



Leighton House
GISBORNE

April 2019

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Family Newsletter

A message from Liz and Teresa

Tena Koutou Katoa

We hope you all had a pleasant and relaxing Christmas and New Year, with time spent with family and friends and creating moments and memories to last a lifetime. With Christmas over and the New Year well under way we look forward to a busy and exciting 2019.

We are delighted to welcome our new Clinical Manager Liz McRobbie to Leighton House. Eight years ago Liz worked at Leighton House as a Registered Nurse and Clinical Nurse Manager. Since then she has worked for other aged care facilities locally and nationally. Liz brings a wealth of knowledge, skills and support to all and will be happy to discuss any clinical concerns you have.

We would also like to welcome two new registered nurses to the team. Nisha Spence and Anita Bronlund have both worked previously in aged care and look forward to getting to know family and friends of Leighton House in the coming year.

In December we held our Christmas Family Gathering. It was such a pleasure to see you all and catch up, and we were delighted to introduce Liz whom many already knew from her local background as part of our Gisborne community.

We also had a wonderful traditional Christmas Day joined by many family and friends, with a special visit from Santa and



his helpful elves!

Over the Christmas period we have noticed an increasing amount of unnamed clothing. We encourage family to come in and look through our lost property to help us return items to their rightful owners. Please ensure items are clearly named, being aware the iron-on labels will eventually come off in the wash. We appreciate your help in this regard.

Please be aware that all electrical appliances must now undergo an electrical safety/tag test before installing them in your loved one's room. We will arrange this. Brand new appliances do not need to be tested but will need to be added to the resident's property list and dated. They will then be added to our annual safety test/tag.

We wish you all a truly wonderful 2019 and hope to welcome you here often to spend time together at our home Leighton House.

IMPORTANT REMINDER

Please ensure that all items of value, especially hearing aids, dentures, glasses and jewellery, are fully insured. Unfortunately we do not take responsibility for loss or damage which may occur.

We advise against the purchase of delicate or woollen items which may be damaged during the laundry process.



A hand picked team



Anita Bronlund

Occasionally family members and visitors express surprise at the age and multicultural makeup of our staff team.

Each member of our team has been hand-picked with great care. Some are registered nurses in their own country, with the courage and initiative to start a new life far from home and family. Every staff member is chosen because they have what we call 'knack' in working with older

people, and truly love the work they do. They know how to love and care for someone as if that person is their very best friend, and they are passionate about working in this way. Our staff are loving, capable and experienced. We are enormously proud to have such committed and professional people working with us. Their cultural diversity, energy and dedication enriches us all.



Nisha Spence

May the new year bring you an abundance of amazing opportunities, beautiful moments, and joyful experiences. May your positive actions & attitude inspire others. May you be brave enough to take on and overcome rewarding challenges. May you find yourself in high spirits & excellent health. May you love with all your heart and find peace in even the most turbulent of times. May the love you give always find its way back to you multiplied. And may you forever be filled with the hope & strength necessary to make your dreams a reality.



A big thank you to our amazing cooks for the delicious food they prepared for the Christmas Family Gathering

A message from Andrew Sheard

I write to you today as I wrestle with the events that happened in Christchurch recently. My thoughts are with those that have been affected so personally. I feel very sad and sometimes I am finding it a bit hard to go to sleep at night.

I have four children and I need to stay full of hope. We are going on bike rides and walks, swimming and reading stories at bedtime. We are noticing and talking about the wind in our hair, the leaves that are changing colour, the smiles on people's faces, the warmth of cuddles, the special words that are whispered at bedtimes. There is so much love and beauty in the world. We are focusing on all these wonderful things.

As carers for people who are needing a little bit of extra help in their lives, this seemed like the time to go back to our Vision and Values once again. We try hard to ensure they are embedded into the way we do things. Our vision and values say we work towards:

Accepting all people with kindness and love

Providing peace, comfort and joy
Establishing trusting relationships based on respect and acceptance
Promoting inclusion and the rights and values of each person
Celebrating unity in diversity

We don't always achieve this, but by endeavouring to uphold these values we have the potential to enrich each person, the community and the world.

We are immensely privileged to provide care for people and to provide employment for people from different countries, cultures, religions and sexual orientations.

We are asking our teams to talk with us if there are any instances of prejudice; anything that just feels uncomfortable.

We ask you, our residents, family and friends to come to us, also, if we could do better in this regard. This is important to us.

I speak directly to each and every one of you: You are valued. You are loved. You are supported.



Jan Kingsbeer and family enjoy our Christmas Gathering

The benefits of hip protectors

Hip protectors are a product designed to reduce the risk of serious hip injury as a result of a fall. They work by absorbing the impact as well as diverting impact away from the hip joint into the surrounding soft tissue. While there is no guarantee that wearing hip protectors will protect the wearer against sustaining a severe injury, research has shown that they can reduce the risk of sustaining a hip fracture by as much as 84%.

This is good news for our residents who, because of their age and dementia diagnosis, are at a higher risk of falling. For this reason families are usually asked whether they would like to purchase Hip Saver hip protectors for their loved one. We encourage you to consider the benefits of providing hip protectors for your loved one as a means to reduce their risk of serious injury.



John and Flora McKenzie with family, lucky winners of one of our hampers

Leighton House has a Facebook page!

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

Find us by Googling: *Leighton House Rest Home Facebook*



Concerns and complaints: When things don't go according to plan

As we strive each day to provide the very best possible care to our residents, it can sometimes be hard to identify where changes are required to improve upon the service that we provide.

We would like to say a special thank you to each and every one of you for providing us with feedback, either positive or negative. We really appreciate your honesty and the time it takes to let us know when things have not gone quite the way you would wish. As part of our ongoing quality improvement programme, your concerns and complaints provide the opportunity for us to pass on this feedback to our staff and take corrective action when needed.

Please remember that our door is always open. You are welcome to pop in for a cup of tea and a chat.

Suggestions to improve our service are always welcome, either verbally or in writing. If you wish to make a complaint about something you are unhappy with, a Complaint Form should be used. The completed form can be given to any staff member, or put in our suggestions/complaints box.

Please ensure that any verbal complaint is made directly to either Liz or Teresa. If they are not available then the complaint should be made in writing on a complaint form to ensure that it goes through the correct investigation and resolution process.

Advocacy Services (0800 555 050) is available to assist you, if required.

We always welcome your ideas and concerns, and your loved one will never be disadvantaged by anything you may share with us.



Kura Reid, Manu Kirikiri and Dorothy Manuel working hard creating our Christmas centerpieces.

The importance of flu vaccination

As summer draws to an end we ask you to begin thinking about the annual influenza vaccination which is offered free of charge to all residents.

We strongly advise EPOAs to take advantage of this to protect their loved one from the serious effects of the dangerous strains of influenza which are prevalent every winter.

There is a very clear correlation between those residents who struggle with persistent ill health over winter, and those who did not have the flu vaccine.

Please choose to vaccinate this winter, and help your loved one stay well!



Valayo White receiving a gift from Santa

Second Point of Contact: Sometimes, for a variety of reasons, there may be a need for a second point of contact to discuss an issue with. Vicky Jones, our Operations Management Leader, is available Monday-Friday 8 a.m. to 4.30 p.m. to discuss any issues of concern. (03) 347 7724 x 2 or vicky@dementiacarenz.co.nz

Admissions and Funding Navigator: Deidre Hickey, our Admissions and Funding Navigator, is available to help you through the unfamiliar and sometimes confusing admission and subsidy application process. Deidre can be contacted at deidre@dementiacarenz.co.nz.