



Leighton House  
GISBORNE

December 2019

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# Our Home

## A message from Liz and Teresa

Tena Koutou Katoa - Warmest greetings to residents, family and friends of Leighton House.

It's wonderful to have the warmer weather here and the burst of colour that showcases our gardens.

We can't believe how fast this year has flown by! Where does the time go? With the warmer weather approaching we ask families to look at bringing in an air fan for bedrooms as we predict some hot days. We will be installing large fans to the River and East wing dining areas and possibly removing part of the window panelling along the East wing conservatory to allow more air flow during the summer.

We also will be looking at more trips out an about as well as having morning and afternoon tea under the trees.

With the festive season fast approaching there is a sense of excitement as we make our traditional Christmas plans, preparing gifts and Christmas cards, putting up decorations, and looking forward to catching up with friends and family.

We would like to welcome new staff to the team: Debbie French (Caregiver & Home Assistant) Dana Lucas (Activity Co-ordinator) and Dona Abraham (Registered Nurse).

We held an afternoon tea gathering to all our Volunteers in November, Our volunteers make such a difference and play an important part in our residents'



lives creating many enjoyable times together. Thank you to you all!

We would like to give a special mention about Tara, who comes in with her carer twice a week to join in with activities and interact with residents. Tara is a bright and bubbly person who looks forward to her visits. She likes being useful so when we have arts and craft she's first in line to lend a hand. Her family have seen a change in Tara since she has been coming to spend time with us and very much appreciate our willingness to involve Tara in our daily lives here.

Lastly we the staff here at Leighton House would like to acknowledge the importance of family and friends both past and present. Those residents and family members who have left us this year became a part of our family, and we all treasure the many happy and memorable moments which remain in our hearts.

We wish you all a very Merry Christmas and a safe, healthy and happy New Year.



*You are very warmly invited to join us for our*

***Christmas Gathering***

*Tuesday 10th December*

*Please RSVP by the 6th of December for catering purposes*

## Education update from Simon Hamley

Every few months I have the pleasure of making long the long journey from Nelson to Gisborne to visit the staff and residents at Leighton House.

Everybody there is always so friendly, welcoming and hospitable, and the lovely weather in Gisborne makes me feel at home. In this past year I have helped to provide a wide range of training for staff, including The Best Friends Approach to Care, which is a course where we develop our empathy

skills. We live in a country with many different cultures and lifestyles, so it's always great to provide some training around diversity and how we can understand and be more accepting of each others differences. When I meet with staff during these sessions, their compassion and caring nature shines through like the Gisborne sun.

I am looking forward to visiting Leighton House again in 2020.



Enjoying the sunshine and beautiful spring flowers

## Summary of 2019 EPOA Survey Results

Every year we request our residents to complete a survey on the service we provide. This is an important and valuable process for us, and enables us to identify areas in which the service we provide may be improved.

We would like to thank those who were able to complete and return their surveys. This is much appreciated.

45 Surveys were printed off for residents at Leighton House and 35 responses were received. 1 resident declined and 9 unable to take part.

We would like to share some of the finding with you which you may find of interest:

- 37.1% of residents have lived with us for less than 12 months, and 62.9% for more than 12 months
- 82.9% of residents feel our staff follow our Vision and Values in their daily interactions with them
- Over 90% of residents felt that we provide a friendly atmosphere where staff are approachable
- Over 80% were satisfied with staff responses when they need attention
- Over 90% find it easy to discuss things with the Registered nurse or

Manager

- Only 4% felt staff do not strive to ensure their privacy and dignity
- 2% felt their values, beliefs, cultural and spiritual well-being were not being met
- In general residents were very positive about the staff, commenting that they find them reliable, courteous and willing to help
- Comments regarding the medical service provided were positive in 98% of responses
- There was a detailed and enthusiastic response to questions relating to activities, with comments generally very positive.
- Some negative comments were made about the laundry and general maintenance

We thank you for the many positive comments and compliments received. Quality Improvements have been raised in respect of negative comments received.

We welcome further feedback in respect of these or any other concerns you may have, now or at any stage in the future.



We are lucky to have a mobile library service for residents to choose books from

## Happy Christmas from Andrew Sheard

Christmas is a busy time for me, but also manages to be a time of reflection. As I share my time between my work and home 'families', I often find myself pausing and smiling as I consider the special magic of this time, highlighted by the joy and excitement I see reflected on the faces of those around me.

There is a special energy at Christmas time, and young and old look forward to its arrival. We have to remind our staff that October is really too soon to begin the traditional Christmas craft activities with our residents, and that the Christmas tree shouldn't be up and decorated until December is at least partly underway!

There is no doubt that Christmas means different things to different people, and that this changes as we journey through our lives. My littlest daughter is still caught up in the wonder and excitement without fully understanding why. To the older children, the magic of Santa is as much a reality as the deeper mysteries and true meaning of the day. As for my

eldest, there is a special pride in being old and wise enough to join the grownups in maintaining the belief in Santa and his reindeer for the little ones.

All of these 'evolutionary life stages' of Christmas time – as well as others yet to come – are contained within the life stories of our residents, and in the many past Christmases they have experienced over the years. There is a special light in their eyes as the first baubles go up on the tree, and as they accept their gift from an often very hot and uncomfortable Santa Claus on Christmas morning. Often we do not know what colourful and fragile fragments of Christmases past are surfacing for them, or where their particular joy in the season lies.

One thing is certain: for residents, staff and families alike, though detailed memories may no longer be accessible, the magic of Christmas will never be lost.

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



In July we had a special Matariki celebration, with children from the local preschool

## Naming gifts

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.

## 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.



Sharing afternoon tea under the trees

**If you would like to receive our newsletter via email, please email your name and email address to [amyd@dementiacarenz.co.nz](mailto: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](mailto:vicky@dementiacarenz.co.nz)