

Family Newsletter

March 2018

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A message from Roxanne and Rhea

We take great pleasure in greeting you with our first family newsletter of 2018.

As usual, December was a month of special festive activities and events. One of the highlights was the Family Christmas Gathering, which was a great success with many visitors and guests joining their loved ones here in their home for a wonderful afternoon of live music, delicious food, shared companionship and laughter. We would like to thank everyone who shared this special occasion with us.

We hoped you had the opportunity to share many special moments over the holiday period with your loved ones. Even if time was fleeting, let us treasure those special times and create magic moments together each time we visit.

We have now welcomed the New Year with great weather. For our residents, the lovely weather has meant that they are able to spend more time outside enjoying our beautiful gardens and the tranquil surroundings of the Lindale valley.

2017 was a significant and successful year for Millvale Lodge. We successfully completed two external audits and have implemented some positive suggestions regarding increased social and community involvement for our residents.

Last year was a time of change for the staff team, with some adjustments to the staffing structure. Like most changes this



took a little time for us all to adapt to, but with continued monitoring and review paired with maintaining open communication with staff, everyone soon settled in with the changes. We would like to assure you that the quality of care remains as high as it has always been.

We are delighted to introduce new Registered Nurses to the team, bringing new skills and experience to residents and families. Welcome aboard to our new RNs Margaret, Preeti, Jan and Connie, who are excited to join our team and get to know our residents and families.

We look forward to another wonderful year together and remind you that our door is always open for a cuppa and a chat.

IMPORTANT REMINDER

Please ensure that all items of value, especially hearing aids, dentures, glasses and jewellery, are fully insured. Unfortunately we do not take responsibility for loss or damage which may occur.

We advise against the purchase of delicate or woollen items which may be damaged during the laundry process.



A time of renewal

Andrew Sheard

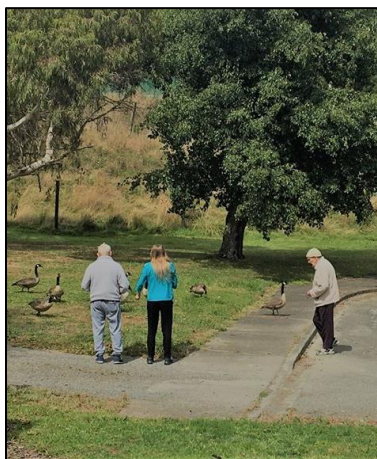
I have been enjoying coming to Millvale Lodge regularly and talking recently with new staff about our Vision and Values. This is an important opportunity to make a personal connection with each person who has chosen to work for us, and gain an understanding of the very special qualities which have drawn them to the work we do. Home and family are values which consistently shine through, and which we all share. Our Vision and Values links closely with our flagship 'Best Friends Approach to Care' course. This encourages all those who work for us to draw on their personal experiences of close and loving relationships in their approach to care.

We are in the process of renewing our Vision and Values at present to ensure

that they are current and fit with the needs of residents, families and staff in a rapidly changing world. Input from the staff team has been sought to include everyone in this important process.

You may have noticed a change of uniforms over the past few months. Our staff are now able to choose between a range of different colour tops. This has been done to minimise the institutional associations of a 'uniform' and encourage people to express their individual preferences and personalities at work.

On a personal note, this year will be a special one for my family with the expected arrival of a new baby in March, so for us this is a time of preparation, anticipation and renewal.



You never know who might turn up at Millvale Lodge for a visit. Here we are having fun feeding a gaggle of friendly geese.

Questions we are sometimes asked

Recently, families have been interested in the introduction of Home Assistant/Housekeepers to help with the cleaning and laundry. We are still in the process of 'bedding in' this new system, but are confident that it will have the intended effect of freeing up our experienced caregivers to devote more time and energy to resident care. We are working closely with our staff team to monitor and refine duty lists as we move forward through the change process.

In the hot summer months, many families request air conditioning in our homes. However, we feel that air conditioning would close the environment up and limit the areas residents are able to utilize freely. It would be difficult to set the temperature to suit everyone's needs, as each person experiences temperature differently. Older people tend to feel cold more than heat, especially those who are relatively sedentary. We prefer to position those

who prefer it to be cooler in a breeze by a window or door or even outside in the shade. Staff are reminded to dress residents appropriately and encourage them to drink plenty on hot days.

We are often asked why we discourage live television in our lounges for people with dementia. There are good reasons for this. Some people who have dementia struggle to differentiate between what is real and what is not. This can sometimes trigger distress if programmes depicting violence or destruction are shown. Also, people with dementia often cannot cope with a number of stimuli at one time. For this reason we prefer to encourage focused social interaction and participation in familiar homely activities. It is important for people with dementia to have times of quiet. Like many of us, they need peaceful times of reflection each day.

Families are welcome to install a TV in their loved one's bedroom if they wish.



We are very privileged to have the wonderful entertainer Rewa perform for our residents every month

The Best Friends approach to care

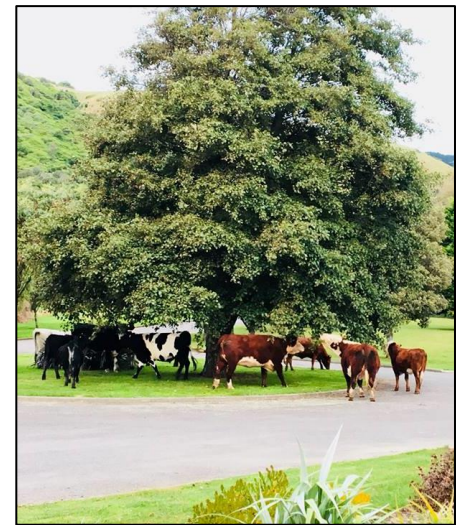
You may have heard us mention the Best Friends Approach to Care, our flagship programme that underpins our vision and values. Every member of our team participates in the course soon after joining us.

During the course we talk about our own best friends. Each member of the group is invited to share what their best friend offers them or what special quality he or she has. People share the things they most treasure about the special people in their lives, such as: she is always there for me ... he accepts me no matter what ... I can talk with her about anything ... he knows much about me and sometimes knows

what I need without me having to ask ... she forgives my mistakes ... he makes me laugh.

We then go on to talk together about how we can be like a very best friend to our residents. To do this we are totally accepting of our residents, being there for them no matter what. The German root of the word friendship means "place of high safety". We feel very safe, warm and loved when with a wonderful friend.

The friendship of our residents is a reciprocal gift which brings joy, understanding and acceptance to our relationships with one another here in our home.



Living in our beautiful rural valley has many benefits and these recent escapees brought lots of laughter, reminiscing and excitement

Podiatry service strongly recommended

Caring for our residents' feet is more specialised than you may first think. The risks of infection and pain caused by incorrect technique and the importance of assessment by a professional are important issues to consider in relation to the feet of our residents.

For this reason our facilities have accessed specialised podiatry services to assist staff to care for residents' feet.

There are many benefits to making use of a specialist podiatry service. The following services are provided:

- General toenail care
- Treatment of painful or problem toes
- Removal of corns or calluses
- Overall assessment of foot health, especially with regard to

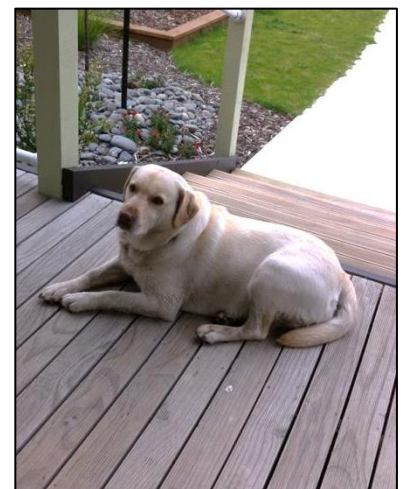
circulation and nerve function

- Specialised care of "at risk" feet, e.g. diabetic care.

This specialised care is arranged for residents, and the account passed on to the resident (with the exception of diabetic foot care). Generally podiatrists see our residents every six to eight weeks. We believe that this is well worth the extra fee, as many elderly people suffer from painful or problematic feet.

If you choose not to make use of this service, we cannot take responsibility for cutting residents' toenails. This will need to be organised by the family, and we will request that a disclaimer is signed and kept on the resident's file to that effect.

Please discuss this with the registered nurse if this is the case.



It was with great sadness that we farewelled Lexi, who was with us for a number of years before her retirement. She was 10 years old when she passed away on 26 December 2017.

Millvale Lodge has a Facebook page!

We warmly welcome visits, "likes," questions and ideas from the families and friends of our residents.

Find us by Googling: *Millvale Lodge Lindale Facebook*



Concerns and complaints: When things don't go according to plan

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 provide the opportunity for us to pass on this feedback to our staff and take corrective action when needed, as part of our ongoing quality improvement programme.

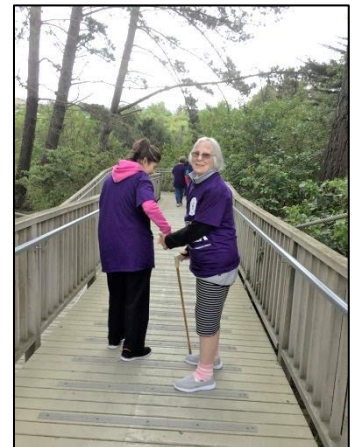
Please remember that our door is always open. You are welcome to pop in for a cup of tea and a chat.

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/complaints box.

Please ensure that any verbal complaint is made directly to either Roxanne or Rhea. 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) is 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.



Residents recently participated in the Alzheimers New Zealand memory walk and 'Cuppa For A Cause' fundraisers. It is great to get our and about and be involved in community events.

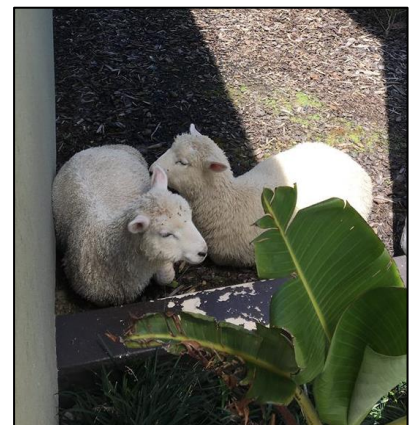
Flu vaccination

As the evenings grow cooler we ask you to begin thinking about the annual influenza vaccination which is offered free of charge to all residents.

We strongly advise EPOAs to take advantage of this to protect their loved one from the serious effects of the dangerous strains of influenza which are prevalent every winter.

There is a very clear correlation between those residents who struggle with persistent ill health over winter, and those who did not have the flu vaccine.

Please choose to vaccinate this winter, and help your loved one stay well!



Two little lambs brought us all much joy during a brief unscheduled visit to Millvale Lodge

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 8 or 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.