



Millvale House
W A I K A N A E

December 2019

17 Millvale Street
P.O. Box 397
Waikanae
5250

Phone/Fax:
04 904 4340

e-mail:
om@millvale.co.nz

Web:
www.millvalewaikanae.co.nz

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Our Home

A message from Katherine and Jocelyn

Hello everyone, we would like to extend a warm welcome to all as we move into the Christmas season.

Together with our residents, we planted seedlings at the beginning of spring which are now in full bloom, adding colour to our beautiful gardens.

The last few months have been a busy time for us, with some important changes. We have said farewell to our Clinical Manager Dyan, and are all delighted to welcome Katherine Maye Gomez as our new Clinical Manager. Katherine has worked at Millvale House Waikanae for over a year as a registered nurse, during which time she has established strong positive relationships with staff, residents and family members. She brings a strong clinical background and sound knowledge of dementia to her new role, and has a proven commitment to holistic health care, treatment and the quality of life of our residents.

We would also like to welcome the new addition to our team of Registered Nurses, Claire Peralta.

Some environmental improvements have also been made to our home. A door has been added beside the far lounge to allow access to both sides of the home. The carpets and linoleum in some of the rooms has been replaced and new reclining chairs provided.

We have recently started accompanying a small number of residents to the weekend market in the nearby park to maintain their social and community links. We also have a lamb visiting at the moment in addition to the regular canine visit. One of



the volunteers is planning to bring in a pony as well. The music entertainment remains the highlight of the week for most of our residents. A lovely performance was rendered by a group of Japanese students on the 1st of October which the residents and staff enjoyed.

As always, our focus on holistic care is what makes our jobs fulfilling. A couple of our new staff shared what we call "magic moments" with our residents:

"I experienced a magical moment during music therapy when I was singing a classic song to the residents and their families. A resident who usually isolates herself brought herself to the dance floor and joined us. That was a memorable occasion as a carer being able to encourage the resident to participate in the activity."

"As I was performing wound care to one of the residents, he said that my hands were cold and proceeded to hold both my hands to make it warm."

Christmas is just around the corner, and the whole Millvale Waikanae family joins us in sending our warmest wishes to everyone in this festive season.



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

Saturday 21st December at 2.00 pm

Education update from Simon Hamley

Every month I have the pleasure of making the trip from Nelson to Waikanae to visit the staff and residents at Millvale House Waikanae. They are always so friendly, welcoming and hospitable. The location at Waikanae is very tranquil and the garden is filled with birdsong. In this past year I have helped to provide a wide range of training for staff, including The Best Friends Approach to Dementia 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 House Waikanae again in 2020.



Creating some artwork together

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 included the following:

- 85% had not used the Family support service
- 85% do not use Facebook

- 14% said they enjoyed our 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 cleanliness, maintenance and food.

Specific comments related to maintenance and laundry.

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:

The care Mum receives now is far superior to the facilities she was at prior. I feel that some of that might be related to staff knowledge of dementia and how to deal with it but mostly I feel it's because the staff actually care about the residents.

We are always made very welcome, and always a pleasure being able to visit.



We all look forward to our Sunday visits from Fern

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.



Melbourne Cup Day was the perfect excuse to dress up and have a nice afternoon tea



The sound of children laughing and playing brings a smile to all our residents' faces

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.



Enjoying the lovely sunshine

Naming gifts

Please remember that all new items need to be clearly marked with the owner's name before they arrive.

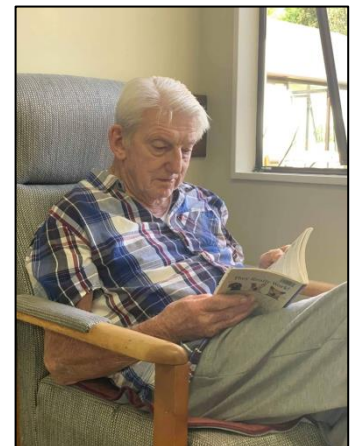
This is especially important at Christmas time, when many lovingly chosen new items are given as gifts by family members.

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.



The relaxation of sitting down with a good book

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