



Admatha
CHRISTCHURCH

Family Newsletter

September 2018

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In this issue:

- A message from Maira and Debra
- As the end of life approaches
- Planning for the Future – Andrew Sheard
- Vision and Values review
- Welfare Guardian Survey results

A message from Maira and Debra

Warmest greetings to you all from the team at Admatha Home and Lodge. As winter draws to a close, we are enjoying the frosty mornings giving way to beautiful sunny days.

Our biggest project here at Admatha is of course the landscaping upgrade at the Rest Home. This has taken a little longer than anticipated with the unrelenting rain slowing things down and creating a 'water feature' in the front garden! Thankfully, we have had a little more sunshine over the last few weeks, which allowed our ready lawn to be laid.

Nearing completion now, the new garden area is looking fantastic with the wide pathways, decking and increased seating areas for everyone to enjoy in the coming warmer months. The garden is in the process of being planted and the carpark has now been sealed and is able to be used. It looks so much bigger, brighter and more open. The new gate and entranceway offer two ways of entering the Home so please feel free to use them both. Sometimes our residents may be in the area when you want to leave so please ask a staff member to assist you if needed.

As always our residents and staff have been enjoying the change in seasons, with lots of conversations about the weather and winters in years gone by. Homely activities are always a focus in the winter months. Making jams and preserves is a skill many recall from childhood, and family recipes are shared and recreated together in our small kitchens. Hearty soups and creative pin-wheel scones with a range of different fillings have also proved popular.

Recently we had a fun in-house competition where each home had to come up with creative ways to decorate



pumpkins. Needless to say everyone had a great time, and it was a good opportunity to show off artistic skills.

Our therapy dog Merlin is always a source of great interest and pleasure, especially decked out in his smart red winter coat. Now steady and settled, it is hard to recognise him as the bouncy puppy of a year ago! Even residents who have been afraid of dogs in the past feel confident to pet him and remark on his shiny black coat and loving brown eyes.

Having had a few vacancies earlier in the year our homes have filled up recently, and we are fortunate in having a wonderful group of residents and a very happy social dynamic. There is a real 'buzz' in the homes these days, with lots of participation, happy conversation, laughter and activity. Visitors are warmly welcome to come and share the special times we enjoy here with our 'family'.

Thank you to all of you who returned the flu vaccine permission this winter. This was completed in April and had a very high participation rate among residents and staff.

We held our Winter Family Gatherings in mid July, and it was lovely to see many of you attending. We enjoyed live music and delicious food, but as always the most special thing was the time we spent together.

As the end of life approaches



The landscaping project has provided ongoing entertainment for our residents

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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 ~



The creative cooking group is a highlight of our week

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 one's 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.

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.

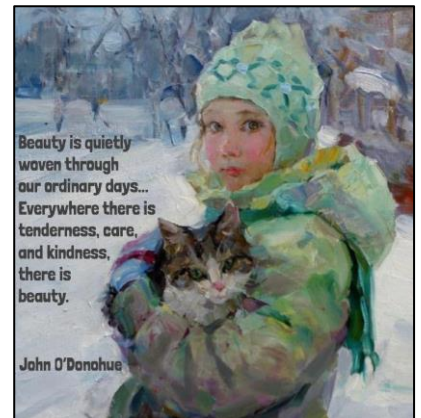
Being relatively small and privately run, we have the advantage of being 'light on our feet', able to make changes quickly and adapt to changing thoughts on the best ways to ensure dignity and care for people. In the next little while a shift in thinking will become increasingly apparent in our approach 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 Admatha, welfare guardian surveys were sent out on the 8th January 2018. 12 responses were received before the close off date of 31 January 2018.

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?

- "I honestly can't think of anything."
- Some EPOAs commented that if staff have been hurt or injured by a family member, they prefer not to know. They feel it is the reality of the industry. **However, it is important that EPOAs and families understand our obligations under the Code of Rights and our open disclosure policy to notify EPOAs of any significant incidents relating to their loved one. We have a no-blame culture, and provide guidance to our RNs on how to make a phone call in these circumstances.**

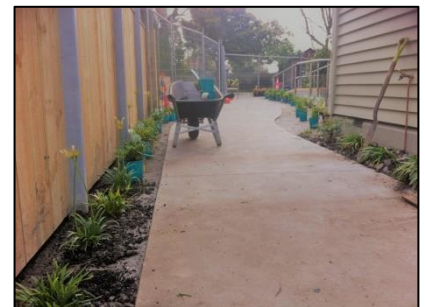
- "Quite satisfied with everything."
- "Room to be kept up to standard with regards to painting walls and cupboard doors." – **Resolved.**

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

- "At times I think the music level is too loud for the patients. I have felt comfortable turning it down." – **Raise an Organisational QI to address Music and TV usage - note to go into communication books - music to be turned off at meal times and not to be too loud at other times. TVs may be turned on morning and evening to watch a range of DVDs. TV is not to be used as a regular replacement for DT activities. Movie club once a month, curtains should not need to be pulled for movie club as it encourages residents to fall asleep, disrupting sleep patterns. If more DVDs are required, sites to notify management.**
- "Perfect."
- "Always made to feel welcome by friendly staff."

Do you have any further comments?

- "Maybe a monthly 'Skype' session for out of town families." – **Raise a QI - to enable families to arrange Skype calls with residents, decide on times and in what rooms this can be facilitated.**
- "We are very happy with the care our father receives. Thank you very much."



The arrival of gardeners with an abundance of flowers, roses and shrubs was most exciting