



Tasman
NELSON

December 2019

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Our Home

Merry Christmas from the team at Tasman

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 important changes at Tasman recently. We were sorry to say farewell to Al and Claire Tauro, but all join in extending a very warm welcome to Erika Olsen, our new Operations Manager. Erika comes to us with a wealth of skills and experience. She has a legal background with particular expertise in advocacy, mediation and supporting the elderly and people of limited capacity, as well as all aspects of management and business administration.

We are currently seeking exactly the right person to join Erika in the key role of Clinical Manager. Meanwhile we have an experienced team of registered nurses taking care of the clinical needs of our residents, ably supported by our National Clinical Manager and organisational team. Among the many highlights of the past few months has been the annual Alzheimer's walk "Walk to Remember". It was a big turn-out for the Tasman family with a number of residents, staff and family members able to participate. We were very happy and honoured to be a part of this annual event in support of those with dementia.

Maintaining our residents' links with the local community is an important aspect of the care we provide. This has recently taken the form of participating in a grand celebration of the World Older Person's Day held in Annesbrook church. On a simpler scale we regularly facilitate some simple shopping trips for individual



residents. We also take some residents to the beach to experience getting sand inside their shoes. However small or large the activity is, it's always important to be able to reconnect with the world outside our rest home.

Our Diversional Therapy team here at Tasman, led by Aash have been preparing new activities and coaching our Activities Coordinators to ensure that our residents are enjoying a variety of experiences. .

Regular van outings and weekly entertainment remain favourites amongst all residents in our home.

One of the plans for next season is visiting the nearby preschool with our in-house band. The residents have been practicing some songs in preparation for this visit. We also hope to make the most of our wonderful sunny environment by taking some residents out for a fishing trip, and look forward to sharing further news regarding this plan once available.

We hope you will join us for our Christmas Family Gathering, and wish you everything of the very best for Christmas and the New Year.



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

Tuesday 10th December at 2.00 pm

Education update from Simon Hamley

Being Nelson-based, I travel to other facilities every other week or so, so it's always nice to only have to walk across the car park to visit the staff and residents at Tasman. Everybody is always so friendly, welcoming and hospitable.

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 Nelson sun.

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 care 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 included the following:

- 90% had not used the Family support service
- 61% do not use Facebook
- 39% said they did enjoy the Facebook page
- 100% said they were offered hospitality when they visited

The only areas which had a rating of 3

out of 5 or less were maintenance and laundry.

Specific comments related to the areas of outings, parking availability, food services, and cleaning. One detailed concern was raised regarding clinical services. We encourage any EOA with medical concerns to contact us personally as soon as these arise, so that we can personally discuss these important and sensitive matters with you and ensure they are resolved to your complete satisfaction.

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 positive comments and compliments received, especially noting the following heart-warming comments which we would like to share with you:

"He is now smiling for the first time in a very long time. The care service provided is amazing!!"

I am very impressed with all staff ... the care and compassion that they show is remarkable."



Soaking in the sunshine while catching up with current events



There is no better way to celebrate Father's Day than with a barbecue

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.



Enjoying a relaxing trip to Tahunanui



In September a group of us supported Alzheimers Awareness Week by being part of the Memory Walk

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.

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.



A group of our residents joined with over 170 other older people from around Nelson to celebrate the International Day of the Older Person



A resident and his wife spent a happy afternoon planting strawberries to enjoy over summer

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