



Millvale House
M I R A M A R

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Our Home

Warm greetings from Nannette

Warm winter greetings from the team at Millvale House Miramar!

We have had a busy and very happy time here at Millvale House Miramar over the last couple of months.

Of most significance have been some important changes to key staff members recently. Nannette replaced Sharon as our Operations Co-ordinator in April 2019.

Nannette lives locally with her family and connects strongly with our homely approach to care. Her priority is to build strong, trusting relationships with residents, family members and staff, and support the smooth, safe and effective running of the facility. Please stop by and say hello to her if you see her around, as she would love to get to know you.

We were sorry to say farewell to our Clinical Manager Vulori, but we know you will share our excitement as we confirm the appointment of Richard Thuruthen as our new Clinical Manager. Some of you will remember Richard from his two years as a Registered Nurse here at Millvale Miramar. Since then Richard has consolidated his career in leadership positions as Clinical Manager and Acting Care Home Manager. Richard brings a strong clinical background and a sound knowledge of dementia to his new role, as well as an invaluable commitment to, and understanding of our Vision and Values and philosophy of care.

As always, we have a strong focus on the professional development of our staff team. In recent months this has included a Manual Handling course with our local Physiotherapist, Infection Control and Elder Abuse awareness courses run by our Education Co-ordinator, Simon Hamley, and a Red Cross First Aid Course.

At the moment we are looking ahead to our certification audit coming up in August. This gives us an opportunity to



showcase everything we do and for the hard work and commitment of our staff team to shine through.

Our wonderful Diversional Therapists have successfully organised lovely celebrations for Easter, Anzac Day, Mother's Day and the Queens Birthday. The residents and staff alike have enjoyed seeing decorations go up around the home and enjoyed special music and food to celebrate these special occasions.

As part of our regular entertainment schedule, we have had a number of groups and individuals to entertain us. We particularly love one musical group, 'Whakaahuru – The Gentle Singers', who come in once a month. Their music is just beautiful and we all hum and toe-tap along to the wonderful tunes on offer. Lastly, we were once again delighted to host our Mid-Winter Gathering on June 27th. As always, this was a wonderful opportunity to meet friends old and new, and to welcome families to spend time with their loved ones here in their home. We look forward to welcoming you here often over the next few months. Please remember that our door is always open for a cuppa and a chat.

Thoughts on Atul Gawande's "Being Mortal"

Being Mortal: Medicine and What Matters in the End, by Atul Gawande, is a most important book. It challenges us to think about the 'medicalising' of old age and death and what we could offer instead.

With much advance in medicine and surgery, death comes to many people after a long medical struggle with an ultimately unstoppable condition. Ageing and death has become a medical issue. There is often a focus on repairing health, trying to fix and control, rather than sustaining the soul.

People who are sick and/or aged do have priorities beyond staying safe and living longer.

It seems that when we see our future as finite our focus shifts to the here and now, to everyday pleasures and the people closest to us. People want to continue to be "the author of their life", to keep "shaping the story of their life in the world ... by making choices and sustaining connections to others according to their own priorities."

This has been identified as crucial to maintaining the integrity of our lives. This is the "battle of being mortal."

Often older people hand over the decision making to family. The author suggests that family will choose safety above all else. He believes that we want autonomy for ourselves and safety for those we love. We often see this thought process when families are viewing our rest home for a loved one. They ask the unspoken question: "Is this a place I feel comfortable leaving him or her?" instead of "is this a place he or she would like to be?"

The health system and aged care can help people achieve what is most important to them at the end of their lives. It is important to keep people safe, but is this the primary goal of the people we are caring for? Does this primary focus address their hopes and fears? Perhaps not.

In our homes, we want to hear laughter, to see love and friendship, to see joy all over people's faces, to encourage wonderful moments with families, to plant gardens in the sunshine, listen to beautiful music ... and we do. We want to focus on helping people to achieve what is most important to them at the end of their lives.



We made the most of a mild autumn by enjoying helping out with the gardening



Enjoying a game of dominoes together

Accompanying loved ones to appointments

Our residents attend outpatient appointments for a variety of reasons. All residents with dementia require an escort to these appointments, and often people prefer to have a support person with them even if this is not a requirement. Please don't be surprised to receive a phone call from one of our RNs asking you to escort your loved one.

Having a family member escort a resident is a good option for residents as at these appointments health and family history are discussed and there

are decisions to be made. If you are happy to attend the appointment but have any concerns, please do not hesitate to discuss this with the registered nurse. He or she will arrange for a staff member to go with you.

If the time of the appointment does not suit you please discuss this also with the RN and they will liaise with the service provider to change the time if possible.

Communicating with families

Communication with one another is very important, especially when it involves residents in our care – your loved ones. We are often asked how our communication system works.

Sometimes, despite our best efforts, there will be times when a resident sustains an injury, is harmed, or an error occurs. In these instances, or if a resident's condition changes and the doctor has visited, the RN will contact the resident's Welfare Guardian to inform them of the incident. It is then their responsibility to inform other

family members.

Multi-disciplinary team meetings are held on a regular basis to fully inform you of your loved ones general condition and care. Again, an invitation to this meeting will be given to the resident's Welfare Guardian. This invitation can then be extended by them to other family members if desired.



Jim and Margaret Pohe visited recently, performing a selection of country music and New Zealand folk songs

Safe footwear for older people

We are often asked for advice on the best shoes to choose for elderly people.

Firstly, if the person has foot pain or known foot problems, a doctor or podiatrist should be consulted.

Choosing the correct shoe is important because ill-fitting shoes and shoes with poor contact with the ground or poor grip may upset balance and the way one walks, increasing the risk of falls.

Important points to remember are:

- Buy for fit, not size
- Try out the shoes on a variety of surfaces before buying
- A firm heel cup provides support when walking
- Low, wide heels provide more contact with the ground and prevent slipping

- Thin soles with tread reduce risk of slipping
- A wide, deep toe box allows room for toe movement and comfort
- Choose laces, buckles or Velcro that hold the foot firmly.

In winter we often find our residents return to a lifelong habit of putting on socks at night time to keep their feet warm. This can result in slips and falls during night-time visits to the toilet.

A lovely winter gift for loved ones in residential care is a couple of pairs of cosy bedsocks with special non-slip soles – practical and always received with appreciation and delight.



We are delighted to welcome Nannette, our new Operations Coordinator, to the Millvale House team

Millvale House Miramar's Facebook Page

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

Find us by Googling: *Millvale House Miramar Facebook*



A message from Andrew

We have chosen a new name for our newsletter, "Our Home". This feels just right to me, as the concept of home is at the centre of our philosophy of care.

Winter is a time when home feels especially important. Standing on the sidelines watching my son George play ripper rugby, my thoughts often turn to our warm home and the cosy evening ahead. Winter here in New Zealand is a time for snuggling with the kids on the sofa reading stories. It's a time for sharing home-made soup by the fire, and teaching the kids about how hot chocolate just isn't hot chocolate without a marshmallow or two floating in it – usually making it spill over the side.

These are things I remember from my own childhood, and unconsciously, instinctively, I am passing them on to the next generation.

These common human experiences are what bind us together as a community. We recognise these shared traditions and experiences, and they are important because of their

symbolic power. Shivering on the sidelines of a rugby game symbolises love and sacrifice, pride and parenthood. The rich aroma of the hot chocolate symbolises warmth and safety, love and nurturing.

As I travel around our nine rest homes meeting new staff, getting to know them and sharing our Vision and Values, I feel both proud and humbled to think how many of our staff have left their own homes and families, their own countries and cultures and traditions, to start a new life here in New Zealand. They are learning our ways and blending them with their own to form a new legacy.

The love and care they are creating and sharing in our homes is central to this process.

In the same way, each and every resident at our homes brings their own history and traditions with them to enrich our small communities.

Home is where the heart is, and where we all belong.



There's nothing like sitting down with a good book

Looking after winter woollies

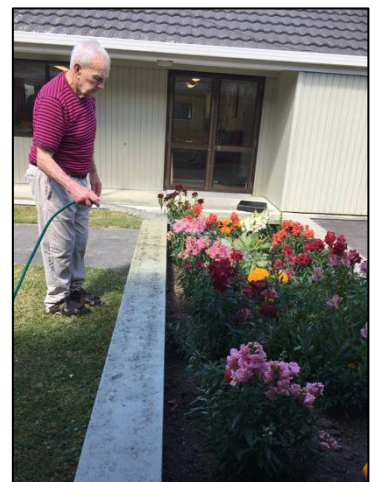
Occasionally, no matter how much care is taken, a woollen jersey or cardigan slips through to the laundry and shrinks beyond recognition.

This is upsetting for all concerned, especially the family member who has hand-knitted or chosen the gift with love.

All care is taken in laundering clothes.

However, woollen clothing may be safer hand washed by family. When buying new woollen clothing please buy machine washable items.

If possible, we would prefer you to provide non woollen clothing that is easily washed when selecting winter clothing for your loved one.



Many of our residents enjoy getting outside and taking care of the garden

If you would like to receive our newsletter via email, please email your name and email address to amyd@dementiacarenz.co.nz.

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