

Our Home

December 2019

91 Main Road North
Lindale
Paraparaumu
Waikanae
5250

Phone:
04 297 0059

e-mail:
om@millvalelindale.co.nz

Web:
www.millvalelindale.co.nz

In this issue:

- A message from Mary and Rhea
- Invitation to our Christmas Gathering
- Education Update
- EPOA Survey results
- Visiting a person with dementia
- Happy Christmas from Andrew Sheard
- Naming gifts
- Outing reminder

A message from Mary and Rhea

It is the Christmas season once again, and it gives us great pleasure to extend our greetings to you all at this special time of year.

We've had some exciting changes at Millvale Lodge recently. The newly built home for people requiring dementia rest home care, Kauri, officially opened in September and is now fully occupied. We are now providing Dementia Hospital care in Tanika home. The introduction of this new level of care was in response to increasing demand, and the home has been steadily filling since it opened in October. As a result of this, we've also welcomed a few new staff to the facility. Jenny Ramos, Czarina Parras and Aina Duro are skilled and experienced nurses in aged care, and another three new nurses will be joining the team before the end of the year.

We were sorry to say farewell to Roxanne in October, but know you will share our excitement at the appointment of Mary Calonzo as our new Clinical Manager. Mary brings a strong clinical background and sound knowledge of dementia to the role, including five years' professional practice in both the Philippines and New Zealand, with senior Registered Nurse and Acting Clinical Manager positions at Admatha Dementia Care in Christchurch. We join in congratulating Mary on this exciting career move and wish her the very best as she takes on this new role.


Plans are well underway for our Christmas Family Gathering. We hope sunny, warm weather will enable us to hold this on the



outside deck as we have done in the past, and that many families will join us.

We would like to thank everyone who has visited and spent time with our residents over the past year. We have shared many magic moments, especially in response to aspects of our activity programme people particularly enjoy. We have noticed some people becoming more social and interactive in joining activities they have declined in the past. One family is now able to take their loved one outside the home for a walk in the grounds which had previously been a challenge. Another resident is now enjoying regular participation in our church service. Many residents enjoy a van outing to the beach or for an ice cream, or helping with some baking for afternoon tea. We are looking forward to more outdoor activities now that the weather is becoming warmer.

We wish you everything of the very best for Christmas and the New Year, and look forward to welcoming you on many other occasions during the summer months ahead.



*You are very warmly invited to join us for our
Christmas Gathering
Friday 13th December from 2.00pm – 3.00pm*

Education update from Simon Hamley

Every month I have the pleasure of making the trip from Nelson to Paraparaumu to visit the staff and residents at Millvale Lodge Lindale.

They are always so friendly, welcoming and hospitable. The location at Lindale is truly stunning, surrounded by open space and wildlife, the peace broken only by the occasional train passing by. In this past year I have helped to provide a wide range of training for staff, including The Best Friends Approach to Dementias Care, which is a course where we develop our

empathy skills, and also training in De-escalation, to help staff respond effectively to a resident who is becoming anxious and unsettled. Caring for residents with dementia is not always easy, though when I meet with staff during these sessions, their compassion and caring nature shines through, and I enjoy listening to them talk about special moments they have experienced with residents.

I am looking forward to visiting Millvale Lodge Lindale again in 2020.



Enjoying some music and dancing

Summary of 2019 EPOA Survey Results

Every year we send out a survey to the Enduring Powers of Attorney for our residents requesting feedback 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 to your loved ones may be improved.

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

For the first time this year we send surveys out via email where possible, offering the option on completing the surveys online. We include the comparative response rate for your interest. Using Facebook to promote and remind EPOAs to return the survey was useful and boosted the return rate.

Please let us know if you would prefer to receive the survey electronically in future.

Specific feedback received included the following:

- 90% had not used the Family support service
- 57% do not use Facebook

- 41% said they did enjoy the Facebook page
- 100% said they were offered hospitality when they visited

Areas which included a rating of 3 out of 5 or less included Activities, Laundry, Cleaning and Food.

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 thank you for the many positive comments and compliments received, especially in regard to the gentleness and patience of all staff. We would like to share the following heart-warming comment with you: *I am constantly impressed with how kind the staff are, non judgmental and supportive. The struggle my mother endures matters to them. People never seem to be just going through the motions. I love Millvale Lindale.*



Our residents love helping out Brian with the gardening

Visiting a person with dementia

As the Christmas season approaches, we would like to remind you that although visiting a person with dementia can sometimes be a difficult experience, it doesn't have to be so hard. These strategies may help to ensure the best outcomes for your visit.

1. Be in the moment

Being educated may help to relieve any feelings of anxiety that may exist for you.

Be prepared to 'go along' with stories positively, rather than disagreeing with the person if their story doesn't seem logical or relevant.

Remember that the person may be at another time and place in their mind, and confused about who you are. As hard as this can be to accept, remember that their 'happiness in the moment' is what is important. Keep in mind that their unusual or 'out of character' comments or actions are a part of their dementia experience.

2. Be self aware

What we are feeling and thinking is often more apparent to the person with dementia than any words we may use. Be in a positive frame of mind when visiting, and be prepared to laugh together!

3. Go at the person's pace

People with dementia often need more time to respond. Use slow and gentle motions and make sure you have the person's attention. Sit at eye level with the person, using good eye contact.

4. Communicate with staff

Try calling before your visit. This is a good way to gauge how the person

is doing, what time they are most alert and to check they haven't gone out with staff.

5. Arm yourself with a 'visiting kit' of ideas and activities

6. Reminiscing is one of the most valuable and meaningful activities for a person with dementia, as often their long term memory remains intact. Bringing the family photographs can trigger fond memories and validates the individual.

7. Learn to be comfortable with silence and changes of mood

Dementia can cause abrupt changes of mood and difficulty in communicating. Allow time, and be patient.

8. Develop an 'end-of-visit routine'

Try to leave at meal times as the person is naturally interested in another activity. Ask a staff member for help if needed. They will be able to divert the person gently when you leave.

9. 'Look after you'

Ensure that you have support to help you process your feelings about the changes you are experiencing, and to arm you with knowledge about what to expect.

Join a dementia awareness group, or contact your local Alzheimer's organisation.



The All Blacks' games were enjoyed by a number of our residents



We love having little ones visit us here at Millvale Lodge

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.



Many of our residents love to help out with familiar tasks around the home such as doing the laundry

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.



Admiring the stunning blossoms at the beginning of Spring

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