



Millvale House
W A I K A N A E

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Family Newsletter

A message from Connie and Grace

Hello and a warm welcome to all residents, family members and staff of Millvale House Waikanae.

As you know, Connie Fernandez will be standing in as Clinical Manager of Millvale House while Dyan is away on maternity leave. We extend our congratulations and best wishes to Connie as she steps up into this new role, and know you will join us in fully supporting her during the months ahead.

We are very excited to welcome our new team of registered nurses: Janna, Katherine, Guenevic and Sheena. For their Professional Development our registered nurses have attended workshops and training which support innovation and reflect contemporary practice. These are competency based in order to gain more learning, provide an enhanced service to our residents, and provide further career pathway opportunities.

We would like to take this opportunity to say a heartfelt thank you to all of our staff who come to work every day and do an incredible job, continuously looking for ways to support our residents and make them feel happy and loved.

We love exploring creativity with our residents. Jocelyn Catapang recently attended a three-day seminar where she learned some amazing new concepts for creating artwork and crafts from recycled cans and bags, and also candle making and more. This was a great opportunity for Jocelyn to enhance her professional growth and skills through sharing ideas learned from the group.

In addition to this our team has recently



benefitted from organisation education days focusing on building the knowledge and skills of our diversional therapy and activities staff, as well as our registered nurses.

However as always it is the time we devote to our residents that makes our jobs so rich and fulfilling. Every day we experience what we call 'magic moments', some of staff would like to share with you now:

- When I arrived for my job interview, one of the residents welcomed me with a warm gesture, holding my hand and asking me to walk around the hallway up to the lounge. She kissed and hugged me and said 'I love you'. She touched my heart and I said to myself this is the place and job for me.
- I love moments with the residents when they recognise old music played and then join in singing along with the tune.

Our Millvale family joins together in extending our warmest wishes to you all for the festive season. We hope to spend many happy times with you and your loved one here at our home.

You are very warmly invited to join us for our

Christmas Gathering

Sunday 16th December at 2.00pm

Dealing with the heat of summer

As we move into the summer months some families express concern regarding the comfort and welfare of our residents on very hot days.

An article published in the NZACA's Insight magazine in August 2018 acknowledged that indoor temperatures in aged care homes could have a dramatic impact on the wellbeing of residents, particularly those with dementia, according to new research out of Australia.

The World Health Organisation suggests that older people should not be exposed to temperatures lower than 20 degrees, while the International Organisation for Standardisation recommends maximum temperatures not exceed 26 degrees.

The study noted that it was interesting that residents felt comfortable over a wider range of temperatures than staff members.

It has been suggested that we consider installing air conditioning in our rest homes for use in the summer months. This has in fact been done at some of our rest homes, but is not an unqualified success and has itself led to complaints. People experience temperatures differently, and older people in particular tend to feel extremes of cold more than those of heat. Temperatures which active younger people find distressingly hot are not experienced as such by everyone, especially those who are not mobile.

We have complaints of 'drafts' from residents who do not enjoy the sensation of cool air indoors. Everyone experiences temperatures differently and has different preferences. People of our residents' generation are not usually used to air conditioning, as this was not common in family homes of

their era. They are accustomed to being hot in summer and cool in winter. It is generally not harmful for them to experience seasonality in this way, and may even provide opportunities for conversation and reminiscence.

Our care staff, under the guidance of our Registered Nursing team, are aware of the effects of hot weather on the elderly of the importance of ensuring that this is appropriately managed. Measures for doing so include the following:

- Take residents out into the garden area and let them enjoy the shade under the trees
- Ensure residents are wearing loose, light clothing
- Keep doors and windows open, especially door to the outside garden area
- Keep fluid rounds regular, and encourage residents to drink often
- Keep fans on and air circulating as much as possible

Rest assured that we will do all we can to keep our residents happy and comfortable during the summer months.

Naming clothes

Please remember that all new items need to be clearly marked with the owner's name before they arrive. This is especially important at Christmas time, when many lovingly chosen new items are given as gifts by family members. We discourage expensive woollen items, which are easily damaged in the wash. Please select easy care clothing wherever possible.



Having a fun time singing and dancing together



We congratulate Dyan on the birth of Cloud Miguelito Marcus, a healthy boy born on 9th November

Learning and growing together

In the work we do we focus every day on people: our residents, our family members, our team as a whole, and the individual members of our team. We do appreciate each one of the special people we are privileged to have in our lives.

We are reminded of aspen trees. Above the ground Aspens grow as individual trees. Below the ground, they have an interconnected system of roots. At the same time, each tree is both an individual tree and a part of a living community. When one Aspen tree gets into difficulty, it affects the whole grove of trees.

We are a bit like the Aspen trees. We are inextricably linked. Each individual linked with the team, and the carers with those they care for, and with their families and friends. As with the trees, what happens to one of us, affects all of us.

Each of us is a unique and incredibly special individual, and yet at the same time part of a greater whole. We need each other. We are interdependent.

As we compile our strategic plan, business plan and annual training and professional development programme for staff, we are reminded of this. Our Vision and Values, Best Friends, Changing Minds, Embracing Diversity and De-escalation education programmes are important learning opportunities for all staff, above all in terms of the nature and quality of personal interaction. Our philosophy of care is backed by best practice and embedded in all we do. We are a values-based organisation and have further enhanced our learning by applying the learning from a DHB training initiative "Walking in Another's Shoes". This offers workshops and full day classes. This programme supports the application of person-centred care, a philosophy of care deeply important to our business.

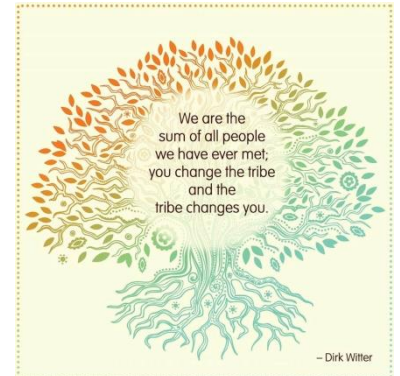
Supervision and coaching continue to be

strategies used to develop key employees and build strong teams, with clinical supervision occurring for our registered nursing staff on a regular basis.

The web of interconnectivity extends further, to the large number of allied health professionals who are contracted to each facility, including GPs, dieticians, physiotherapists, occupational therapists, podiatrists and pharmacists, as well as to the MoH and DHBs.

We love to bring our teams together to share, learn, grow and explore. Over the course of the past year we have supported staff to attend the National Diversional Therapy Conference in Christchurch, as well as hosting a National in-house Diversional Therapy Day, Registered Nurse Education Days for each region, and a National Clinical Manager Professional Development Training Programme. This is over and above the regular in-house training sessions and competencies which occur on an ongoing basis in each home.

The result is a holistic care experience informed by passionate and committed individuals who together make up a team of which we are humble and proud to be part of.



Enjoying the challenge of completing a puzzle



Dementia Care NZ had a great contingent at the Annual Diversional Therapy Conference in Christchurch

Happy Christmas from Andrew Sheard

As Christmas approaches each year, I find myself enjoying the special magic of this time of year. This is increased by the presence of the children in my family, and especially this year our newest arrival, Stella.

We love to have families and children visit our rest homes over the holiday period, and their presence never fails to leave a special sparkle in the eyes of our residents. Christmas is a family time, and the sense of family within our homes is heightened as together we prepare by decorating the home, trimming the tree, and making cards and small gifts together for family members. Christmas music is played, and we welcome visits from various volunteer groups who come and sing carols with us. The song sheets are seldom needed as people recall the words of the songs they sang as children.

As I travel around our homes and absorb the sights, sounds and smells of this

special time of year, it is wonderful to see our new Vision and Values reflected in the kindness, love, comfort and joy I see in the faces of those providing care and those receiving it. It is heartwarming to see how the members of our team, themselves often far from home and family, embrace our homes as their own, and our residents as their families.

We have always spoken of the care we provide as 'person-centered'. Increasingly, I find myself taking this a step further, and seeing our care as in fact 'relationship-based'. Any relationship is a two-way street, and in giving love and care, one receives it back a hundredfold. The giving and receiving of love is for me the true meaning of Christmas.

I wish each and every one of you a very happy Christmas.



A rainy day looking at beautiful old photos and working on a jigsaw was made perfect by a visit from Fern, our much-loved therapy dog

Life in our small homes

You may not see a traditional 'activities programme' in action in our home.

The reason is simple: it is important for people to have the freedom to experience life in their own way.

An older person in a family home in the community does not often take part in regular organised 'activities' within their home. When at home they simply live life.

We have diversional therapists who will spend time with residents doing things they enjoy. We create an environment

that closely mirrors a household living experience, with access to familiar homely pursuits such as showering, choosing what to wear, applying makeup and selecting jewellery, shaving, setting the table, folding linen, peeling vegetables, flower arranging, gardening, preparing and eating a meal, washing the dishes, or reading a magazine. In our small homes these interactions occur spontaneously with all staff and all residents every day, many times within a day.



Settling down to enjoy a good book

Outing reminder

If you intend to take your loved one home for the day or afternoon over the Christmas period please discuss this with a Registered Nurse so that medication and comfort requirements can be arranged.

For safety reasons outings of this nature first need to be discussed and approved by the EPOA.