



Millvale House
W A I K A N A E

September 2018

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Family Newsletter

A message from Dyan and Grace

It is hard to believe that winter is finally over! With that being said, we want to be prepared for the weather in spring, which can be cool and changeable. The heater is set at a level to provide a warm and cosy environment for our residents. Their bedrooms are equipped with blankets and duvets for everyone's comfort on cold nights. Guests are always welcome to visit and give their love ones a warm snuggle, as well as having a hot cup of tea or coffee and fresh home baking in our lounges. Our lovely staff will be very happy to assist you to make your visit enjoyable, as here at Millvale House we are proud to say that we work wholeheartedly to provide what is best for the residents and their families.

As you may notice, there are a few new faces working in the home. There are five new staff in total, one cook, two home assistants, one caregiver and one nurse having joined the team. We also have a new maintenance man working part time who will take care of the gardens as well.

After not having a canine friend for a little while, we are happy to announce that Fern will be visiting regularly from now on. Fern belongs to a family member of a previous resident here at Millvale House and her visits are much loved and appreciated.

Van trips take place regularly as we collaborate with Millvale Lodge Lindale in making our shared van available for our residents to go out and enjoy the experience of an outing and being part of the community.

Saturday music entertainment, which is very popular with our residents, is an ongoing activity that is also loved by our visitors. Each week there are different performers to provide a variety of musical genres. Families and friends are very



welcome to join and share this fun and entertaining occasion with residents and staff.

In late June we held a successful and well attended Midwinter Family Gathering. Our much loved performer, Alan, was so excited that he started his performance earlier than the scheduled time! There were some groovy songs that had many of us up and dancing. With the encouragement of our staff, residents and their families were soon joining in. After Alan's superb performance, a sumptuous afternoon tea commenced. Abundant food and drinks were served by staff with smiles on their faces. We would like to extend our gratitude to those family members who were able to join us for this event, as it was a very special time to spend together.

If you would like to meet with your loved one in a private place, please ask a staff member about using a small lounge.

We would like to thank all those who returned our Welfare Guardian Survey at the beginning of the year, the results of which are included in this newsletter. Rest assured that we at Millvale House are striving to continuously improve ourselves to provide a quality service, and providing people with a warm and safe place that they can call home.



Fern is one of our canine friends who visits every Saturday and is well loved by residents

As the end of life approaches

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 ~



Celebrating Mother's Day is a wonderful occasion

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.

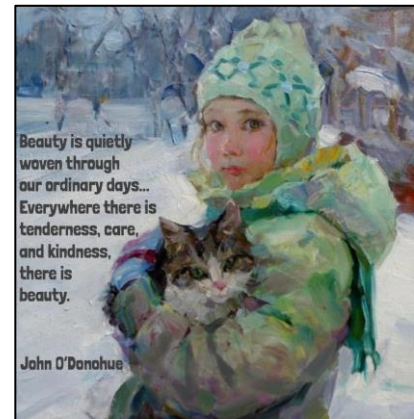
Being relatively small and privately run, we have the advantage of being 'light on our feet', able to make changes quickly and adapt to changing thoughts on the best ways to ensure dignity and care for people. In the next little while a shift in thinking will become increasingly apparent in our approach 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 Waikanae, 24 Welfare guardian surveys were sent out on the 8th January 2018. 12 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 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?

- "Maybe a bit cleaner." **QI raised to address the cleaning issues raised in this document.**
- "A gin and tonic for everybody!"
- Comments re moving the entrance **QI raised about keeping the front entrance of this site clean, clear of**

deliveries and welcoming.

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

- "Always welcoming, staff on hand always."
- "A less crowded common room."
- "In days gone by we were introduced to new staff. Staff should also always be wearing their name badges. It might also be nice to introduce new families to existing family members." – **A reminder went into staff communication books that staff should introduce themselves to families (new and existing) if they have never met them before, and should wear their name badges at all times.**

Do you have any further comments?

- "The staff do a wonderful job in often very difficult circumstances. I can't praise them enough."
- "Staff are very obliging, helpful and pleasant."



Enjoying St Patrick's Day with live music and dancing



We love to see our residents making use of the piano

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 Googling: *Millvale House Waikanae Facebook*