



Leighton House  
GISBORNE

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# Family Newsletter

## A message from Walter and Teresa

Warmest Greetings to all from Walter, Teresa and the Leighton House team.

We have had an eventful few months recently, welcoming some new faces and with some further changes yet to come.

Firstly we would like to welcome and introduce a few new staff. Roberta Smith has joined our Diversional Therapy team. Roberta always wanted to have a job where she could bring enjoyment, laughter and fun to the elderly. She has been a shining star since joining the team. Veena Vijayan is our new part time registered nurse. She has worked in aged care for some time and loves the interaction with residents as she feels it brings a sense of being with family.

Recently we have increased hours and shifts for our PM and Night staff. This has meant recruiting more staff. We would like to welcome Karen Ward, Amy Wybrow, Michaela Hosskinson, Krissi Barbarach-Singh and Ranjani Prasad, who has joined the team from Avonlea Rest home in Christchurch, a dementia care facility of DCNZ. Finally, we welcome Reshma Mathews to the clinical team.

Earlier in the year during our warmer weather, we utilised the spacious lawn area to do exercise, activities and to enjoy picnic morning and afternoon teas. We also invited other aged care facilities to join us for afternoon tea overlooking "our" river. We are so lucky to have the amazing view we enjoy each day.

In April we held our own "Mini Olympics" which was a real hit with all our residents: Leighton House residents vs Dunblane residents. Once the games were over we held a medal ceremony with an amazing afternoon tea.

As we approach the warmer part of the year, we will be having part of our front



entrance driveway resurfaced which will make access a lot easier for us all.

We recently had the pleasure of Champion College students bringing all the staff morning tea, as an "Impact Project" initiative they are doing this term to look at ways of giving back to our community. A big thank you to Cameron, Oren and Meikaal for the amazing spread, and to the teachers and aides who supported them.

We have had new night lights installed throughout each wing. These lights, which can be controlled to brighter or dimmer settings, will make it safer and easier to navigate around the home at night. We have also had a new portable phone installed with greater coverage to residents' rooms and to provide improved reception throughout the whole facility.

We have been privileged to celebrate another 100<sup>th</sup> birthday celebration in June: Eva Richards. Eva is one of three residents here at Leighton House who has reached this milestone and over.

Walter and the RN team wish to thank all those family members and residents who consented to the flu vaccine. This year we achieved 77% of residents having this.

We look forward to spending many happy times together with you and your loved one in the months ahead.

## As the end of life approaches



A combined visit from children and animals lifts everyone's spirits

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 ones 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.

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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 ~



Centerpieces we created for Mother's Day

## 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.

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

## 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.



## 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

## 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 Leighton House, 40 welfare guardian surveys were sent out on the 8th January 2018. 17 responses were received before the close-off date of 31 January 2018, giving a response rate of 42%.

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?*

- "No things couldn't be more easy."
- "Presentation of some foods i.e. such as lettuce salads sliced thinly (instead of chunky) with sliced egg and tomato on it and home made dressing and beetroot."
- "Okay no problems."
- "Stronger encouragement support to join in activities."

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

- "Totally satisfied."
- "No excellent."
- "No problem with visiting"
- "More wheelchairs available so I can take mum for a walk." – **Wheelchairs are available just ask staff. Notice to this effect added to family noticeboard.**
- "Cups of coffee in the river lounge like there used to be please!" – **QI raised. To be reinstated.**

*Do you have any further comments?*

- "Best rest home in Gisborne but I don't think they cater for dementia."
- "My mum wouldn't mind sometimes having gravy over her meal - sometimes its dry - but they have lovely meals."
- "Our mother/mother in law has been in Leighton for 8 years the care provided to her and the attitude of the caregivers is excellent."



Diligently filling out the important details on the census form



We had a great time holding our own Commonwealth Games

Leighton House has a Facebook page!

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

Find us by Googling: *Leighton House Rest Home Facebook*

