



**Aberleigh**  
MARLBOROUGH

# Family Newsletter

September 2018

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## **A message from Maja and Susan**

It is hard to believe that winter is almost over and spring is just around the corner! The shortest day is behind us. We are learning from our residents with dementia and living 'in the moment'; enjoying each day for the wonderful gift it is.

We have been enjoying an increased focus on activities during the first half of the year, with an emphasis on promoting social interaction and community involvement.

In March, some of our residents attended the Senior Celebration at the Blenheim Baptist Church. They enjoyed catching up with some of their friends and acquaintances from the local community, and singing along as Graham Burtenshaw performed for everyone present. Our residents were delighted to go out in the van together and be involved with this community event.

Spring bulb planting took place in April, with tulip, daffodil and freesia bulbs being planted around the garden with the involvement and participation of our residents, especially those who have a particular interest in gardening. Residents in the rest home have taken responsibility for the important task of watering the beds as needed.

There was much excitement at Aberleigh amongst staff and residents about the royal wedding. We had a very special time together watching the very touching ceremony for Harry and Meghan. This was followed not long after by Queen's Birthday weekend, where we brought out the Royal treatment for some of our residents who enjoyed pampering 'fit for a queen.'



A big welcome to Marion Preston, a new volunteer who has offered us pet visits on a weekly basis on top of the fortnightly visits from the SPCA pet therapy dogs. It is wonderful to see our residents' interest in animals prompting smiles, strokes, and positive interaction with the dogs and owner.

In March our ongoing focus on education included Management of Actual or Potential Aggression training for our staff. In February we held an In Service Training for staff on Food Safety, including storing, handling and preparing food safely and highlighting food presentation. We also had a visit from Leonie van den Bergh (physiotherapist) who provided training on Safe Transfer & Manual Handling.

We congratulate four staff who have completed the Master Classes in Walking in Another's Shoes by Carole Kerr (Dementia Educator), which were held earlier this year.

We look forward to welcoming you over the coming months to enjoy time together with your loved one.

## As the end of life approaches



There was much excitement at Aberleigh over the Royal Wedding.

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 May love and laughter light your days,  
 and warm your heart and home.  
 May good and faithful friends be yours,  
 wherever you may roam.  
 May peace and plenty bless your world  
 with joy that long endures.  
 May all life's passing seasons  
 bring the best to you and yours! 🍀🍀

~ Irish Blessing ~



Our monthly "Community Dart Sessions" are a fun way to stay connected with friends, both old and new

Often we can't find words to discuss the inevitable time ahead for each and every one of us: our last days or hours on earth. What will that be like? What might we expect and who will help us?

As you or your loved one enters our home a discussion about what may happen as you or your loved one's health declines should occur.

"Thinking about your loved one's quality of life" is a document to start discussion for families and residents in association with registered nurses. The discussion centres around what to expect, what care can be given, what can be planned in advance and what pastoral and practical support can be offered. This discussion should take place soon after your or your loved one's admission.

Many people are unfamiliar with end of life care and are unsure about our ability to provide this. In fact all our Registered Nurses are trained and competent to provide nursing care to residents at the end of their life. Extra support can be sought through Nurse Practitioners or General Practitioners if indicated, and on occasion a community palliative care nurse may provide support. For the most part, however, onsite staff manage residents' end of life care entirely. This means there is usually no need for a person to be moved to hospital. Rather, they can pass away here at their home, among people they love and who love them.

It is also important to know that as the end approaches, close family members can stay with their loved one day and night if they wish to. We will make arrangements for a lazy boy chair to be brought into the room for your comfort, and will provide you with meals, cups of tea and shower facilities. This is your loved one's home, and when the time comes for them to pass away, it becomes your

home also.

Planning ahead for your or your loved one's end of life care allows you the opportunity to think through what might happen, whether there is a sudden unpredictable decline in health, or health decline is slower. Planning for both eventualities is important, especially when thinking about notifying extended family who may need or want to travel at that time. Is your preference for public hospital inpatient acute setting treatment, or loving supportive care in the home with people you or your loved one know well? It is also important to consider what quality of life might be like during proactive treatment and potentially beyond. Sometimes treatment options are not indicated medically for the very reason that the person would suffer too much during the process. Generally medical interventions are reduced when a person is known to be dying, and there is a focus on comfort care. This often includes staying here in the care home with those they know and love.

Often people imagine that death is a painful process. In most cases this is not the case. If pain is present, it can be managed effectively. All homes provide a range of vital medicines and nursing skill to manage any pain there may be.

Having conversations about what is likely to occur, what support is available, especially family support, and what happens after death, is important. Planning through a formal document called Advanced Care Planning is helpful. You and your loved one's wishes can be upheld.

Please arrange a time as soon as practicable to talk through end of life care and any desires, requests, worries or concerns you have. We are here to help you navigate this journey.

## Planning for the Future

This is the time of year when we plan for the next 12 months. This year has been particularly interesting as we decided that our Vision and Values that have guided us for the last 18 years were in need of updating before we embarked on developing a new Business Plan. Our Vision and Values and our plans are interdependent, and are intrinsic to the way we care for people.

The result of our review of our Vision and Values is now in draft form. This has involved much discussion and our teams have all been able to be part of this. The draft is below for your interest and input. You may notice that there are some new principles incorporated that reflect our developing thoughts around inclusivity and increasing commitment to support the realisation of the potential of every person. We have been inspired and invigorated by this process. If you would like to make comment or have ideas, please feel free to email [vicky@dementiacarenz.co.nz](mailto:vicky@dementiacarenz.co.nz).

We are adding the finishing touches to our Business Plan for the upcoming 12 months. This is the culmination of a process which has taken much energy and conversation, with input sought

## Current Vision and Values

### OUR VISION

To create a loving, warm and homely atmosphere where each person is supported to experience each moment richly

### OUR VALUES

We strive to achieve this vision by promoting:

- \* the uniqueness of each person
- \* the immense value of each person
- \* openness, honesty and integrity

In these ways we enrich each person, the community and the world

## Andrew Sheard

from our wider staff team in the context of our Strategic Plan.

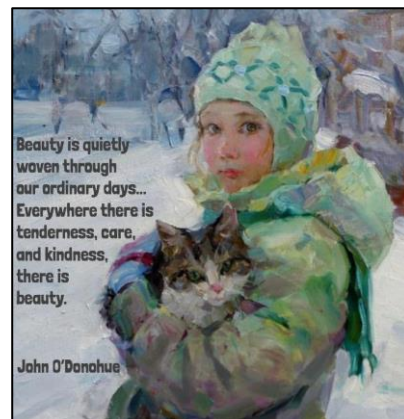
Being relatively small and privately run, we have the advantage of being 'light on our feet', able to make changes quickly and adapt to changing thoughts on the best ways to ensure dignity and care for people. In the next little while a shift in thinking will become increasingly apparent in our approach to caring for people. This is focused on an enhanced awareness of the absolute human right to dignity, respect, acceptance and freedom for all.

Heraclitus, a Greek philosopher, is known for his ideas of change being central to the universe. I particularly like this quote from Heraclitus and it seems relevant to where we are and where we are going:

"You cannot step into the same river twice, for fresh waters are ever flowing in upon you."

I am enjoying working with a wonderful team who bring fresh ideas.

It is our absolute pleasure and a privilege to care for the people who live in the homes we provide. Thank you for giving us this opportunity.



## Proposed Vision and Values

### OUR VISION

To accept all people with kindness and love  
To provide peace, comfort and joy  
To be proactive, innovative and courageous  
To enrich each person, the community and the world

### OUR VALUES

We strive to achieve this vision by working with openness, honesty, integrity and passion.

### THE WORK WE DO

We establish trusting relationships based on respect and acceptance  
We encourage people's participation in companionship-based care in their small homes

We stay alongside people as they journey towards the end of their life  
We welcome family/whanau and the wider community as integral to people's lives

We promote inclusion and the rights and values of each person

We celebrate unity in diversity

We support each person to fully realise their personal potential

## Welfare Guardian Survey results

In this year's surveys a number of questions were added to obtain an overall rating in some key performance areas.

There were also a number of supporting questions in some key performance areas. These had a benchmark set at 75%. In areas where results are below this mark it would be expected that a Quality Improvement is raised to address the shortfall.

For Aberleigh, 32 welfare guardian surveys were sent out on the 8<sup>th</sup> January 2018. 16 responses were received before the close off date of 31 January 2018, giving a 50% return rate.

The section of the survey relating to staffing received the most positive response.

For your interest and information, here are some of the comments we received. A 'QI' is a quality improvement, which is a mechanism in our quality system for positive change.

*If you could change one thing at this home, what would it be?*

- "More cleaning of rooms." – **To raise a QI around spring cleaning of rooms.**
- "Issues with telephone system and answering." – **To raise a QI around phones**

*Is there any way we could make visiting more comfortable for you?*

- "Thank you I am very comfortable after 3-8 hours per day."
- "Love coming to visit."
- "I visit at least once per week. Whether I have a meal with my wife or take her out for a meal doesn't seem to matter to the staff they always go out of their way to welcome me."
- "Satisfied with every visit."

*Do you have any further comments?*

- "To me Aberleigh provides a service or facility second to none. I have nothing but praise for the way my wife is looked after etc."



Musical bingo is a favourite here at Aberleigh, with a chance to listen to old classics while we play

## 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, 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.



Feeding the birds on a van trip to Taylor Dam