



Tasman
NELSON

September 2018

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Family Newsletter

A message from Claire and Al

Warm greetings from the whole team at Tasman! We hope that everyone had an enjoyable first half of the year and made memories that will last a lifetime. We are looking forward to putting away our winter woolies as we finally say goodbye to winter.

The first few months of the year were busy and happy ones here at Tasman. Our Diversional Therapy team has been busy supporting residents to participate in the normal everyday activities of our home, as well as encouraging creativity doing arts and crafts associated with the traditional celebrations we all know and love. These included painting eggs over the Easter weekend, and taking part in a special Anzac day service, honouring the occasion with the traditional poppies.

We held a special afternoon tea for our ladies on Mother's Day, and some residents were delighted to join Age Concern Nelson in a walk through the Gardens of the World in Hope, Nelson. Regular van outings are occurring at least once a week, and live musical entertainment is held every Thursday, which you are more than welcome to attend. These are just some of the activities that have take place recently here at Tasman.

If you would like to have access to a private room when you visit a loved one, you can ask staff about using the small lounges in Aio and Ata Hapara.

We are always sad to say goodbye to staff, but this makes way for new faces whom we are delighted to welcome. Recent additions to our team include several new Caregivers and Home Assistants, and also two new Registered Nurses named Christeena and Christine – and no, that's not a tongue twister!

At the beginning of May we said goodbye



to our Clinical Manager of five years, Arah Cartagena. Arah has moved into the role of National Clinical Manager for Dementia Care NZ. We wish her all the best in this new role.

We are delighted to announce that the role of Clinical Manager has been filled by Claire Tauro. Claire has worked as a Registered Nurse at Tasman since 2013, and is well known to residents, families and staff. She had experience in oncology and palliative/geriatric care before joining us, and previously worked at Avonlea Dementia Care and Aberleigh Rest Home and Dementia Care.

We encourage you to attend our family support group meeting which is facilitated by Melanie Stanton from Workplace Support. This is held on the last Thursday of every month at 3:00pm.

We would like to remind you that we discourage family members from purchasing expensive woollen items that need to be hand washed and run the risk of being damaged in our laundry. Please also ensure that all new personal items have been named.

Thank you once again for entrusting us with the care of your loved one. We look forward to many happy times together as we welcome you here during the upcoming months.

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.

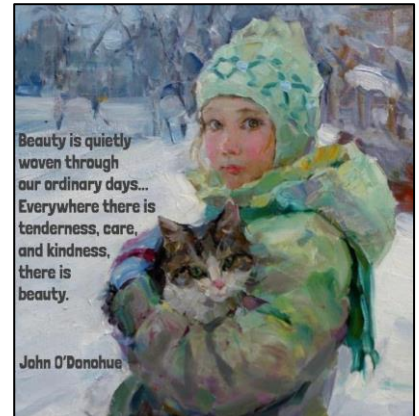
Being relatively small and privately run, we have the advantage of being 'light on our feet', able to make changes quickly and adapt to changing thoughts on the best ways to ensure dignity and care for people. In the next little while a shift in thinking will become increasingly apparent in our approach 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 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 Tasman Rest Home and Dementia Care, 50 welfare guardian surveys were sent out on the 8th January 2018. 20 responses were received before the close off date of 31 January 2018, giving a 40% return rate.

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

- "Cleaning of the rooms could be better. Changing the sheets and pillow slips more often. Some Lazyboy chairs don't work properly and need cleaning." – **Raise QI to deal with cleaning issues identified**
- "An improvement in laundry services would be good also it would be great to have a person answer the phone instead of voice mail."
- "The music is too loud in the dining area." – **A QI has been raised re music and TVs**
- "Nothing is ever perfect and we are happy with the total package. We

wouldn't want mum to be anywhere else. When choosing a facility we took on board the charge nurses advised at Nelson hospital to focus on the attitude of staff and demeanour of the residents' and we are so happy that we did."

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

- "No it is not possible."
- "I am always treated with respect and made to feel welcome."
- "I am fine with visiting the way it is."
- "Private family room."
- "I am always made welcome during visits."
- "No the staff are very friendly and hospitable and happy for us to move mum to her room or outside if we need a change of environment. We enjoy interacting with the other residents and seeing the pleasure this gives them."

Do you have any further comments?

- "I think the outdoor furniture is old and unsafe especially for people with mobility issues, needs to be easier to get in and out of as it's a lovely outdoor area and a shame not to be able to use it." – **New outdoor furniture has been ordered**
- "Gardens and outdoor area could be better maintained." – **Gardening and maintenance to be addressed**
- "Not enough staff at meal times in some parts." – **Reminder went out into all staff communication books – all on duty staff are to make themselves available to help at meal times.**



Contributing to the running of our home helps to give residents a sense of purpose



Interacting with neighbourhood pets is a highlight of our morning walk