

# Family Newsletter

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## A message from Roxanne and Rhea

Winter has finally drawn to a close, and it is hard to believe we are well over halfway through the year. We've been having a somewhat wet season recently but that hasn't dampened the activity inside our home.

We have welcomed a new full time gardener and maintenance person, Brian, who is passionate about gardening and landscaping. We hope you've noticed the lovely new plants, not just in our raised beds but also around the garden. We plan to grow some fruit trees in addition to the salad, herbs and flowering shrubs in the raised beds.

We also welcome Jenny into the role of a full time cook. Jenny has been making delicious meals and baking here as a relief cook for some time, and we are delighted to have her with us full time. Jenny has been cooking for several years in rest home settings as well as in restaurants and cafes.

It is always a pleasure and privilege to welcome new members to our Registered Nursing team. These are the leaders of our care team, and new and fresh perspectives always have the potential to improve our existing standard of care still further.

We therefore warmly welcome our new Registered Nurses: Margarete, Preeti, Connie, Jan Marie and Jeddah, who have



all transitioned into the team. They are committed to making a meaningful difference to the lives of our residents in their time with us at Millvale Lodge.

We would like to thank our welfare guardians for returning the surveys sent earlier this year. Recently we have been spending some time with the team addressing issues identified from survey results. We acknowledge the issues you have raised and are grateful for any feedback, whether positive or negative, that enables us to improve the service we provide.

One of the actions taken to address issues with activities is developing the paddock area overlooked by the lounge in our homes for people with dementia. In late May a mulcher tidied up the area. Fencing it to create an area for farm animals to graze is currently being investigated. The plan is to create a walking area making this accessible from the dementia homes, and further developing the wonderful potential of our unique rural setting.

Find us on 

Millvale Lodge now has a Facebook page!

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

Find us by Googling: *Millvale Lodge Lindale Facebook*



## 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 develop-ing 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.

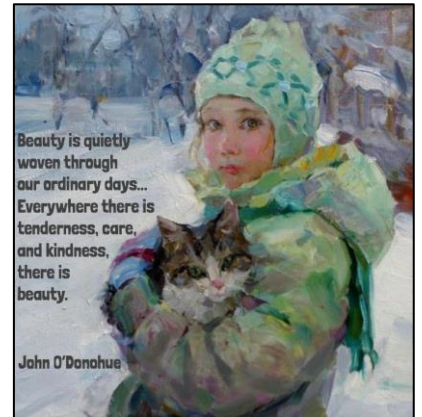
Being relatively small and privately run, we have the advantage of being 'light on our feet', able to make changes quickly and adapt to changing thoughts on the best ways to ensure dignity and care for people. In the next little while a shift in thinking will become increasingly apparent in our approach 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.



Beauty is quietly woven through our ordinary days... Everywhere there is tenderness, care, and kindness, there is beauty.

John O'Donohue

## 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 survey 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 Millvale Lodge Lindale, 38 welfare guardian surveys were sent out on the 8th January 2018. 19 responses were received before the close off date of 31 January 2018, giving a 50% return rate.

The sections of the survey relating to staffing and medical 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?*

- "Overall I am satisfied with the care."
- "More caregivers or having separate cleaners."
- "All OK."
- "More activities." – **Raise a QI around reviewing activities offered. To conduct a localised survey near the end of the year to measure if families feel**

**activities have improved.**

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

- "I cannot think of anything. My loved ones condition is dealt with courteously and with respect, as am I when I visit."
- "No, always feel welcomed, usually offered hot drink, often asked if we want our loved one moved to a more private spot. I think the staff do very well."
- "Have the facility cleaner."
- "Visiting a dementia patient is never easy!"
- "Perfect the way it is."

*Do you have any further comments?*

- "CM and OM are two wonderful ladies caring, engaging and always able to assist/reassure us with our fathers care and progress. Two wonderful assets to your operation. As are all your staff we encounter in reality."
- "Just daily activity."
- "This is an amazing facility and the staff make it so."

*Are there any suggestions you would like to make regarding our website or Facebook page?*

- "Putting details of your events such as the family Christmas afternoon tea, would be helpful." – **Raise an organisational QI around promoting family gatherings on Facebook.**



Chris is one of our favourite entertainers. The residents love the soothing songs he plays on his guitar and ukulele



Shelling peas is a familiar homely activity friends can enjoy together