



Millvale House
M I R A M A R

March 2018

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In this issue:

- Greetings from Vulori and Sharon
- A time of renewal
- Questions we are sometimes asked
- The Best Friends approach to care
- Podiatry service strongly recommended
- Concerns and complaints: When things don't go according to plan
- The importance of Flu vaccination

Family Newsletter

Warm greetings from Vulori and Sharon

Happy New Year! We hope you all had an enjoyable time with whanau and friends. I had a lovely holiday too with my family visiting from home, especially enjoying the beautiful Wellington weather.

I would like to thank all who attended our Christmas family gathering. We hope you all enjoyed our shared special afternoon tea and especially our very own entertainer Adrian Casil, who is also a staff member here at Miramar. Adrian brings various talents to our home: he is a professional singer, works as a Home Assistant/Housekeeper and is also our facility Santa Claus, delighting our residents on Christmas day by delivering gifts. A resident's family have recognised Adrian's talent by issuing a special invitation to sing during a birthday tea party in our facility. Some of our residents recognised Adrian and they freely sang and danced along with him.

We are delighted to extend a very warm welcome to Sharon Felix, our newly-appointed Operation Coordinator here at Millvale House. Sharon has previously worked as an office administrator in Wellington CBD for the past three years. Sharon says of her new role: "I feel that I am at the beginning of a great journey with Millvale House and am excited and grateful for the opportunity."

Our Diversional Activity team has been doing home baking with residents twice a week, with freshly baked muffins and biscuits shared for afternoon tea or



supper. Another favourite event has been the "Ice Cream Social", a popular activity on a hot day when residents put on sunscreen and sunhats and enjoy ice cream cones outdoors.

We would like to acknowledge the wonderful generosity and talent of Te Whakaahuru singers, a group of volunteer singers which comes in monthly, bringing in classical music and offering bedside singing as well.

Three of our care staff now on the verge of completing their Nursing Competency and soon will be Registered Nurses in NZ. We are privileged to have such expertise among our staff.

It is again time of the year we will be sending Flu Vaccination Consent forms out. Please contact our Registered Nurse if you have questions or concerns.

We are looking forward to an exciting year in 2018. Here at Millvale House we are always busy but we always have time for a chat and a cuppa.

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



Staff member Adrian regularly entertains residents and visitors by singing 1960's pop songs for us, with the most popular requests from residents being The Beatles or Tom Jones.

I have been enjoying coming to Millvale 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.

Questions we are sometimes asked

Recently, we have introduced 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, there are disadvantages to this. The tendency would then be to close doors and windows, which is not our preference in summer time. 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 to be cooler in a breeze by

a window or door or 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 struggle with a number of stimuli at one time, and also with distracting background noise. 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.



There is much pleasure and companionship in working together in the garden

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.

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

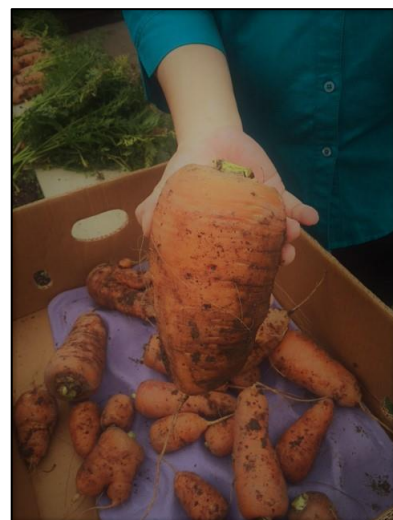
circulation and nerve function

- 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.



Now that's a carrot! We love growing our own vegetables here at Millvale House Miramar. There's nothing as homely as tending to and harvesting your own healthy organic vegies right out of the back yard.

Millvale House Miramar 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 House Miramar 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.

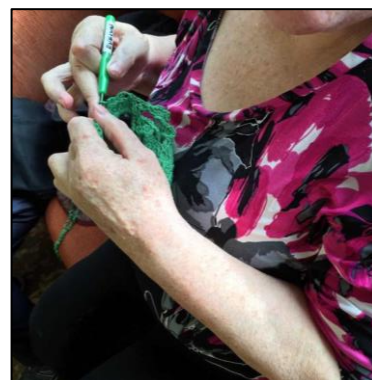
Please remember that our door is always open. You are welcome to pop in for a cup of tea and a chat.

Suggestions to improve our service are always welcome, either verbally or in writing. 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 Vulori or Sharon. 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.



It is wonderful to see the pleasure and sense of companionship people share in the simple, familiar creative activities.

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!



Residents have been enjoying home baking with our diversional therapists twice a week

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.