

Welcome

Winter 2026

Dear Families & Friends of Royal Oak,

A warm welcome to all our new residents and their families. Many of our residents and team members have called Royal Oak home for many years, creating a caring and close-knit community that we are proud to be part of. We hope we can help make your transition as smooth and comfortable as possible.

We take pride in providing a safe, welcoming and enjoyable environment for everyone. If you have any questions or concerns, please speak with the senior staff member on duty or contact the Care Home Manager or Clinical Coordinator.

We're committed to delivering the highest standard of care and service. Your feedback is always welcome and plays an important part in helping us continue to improve. Families are warmly invited to attend our monthly Residents' Meetings, with minutes displayed on each suite noticeboard for anyone unable to attend.

Winter reminder

As we move through winter, please help protect our residents by postponing your visit if you're unwell, practising good hand hygiene and following any guidance from our team. Thank you for helping keep our communities safe.

Activities and Celebrations

**New Zealand Sign Language Week**

To mark New Zealand Sign Language Week, residents watched a film exploring what it's like to grow up deaf, followed by a discussion about raising awareness and inclusion.

Former activity coordinator Tai, who was born deaf, joined Amit and resident Shirley to teach everyone some basic sign language. Shirley had been practicing beforehand and did a wonderful job helping lead the session.

Samoan Language Week

Residents celebrated Samoan Language Week by learning about Samoan history, culture and traditions. Laila from Siva Samoan visited Royal Oak, sharing traditional customs and artefacts, while cultural performances brought the stories and traditions to life.

Winter Gardens bus trip

Residents enjoyed a visit to the Wintergardens in Parnell, where they met Auckland Domain Site Manager Jonathan Corvisy, who shared the Domain's history. After warming up with hot drinks and homemade treats prepared by the kitchen team, residents enjoyed learning about the gardens from a gardener.



Improvements and Initiatives



Jammies for June

Royal Oak proudly supported the Jammies for June campaign, collecting new pyjamas to help keep children warm this winter.

Residents, families, friends and staff generously donated pyjamas and financial contributions throughout June. All donations were delivered to CHT's Central Support Services before being passed on to Middlemore Hospital for distribution to children in need.

A heartfelt thank you to everyone who supported this wonderful initiative. Your generosity will help provide warmth, comfort and dignity to children this winter.

Resident Stories: Meet Pat and Josie

When Josie arrived at St Margarets in 2022, Pat had already been living at the care home for about 18 months. The two quickly became friends, and these days you'll often find them side by side, whether they're enjoying the sunshine, heading out for a walk, sharing a cup of tea or settling in for their favourite evening television programmes.



Just as often, they're simply happy to enjoy each other's company. Their conversations drift from family and memories to how times have changed and, of course, what's for dinner. Through smiles, kind words and a reassuring hand to hold during life's more difficult moments, they've built a friendship that brings comfort and joy every day.

Ask Pat and Josie the secret to a lasting friendship and they'll tell you it's simple: a little patience, plenty of tolerance and genuinely enjoying being together.

Note from the Care Home Manager

Many of you will have noticed me back around the care home in recent weeks, and it has been wonderful to reconnect with residents, families and staff as I gradually resume my role at Royal Oak.

I'd also like to acknowledge Clinical Coordinator Marjorie Fernandez, whose leadership, together with the support of our dedicated team and senior management, has helped ensure residents, families and staff have continued to receive the high standard of care and support that Royal Oak is known for. I am incredibly grateful for everything they have done during this time.

Thank you for your continued support. I look forward to welcoming many of you to our much-anticipated Residents' Christmas Party in early December. Invitations will be sent closer to the time, so please keep an eye out and be sure to RSVP promptly, as places are limited.

Best wishes,

Nicki Wallace
Care Home Manager
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