



Millvale House
LEVIN

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Family Newsletter

A message from Nisha and Maria

Warmest greetings to you all and a Happy New Year.

What a summer it has been! As always, December was a highlight of the year for residents. The traditional Christmas dinner, family visits, decorations and delicious fruit cake are all enjoyed by our residents. The Christmas Family Gathering was a very special occasion, with entertainment, delicious food, and also a gift for each resident made by the diversional therapists. We were delighted to be joined by many families to help us celebrate.

As we know, summer is a hot but enjoyable time. Our residents are more energetic and happy on a sunny day but we endeavour to keep them comfortable with short sleeves and lots of cold drinks to keep them hydrated. We also ensure our residents are protected from the sun with shade umbrellas and sunblock.

As Wes Bentley said, "Everywhere you turn in New Zealand, there's something exciting to do. It's the gem of the world." At Millvale House Levin we also have many exciting things to do. Favourite activities include gardening, walking, bowling, cooking and of course eating familiar food that we have enjoyed since childhood. As part of our homely environment, our residents continue to enjoy their past interests with our team members.

Every week a number of us head down to



the Levin Bowling Club to observe the games as part of our gentlemen's club. The conditions have been superb recently and the games much enjoyed by all.

We have recently reopened our hospital wing, Haumaru. It has a cosy lounge, which is enjoyed by residents and families. We hope to welcome some more new residents soon. Our staff have been working hard to make the new wing a welcoming environment that provides comfort and joy to our residents and their families.

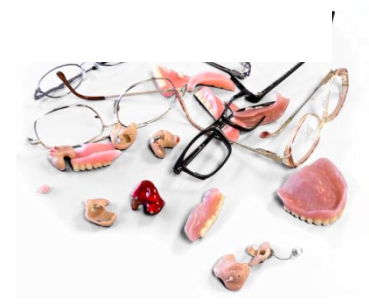
We are lucky to be visited by the Seventh Day Adventist Church Choir every third Saturday. This is a highlight for our residents, with many of them dancing and singing along. Music gives people with dementia an opportunity to participate and engage.

We wish you all the best for this year, and look forward to welcoming you to Millvale House over the upcoming months.

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.



Representational Child Therapy



A person with dementia interacting with their new representational child is intensely moving

At times you may see residents with dolls or soft toys. The use of these 'representational children' is a recognised form of therapy for certain carefully selected residents.

Representational Child Therapy was first researched in 1985 at Queen Elizabeth Psychiatric Hospital in Toronto by Isabel Milton and Judith McPhail. In 1983 Representational Child Therapy was established by Judy Cooper in the Dementia Unit of Parklands Hospital, Christchurch, with the dignity and respect of clients being paramount.

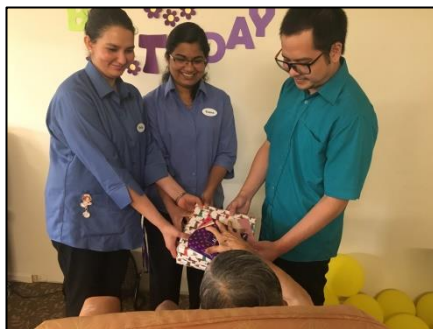
In some of our rest homes/hospitals the therapy is led by the diversional therapy team, with the support of the diversional therapy team leader, registered nurses and caregiving teams. All staff have a full understanding of and commitment to the therapy, and family members are consulted and give their consent prior to the therapy being made available to a resident.

The introduction of this recognised therapy for certain residents means that at times you may see residents with dolls or soft toys. The use of

these 'representational children' has significant potential benefits to the resident concerned. These benefits may include:

- A minimisation of distress, improvement in social interactions and raised self-esteem
- Isolated residents becoming involved in other activities and therapies
- Uncommunicative residents communicating more readily
- Reduction of repetitive speech and behaviours of concern
- Medication being reduced
- Restlessness at night decreased
- Mobility encouraged
- Communication becoming easier for relatives, who visit more often as a result.

If you have any questions or concerns relating to Representational Child Therapy, or feel your loved one might benefit from this, please speak to our Diversional Therapy or Registered Nurse team.



On each resident's birthday a small gift from staff is always presented to honour the very special bond between residents and our caregiving family.

A hand picked team

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. Many 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 people

with dementia. 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.

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

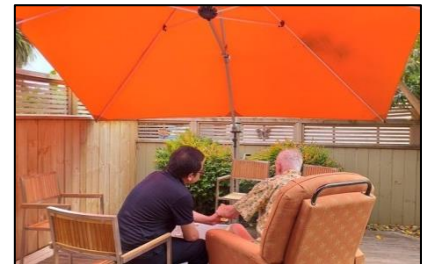
We don't always achieve this, but by endeavouring to uphold these values we have the potential to enrich each person, the community and the world.

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.



Enjoying a cold drink together under the shade umbrella

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.



Our gentlemen's club enjoys weekly visits to the Levin Bowling Club to observe the games

Millvale House Levin has a Facebook page!

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

Find us by Googling: *Millvale Levin 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 Nisha or Maria. 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.



In December we were treated to a performance by the Salvation Army

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!



Celebrating Christmas is one of the highlights of our year

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.