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# Family Newsletter

## Warm greetings from Vulori and Jan

New beginnings and fresh starts came to mind as we welcomed in a New Year. We wish you and your loved ones continued success and may you experience favourable circumstances in all your plans.

2017 has begun with a significant achievement in attaining Tertiary ACC Workplace Safety Management accreditation. Tertiary is the highest level it is possible to achieve, and is only attained by facilities with robust health and safety systems strongly supported by the commitment of staff. We are proud of the wonderful work our staff do.

To provide care to a high standard, we rely on your open communication and feedback. It is important that you are aware of our complaints process, which is described in more detail on the back page of this newsletter. We truly regard every complaint as a gift, because it enables us to improve the service we provide. Please remember that our door is always open and you are warmly welcome to come in for a chat at any time.

As always, we have much to report, both already achieved and in the planning stages.

Christmas was a highlight of 2016. It is always wonderful to see the joy it brings our residents to celebrate Christmas with visiting family members here in their home. I would like to thank all our families who came to celebrate Christmas with us at our Family Christmas Gathering, and also to those who came and spent their Christmas Day with us.

There has been much anticipation regarding the planned renovation of our bathrooms, and we are happy to report that this is now in the process of being scheduled in by the contractor. Meanwhile, the hallways and lounges



have had a fresh touch of paint and are looking nice and bright.

In terms of staff news, we congratulate Merry Empleo and Meryl Anne de Chavez on completing their ACE Core and ACE Advanced papers. Merry is continuing with her studies, and will be starting her Diversional Therapy papers soon.

Two new Registered Nurses, Jiju George and Eunice Ardiente, have joined our team, as well as several new caregivers. We have a new trained Diversional Therapist, Shirly Espedido, bringing fresh expertise to our activities team, who joined us in November last year.

A new entertainer has been added to play regularly at Miramar, and has been booked in advanced for the coming months. Afternoon activities are now focused on group activities after lunch, with both Kaibigan and Loloma residents who are able to gathering together for afternoon tea.

Please remember that you are most warmly welcome to join us here at Millvale House at any time, and to stay for a meal if you wish. We look forward to welcoming you.



Part of the delicious afternoon tea provided by our cooks for the Christmas Family Gathering

## Thresholds

**Alison Hume**

Lately I have been taking some steps towards putting things in place so that I can have a less active role in our rest homes and identifying other ways in which I might make a meaningful difference to this world of ours. Although this is a positive process for me, it does involve some sadness. I have been finding much pleasure and solace pondering the comforting words of John O'Donohue:

“No threshold need be a threat, but rather an invitation and a promise. Whatever comes, the great sacrament of life will remain faithful to us, blessing us always with visible signs of invisible grace. We merely need to trust.”

Our lives are full of thresholds: endings, and new beginnings. Sometimes I am conscious of being on the cusp of a change and am able to draw on the wisdom of the still, quiet voice in the depths of my being for courage and comfort. At other times I am confronted with an unexpected and sudden change that I do not have the luxury of preparing for. These times remind me that our lives are tenuous and fragile, yet resilient. None of us can ever be sure what the future holds.

Every day, new life is beginning and other lives are ending. Often we are

not ready when someone dear to us moves on. Yet transitions are an important and positive part of our lives, as necessary as they are inevitable.

Each one of us who lives, visits or works here in this home walks alongside, on a day by day basis, people who are in the last hours, days or months of their lives. In this we see our own mortality reflected. Death is a frontier that none of us know anything about. In contemplating that threshold and whatever lies beyond, our hearts open and we go deeper. We find out a little more about who we are at the deepest level of our being. We are fully alive in the moment. There can be an exquisite mix of tenderness, joy and sadness.

I am reminded of the words of Helen Keller: “What we have once enjoyed we can never lose. All that we love becomes a part of us.”

I would like to share with you with a special little Gaelic blessing I have in a frame in my home:

Deep peace of the running wave to you  
 Deep peace of the flowing air to you  
 Deep peace of the quiet earth to you  
 Deep peace of the shining stars to you  
 Deep peace of the gentle night to you  
 May the moon and stars pour their healing light on you.

Alison

## Visiting our Facebook page

While many families visit our website when they are first investigating care options, few people are aware of our Facebook page or visit it on a regular basis.

The Facebook page can be accessed by clicking on the link at the top right of the website. Our Facebook page is current, topical and updated on an almost daily basis. By ‘liking’ our page you will ensure that our postings will come directly through to your own

Facebook home page for you to enjoy on an ongoing basis.

Our page has regular contributions from our team, ensuring that updates cover a variety of subjects including staff and facility news, activities, magic moments, and links to informative articles about dementia.

Previous issues of our Family Newsletters are available on our Website.



## A hand picked team

Occasionally family members and visitors express surprise at the age and multicultural makeup of our staff team.

Each member of our team has been hand-picked with great care. Many are registered nurses in their own country, with the courage and initiative to start a new life far from home and family. Every staff member is chosen because they have what we

call 'knack' in working with people with dementia. They know how to love and care for someone as if that person is their very best friend, and they are passionate about working in this way. Our staff are loving, capable and experienced. We are enormously proud to have such committed and professional people working with us. Their cultural diversity, energy and dedication enriches us all.



Van outings are among the most popular of our regular activities

## EPOA Family Survey

Very many thanks to all those who returned the EPOA family surveys sent out late last year. 18 Welfare guardian surveys were mailed out on the 5 October 2016. 7 Responses were received, providing a 38% return rate.

We did not meet expectations of family in the following areas:

*Q13 Do you feel comfortable approaching a Diversional Therapist regarding information and suggestions about activities your loved one is involved in?*

*Q14 Are you happy with the work carried out by the Diversional Therapy team for your loved one?*

*Q15 What is your overall impression of the laundry service?*

*Q18 How would you rate the smell of this home?*

*Q23 How would you rate the quality of meals your relative receives?*

*Q25 Are the likes, dislikes, cultural preferences and special dietary needs of your relative taken into account?*

Quality Improvements and remedial actions relating to these comments are as follows:

Q15: Discuss at staff meeting correct washing and care of woollen jerseys/blankets. "Care of woollens" instructions to be displayed in laundry. Review of laundry processes with machine/chemical supplier Meeting with staff clearly specifying

required standards

Linen stocktake to check quality of supplies

Q 13 and 14: Activities profile sheet to be completed with family upon admission.

Diversional Therapist to always attend and provide input into MDT meeting Family aware of suggestion box as alternative to speaking with Diversional Therapist.

Activity photographs to be displayed on family noticeboard

Q18: New carpet has been laid. Cleaning schedule to be reviewed Operations Manager to reiterate to all staff the importance of adhering to the cleaning schedule at all times Trolley with soiled linen to be moved to laundry in a timely manner.

Q23: Review the menu regularly and offer alternative option for residents with special dietary needs. Talk with family members at focus group meetings about what specifically would improve the food service.

Q25: Feedback from this survey , especially regarding food preferences/dietary requirements, discussed with cooks

Most of the comments were positive in terms of the standard of care we provide. Thank you once again for your feedback, both positive and negative.



Residents and visitors enjoy the live entertainment provided at weekends

## Concerns and complaints: your gift to us

As we strive each day to provide the very best possible care to our residents, it can sometimes be hard to identify where changes are required to improve upon the service that we provide.

We would like to say a special thank you to each and every one of you for providing us with feedback, either positive or negative. We really appreciate your honesty and the time it takes to let us know when things have not gone quite the way you would wish. Your concerns and complaints provides the opportunity for us to pass on this feedback to all our staff and take corrective action when needed, as part of our ongoing quality improvement programme.

Please remember that our door is always open. You are welcome to pop in for a cup of tea and a chat.

### Caring for possessions

Occasionally we have incidents of treasured jewellery, especially rings, going missing. We would like to remind you of the importance of taking residents' rings away home with you.

It is important to stress that we cannot be responsible for any loss of property, and that this is very likely to occur, especially in an environment where people with dementia are cared for.

If a resident has a strong sentimental attachment to a particular ring, we suggest that you consider substituting an inexpensive copy for the original,

Suggestions to improve our service should be made on a Quality Improvement Form. If you wish to make a complaint about something you are unhappy with, a Complaint Form should be used. The completed form can be given to any staff member, or put in our suggestions box.

Please ensure that any verbal complaint is made directly to either Vulori or Jan. If they are not available then the complaint should be made in writing on a complaint form to ensure that it goes through the correct investigation and resolution process.

Advocacy Services (0800 555 050) are available to assist you if required.

We always welcome your ideas and concerns, and your loved one will never be disadvantaged by anything you may share with us.

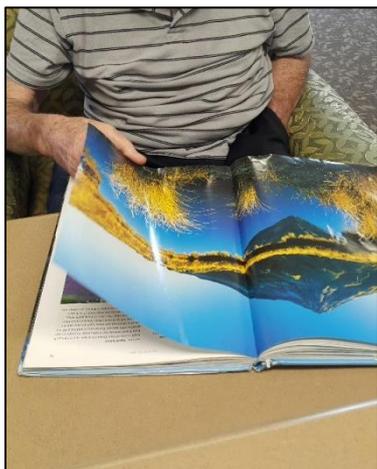
which can then be kept safely by your family.

We require all clothing to be named upon admission, and any new items to be clearly marked before they arrive. Names or initials written with laundry pen onto existing clothing labels are not sufficient. Commercially printed labels either sewn on or ironed on will significantly reduce the likelihood of clothing being misplaced.

Please remember that we discourage expensive woollen items, which are easily damaged in the wash. Please select easy care clothing wherever possible.



Our raised gardens have been a blaze of colour this summer



Quiet time spent enjoying a beautiful book

**Second Point of Contact:** Sometimes, for a variety of reasons, there may be a need for a second point of contact to discuss an issue with. Vicky Jones, our Operations Management Leader, is available Monday-Friday 8 a.m. to 4.30 p.m. to discuss any issues of concern. (03) 385 1286 x 9 or [vicky@dementiacarenz.co.nz](mailto:vicky@dementiacarenz.co.nz)

**Admissions and Funding Navigator:** Deidre Hickey, our Admissions and Funding Navigator, is available to help you through the unfamiliar and sometimes confusing admission and subsidy application process. Deidre can be contacted at [deidre@dementiacarenz.co.nz](mailto:deidre@dementiacarenz.co.nz).

## Activities in our Small Homes

The traditional view of 'activities' in a rest home context, or Diversional Therapy as it is often called, is of bingo, baking activities, outings, sing-alongs, themed days, craft and creativity: of groups of residents animatedly engaged in interaction with one another as well as with the facilitating person, primarily with a recreational focus.

We are often asked why we do not do more conventional activities in our homes. The reason is complex and central to our philosophy of caring for people with dementia.

Increasingly, as current thinking moves away from a medical and towards a social model of care, significant changes are evolving in our approach to activities in our homes.

We now realise that the perception of the way in which care should be delivered has traditionally been informed by medical practitioners and registered nurses. This is often in conflict with the what the person living with dementia would choose. Often the person with dementia is unable to appreciate their need to be 'cared for', particularly in a medicalised environment.

The same applies to 'activities'. An older person in a family home in the community does not often take part in regular organised 'activities' within their home, unless they choose to host a bridge club or book club, for example, or have grandchildren visiting. When at home, they simply live life.

Key to what we call our 'homely approach to care' is creating an environment that closely mirrors a household living experience. This is a challenge, as most of us do not live in a home with upwards of 12 other adults with a group of staff. However, supporting access to familiar homely

activities can go a long way towards creating a relaxed, natural and productive social environment. Gradually, as we dispense with clearly defined roles like cleaners and laundry staff, we are moving towards a model of care where residents and staff share in housekeeping and various other activities of daily living together. Most residents enjoy voluntarily helping with setting the table, folding linen, peeling vegetables, flower arranging and gardening. It seems that doing what they have always done helps them stay connected to their previous lives and memories, giving them a sense of continuity and wellness, in addition to the sense of value associated with contributing to the practical running of their home.

All those who work effectively – which is by definition therapeutically – with people who have dementia become very skilled at establishing meaningful connections with residents through the interactions that accompany activities of daily living, whether showering, choosing what to wear, applying makeup and selecting jewellery, shaving, preparing and eating a meal, washing the dishes, or reading a magazine together. In our small homes these interactions occur spontaneously with all staff and all residents every day, many times within a day. They are characterised by a loving, in-depth knowledge and understanding of each person, and by patience, concentration, empathy, humour, and love. They provide the context and opportunity for talk, reminiscence and the ongoing development of close, trusting relationships. They are enormously valuable and valued.

Making eye contact and sharing a



Polishing shoes with a friend

smile, the sharing of memories, or being offered a biscuit still warm from the oven are simple yet vitally important ways of fulfilling the Universal Emotional Needs defined by Jane Verity, an Australian Occupational Therapist working extensively in the area of dementia care:

- To feel needed and useful
- To have the opportunity to care
- To love and be loved
- To have self-esteem boosted
- To have the power to choose

Small miracles of connection occur day by day and moment by moment in each one of our small homes. Woven together into the tapestry of the lives our residents and staff share so intimately, they are intricate, complex and deeply meaningful: the fabric of life.



Helping with laundry is a familiar activity enjoyed by many residents.

## Magic Moments

*Every day magic moments occur for residents and staff alike. At each facility we keep a Magic Moment Book in which members of the staff team record and share these special moments. Reading the stories reminds us all of the value of the moments we share with these special people.*

Seeing a resident's enjoyment of our van outing, and especially assuming the role of 'tour guide' on the trip

Watching a resident win musical bingo and seeing the glow on his face.

Sing-alongs with residents and having one of them play the piano. Seeing them smile and enjoy themselves so much is truly wonderful.

The birthday of one of our residents was coming up and he was going to have a party at the weekend. I went to check if he needed a hair cut or podiatry so that he could look his best for his birthday. I saw him in the hallway and asked permission to check his nails to make sure he was ready for his birthday. And he suddenly said, "Oh yes, my birthday December 12." The date was correct!

A resident told me: "You are as warm as toast. I like to hold your hands. I love you."

We have a resident in the rest home who hasn't been on a van outing for a long time due to his poor mobility. We brought the lazy boy beside the van but he didn't want to get out. Then we pointed out his wife who is also a resident and was inside the van. He unexpectedly stood up and slowly went inside the van with a big smile on his face.

A resident requested a complaints book in order to suggest that caregivers should be paid \$1000 a day!

It was wonderful to see one gentleman's enjoyment of the entertainment, in which his wife played the piano. He enjoyed the entertainment so much that he conducted the music at times!

It was wonderful to see the enjoyment of the many residents who participated in "Cultural Day 2016". They really enjoyed the music, songs and dance performed by the staff, and the food from different countries they had prepared. Some of the residents shared information about their own culture and lives. We had a lot of fun together.

Residents wearing different hats and watching the Melbourne Cup all placing bets on their choice of horse and cheering them on during the race. What a great atmosphere!

I was so happy to see this lovely lady smiling on her birthday. She was so happy to see her family members, including her grandchildren. She said, "Little ones are gorgeous and sweet".

Sometimes people who live here do things differently and some people can be unpredictable. Please do not take this personally. We teach our staff how to handle these situations. If you are uncomfortable or unsure about anything, please talk with a staff member.