

20 June 2012

Ross Duncan
Norfolk Lodge Waitara Limited

Dear Ross

Re: Certification Audit carried out on 7-8 February 2012 under the Agreement for the provision of Aged Related Residential Services between Norfolk Lodge Waitara Ltd (T/A Norfolk Lodge Rest Home) and Taranaki DHB

**Provider Number 562453
Agreement Number 264401**

Thank you for submitting your most recent Progress Monitoring Report in relation to the above named audit.

Following the successful remediation of the outstanding issues identified in the audit, I am pleased to inform you that the audit process is now closed.

I wish to acknowledge your efforts and thank you for the corrective actions taken to remediate the issues identified in this audit. I appreciate the effort that you and your team have put in to address the corrective actions.

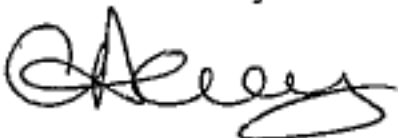
I recognise that quality improvement is a team effort and I would therefore be grateful if you could pass on my thanks to the entire staff team working at Norfolk Lodge Rest Home.

I would also like to note how pleasing it was to see that the audit raised so few issues, particularly as your previous surveillance audit found no issues of concern. I recognise that Certification Audits are incredibly thorough, and you should be proud of this audit result.

I would like to take this opportunity to thank you for your ongoing commitment to the delivery of high quality health and disability support services in our region.

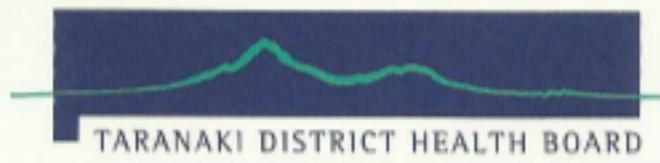
If you have any questions regarding this letter please do not hesitate to contact me on 06 753 7777 extn 8566 or email Channa.Perry@tdhb.org.nz.

Yours sincerely



Channa Perry
Portfolio Manager

CC: Brian Gubb, **Senior Manager Performance & Contracts**
Pauline Mataku, **Manager, Norfolk Lodge Rest Home**



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8 June 2011

Ross Duncan
Norfolk Lodge Waitara Limited

Dear Ross

Re: Surveillance Audit carried out on 22 March 2011 under the Agreement for the provision of Aged Related Residential Services between Norfolk Lodge Waitara Limited and Taranaki DHB

Provider Number: 562453
Agreement Number: 264401-09

I refer to the Surveillance Audit that was carried out on 22 March 2011 and have noted that no issues of concern were identified during this audit.

The audit report noted that the 16 areas of improvement identified at the last Certification Audit had also been addressed completely.

I am writing to acknowledge your efforts and congratulate you on the excellent result of this audit, particularly acknowledging the improvements that have taken place since the last audit.

I would also like to take this opportunity to thank you for your ongoing commitment to the delivery of high quality health and disability support services in our region.

If you have any questions regarding this letter please do not hesitate to contact me on 753 7777 ext. 8566 or email Channa.Perry@tdhb.org.nz.

Yours sincerely

Channa Perry
Portfolio Manager

cc: Brian Gubb
Senior Manager Performance & Contracts