



Millvale House
M I R A M A R

September 2018

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Family Newsletter

Warm greetings from Vulori and Sharon

Kia ora Whanau. This year we have seen a lot of on-going work within the facility. A number of renovations and small repairs have been completed successfully in areas of the home that needed attention.

We have welcomed our new gardener, Brian, who will be working towards keeping our gardens looking bright and beautiful. The garden is looking wonderful, with the hard work of our staff and residents who take part in planting new plants that add beauty to our home.

We welcome two new Home Assistants to our team, Tania Palomino Vargas and Ramona Paipa.

This year we have been working on some new initiatives to further improve the quality of service to our residents. We are building a closer relationship with Dementia Wellington, who are happy to provide any support necessary for carers of people diagnosed with dementia prior to entering residential care. They work alongside local organisations, councils, community groups and businesses to foster understanding of dementia and develop dementia friendly environments.

As you may know, interaction with animals has many therapeutic benefits for people with dementia. We now receive visits from Margaret and her dog Lainey from Canine Friends Pet Therapy, who visit our facility once or twice a week. Our residents just love spending time with Lainey, and the visits raise everyone's spirits.

We also enjoy regular visits from The Whakaahuru Singers. Their wonderful voices and the uplifting music provides a true highlight for residents, visiting family and staff, and their visits are much appreciated by us all.



A few memorable events that were recently enjoyed by residents and families were St. Patrick's Day and Mother's Day, which were celebrated with entertainment and special afternoon teas. A number of visits from children have also brought moments of great happiness and connection.

We were delighted to receive several bunches of flowers which were donated by Manuela Florists in Wellington. These made our home look and smell beautiful.

Our Family Support person is David Benette from Vitae. He visits fortnightly on Wednesdays, and his contact information can be found on a poster on the Family Notice Board.

In July we held our annual midwinter family gathering. The home was beautifully decorated and we shared an array of beautiful food together. There was much excitement in the air as well as wonderful music that everyone enjoyed.

If you would like to give us any feedback or suggestions on how we can improve anything with regard to our services in general or your loved one's care in particular, please feel free to pop in for a cuppa and a chat at any time

As the end of life approaches



We had a "royal" time celebrating Queen's Birthday

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 ~



A donation of beautiful flowers from Manuela Florists in Wellington brightened our homes

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.

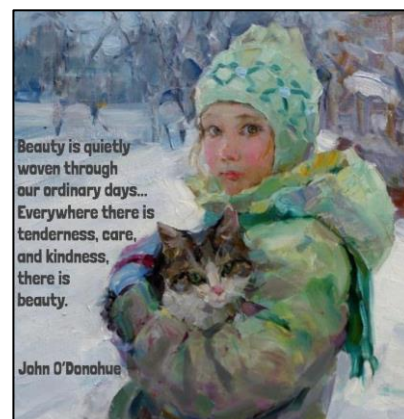
Being relatively small and privately run, we have the advantage of being 'light on our feet', able to make changes quickly and adapt to changing thoughts on the best ways to ensure dignity and care for people. In the next little while a shift in thinking will become increasingly apparent in our approach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



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 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 Millvale House Miramar, 16 Welfare guardian surveys were sent out on the 8th January 2018. 5 responses were received before the close off date of 31 January 2018, giving a 31% return rate.

The sections of the survey relating to staffing, medical service and food 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?

- "Provide opportunities for residents who are less noisy to have quiet time together in one of the living rooms during the day."
- "More regular gardening maintenance, e.g. flowers on the driveway need tending more often, would make a more attractive entrance." – **A part time**

gardener has now been employed.

- "Lack of privacy in lounge." – **Raise QI re reconfiguring existing lounges to create more privacy.**

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

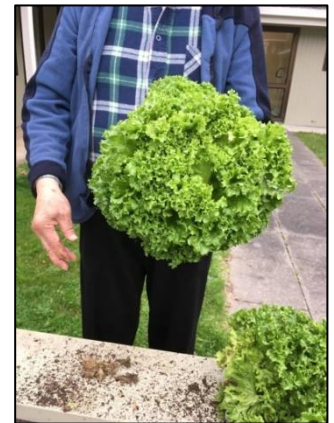
- "Staff go out of their way to make family and visitors feel welcomed and comfortable."

Do you have any further comments?

- "While staff endeavour to keep the living rooms clean, sometimes on entering from the front door one is overwhelmed by the stuffy stale smell." – **QI re entrance into facility. To ensure the front lobby is clean and clear of deliveries and that it feels welcoming. To ensure the entrance to the homes are equally inviting and smells are controlled.**
- "Please provide more information on how to participate in the support group for Millvale House Miramar." – **To ensure that dates for when the family support person visits are on family notice board as you enter the facility.**
- "Training for staff makes a huge difference. Staff are excellent. Uncomplaining, cheerful, positive, patient, kind, conscientious, alert and responsive. I was very impressed with all the staff I met and I will always be grateful. Well done."



We are grateful to have Margaret and her dog Lainey come and visit us once or twice a week



Harvesting the last of our autumn lettuces to make a delicious salad

Find us on 

Millvale House now has a Facebook page!

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

Find us by Searching for: **Millvale House Miramar**