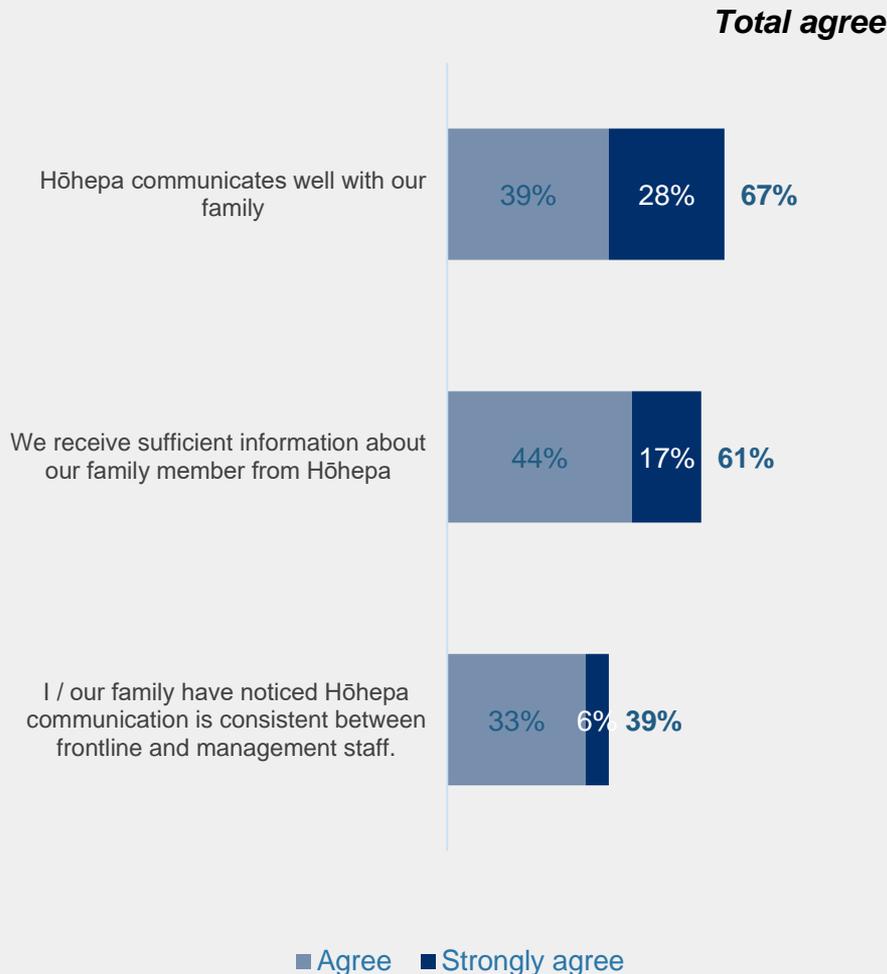
These results highlight an opportunity to improve communication practices both internally and externally.

*“The house manager is not at the house supervising the house each day and sometimes during our conversation he is not aware of what happened in the house.”*

*“Communication and management oversight of the individual houses and residents appears to still be in need of improvement, although the intent to make things better seems to be there”*



Q. Please tell us how much you agree or disagree with each of the following statements about Hōhepa deals with you and your family member? Base: All respondents (n=18).



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## Additional Comments

Family and whānau are grateful for the care their family members receive. They appreciate the hard work from staff and want to know staff are well-resourced and supported in their roles. They are hopeful for continued improvements in communication and management.

*“There seems to be more Managers in recent times... I am concerned that staff on the ground aren't sometimes listened to or heeded, as to how they're coping with the demands of their job....a lot of paperwork and administration takes away from being 'on the floor.’”*

*“Overall, I'm really happy with the life my daughter is having at Hōhepa...and she's happy too!”*

*“We are of course very grateful to have Hōhepa because we do feel it's the best place we could find for him. We do appreciate the staff have some tough situations at times.”*

*“I feel management is becoming top heavy... Staff working in the homes need to be valued and not just asked to cut corners in order to meet budgets.”*

*“The carers at Hōhepa Wellington have always been good. They will only improve now there are much better Managers and Governors in place.”*

*“We often feel that opportunities are lost to share information when we collect our young person for a day out in the weekend. There's opportunity to fill us in on the week but this opportunity is usually not taken even if the House Manager is there. I feel I have to ask the questions to get information.”*

*“Thank you for all the work you are doing. It is much appreciated.”*



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## Appendix - Demographics

Q. How long has your family member been at Hōhepa?	Percentage	Number of responses
Less than 5 years	42%	8
5 years to 15 years	42%	8
More than 15 years	16%	3
Total sample	19	