



We invite you to experience the special character of **Avonlea**.

You will discover a team with exceptional qualities and a home with a unique atmosphere.

## **WELCOME**

We welcome new residents and enjoy getting to know them. Moving into a care facility can be difficult, and adjusting takes time. Making new friends also takes time and effort. It is also, often, a very difficult time for family.

We have a unique and interesting group of residents here. We enjoy spending time with them.

Family and friends are a very important part of Avonlea. We do all we can to assist family in making visits go well. They are always welcome and have an open invitation to stay and share a meal when visiting.

We have 4 year audit certification from the Ministry of Health. This is the highest level it is possible to achieve.

There is a registered nurse on duty at all times at Avonlea.

We have specialised staff trained to facilitate diversional therapy sessions with residents seven days a week. They help residents get to know each other, have fun, develop interests, exercise their bodies and stimulate their minds.

Our residents enjoy regular van outings.

My working life here is full of wonderful people, surprises, challenges and fun.

Making the decision that is right for you regarding residential care is very important, and the process can take time. You are very welcome to come back and visit us again. You may wish to bring a family member, support person or friend, or meet other members of our team. Please ring me at any time with any questions you have. I will always be delighted to hear from you.

Kirsty Hart

*Operations Manager*

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### **Avonlea provides the following levels of care:**

- **Rest Home Care for people with dementia**
- **General Hospital Care**

## **Our Vision**

*To create a loving,  
warm and homely  
atmosphere where each  
person is supported to  
experience each  
moment richly.*





*We strive to achieve this vision by promoting:*

- *The uniqueness of each person*
- *The immense value of each person*
- *Openness, honesty and integrity*

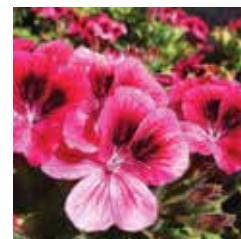
*In these ways we enrich each person, the community and the world.*

**Our Values**

# Our Philosophy

## Our Philosophy

1. Connecting with each person we care for as we would a very best friend means that people feel loved and important. A best friend accepts you as you are, believes in you, forgives your mistakes, really listens to you, jokes with you and loves to hear you laugh.
2. Families/whanau become part of the community we have. They are involved in their loved one's care. They are encouraged to share their in-depth and intimate knowledge of their loved one. There is much honesty and openness. This builds trusting relationships between us all. We know family and family know us.
3. A small home provides people with stability. Things seem familiar – a private bedroom with personal possessions from home, sunny spots to relax in, a garden.
4. Each staff person is someone with ability and with potential for growth. There is much opportunity for every staff member. Each staff member can have a positive impact on residents, their family and their team.





5. It is important for people to have the opportunity to continue with their old roles if they wish. This may include collecting the mail, folding the washing, sweeping the floor, gardening, baking, flower arranging and social activities. People are encouraged to be involved in the running of their home, and are supported to maintain their community involvement and activities.

6. As we work in these ways, people are more contented and participate in life more fully. They have their greatest chance of being physically healthy and emotionally the best they can be.

Our team cares for and connects with each person who lives at Avonlea as we would a very best friend. This means that people feel loved and important.

- We:**
- **accept you as you are**
  - **really listen to you**
  - **love to hear you laugh**
  - **forgive your mistakes**
  - **have fun together**

# Our team

Our team has been hand picked with great care. We have the knack of working with elderly people and people with dementia. We know how to love and care for someone as if that person is our very best friend.

We believe that the people who make up our Avonlea team need to be nurtured too. Avonlea offers a free doctor's service to staff. Workplace Support is available free of charge to assist staff with any issues they may be finding difficult. This means the people who make up our team are assisted to be completely available to the people they care for.

I would like to introduce some of our team. All have much experience in caring for the elderly and people with dementia. They are specialists in their field.







### **Operations Manager**

Kirsty Hart is Operations Manager of Avonlea. Kirsty has been with our organisation for a number of years in various roles. She started in a care giving role before her passion for staff education led her to the position of Education Coordinator. Kirsty has a special interest in the education of staff; nothing gives her more pleasure than seeing people grow to become the very best they can be.

The most appealing thing for Kirsty in her present position of Operations Manager is seeing our vision and values become part of the way each staff member relates to residents and family members. Kirsty believes that by working in this way we all have the residents' very best interest at heart and will achieve the best possible outcomes.

It is inspiring to Kirsty to be part of such a supportive and committed team where we learn and grow daily from one another.

One of the highlights of Kirsty's day is going into the homes and sharing special moments with our residents. She feels immensely privileged to work with our wonderful residents, family members and staff team.

### **Clinical Manager**

The Clinical Manager of Avonlea has the privilege of leading the Registered Nursing team. She has a passion for caring for people with an illness such as dementia, and finds it very satisfying to be able to make a difference to those who are vulnerable.

Her main priority is to ensure that the best possible outcomes are achieved for our residents.

# Our team

## Registered nurses

Our registered nurses get to know each resident very well. They assess each person's needs and then plan the care for each person. They lead the caregiver team, coaching them and ensuring they give the very best care possible. A registered nurse always rings family if a loved one is unwell, unhappy, or anything of concern has happened. They keep in close touch with family.

## Activities team

Our activities team knows each resident very well and what works for each person, creating meaningful activities to support creativity, socialisation, stimulation and fun as well as assisting residents to be involved in the daily running of their home.

## Other members of the team

A large team of full- and part-time caregivers.

A team of kitchen staff who produce wonderful home-cooked meals from fresh ingredients.

The podiatrist, physiotherapist and hairdresser make regular visits to Avonlea, ensuring the personal needs of our residents are met.

The dietician oversees menu planning and is available to assist you with any dietary or weight-related issues you may have.





### **Our owners - Alison Hume & Jim Haines**

Alison and Jim say: “Providing a special place for people to be cared for gives us enormous pleasure. We often spend time at Avonlea. We talk each day about our vision for residents and staff, discussing ideas and striving to find creative ways of providing the very best care.”

Alison is a registered nurse with experience in auditing health and disability services. Alison is inspired by the concept of care delivered in a small and homely atmosphere that encourages staff members to bring their own sense of home and passion to the work they do. Alison believes in the healing power of creating and sharing ‘rich moments’, and delivering the highest possible standard of person-centred care.

Jim was involved in a variety of business activities in the construction industry before moving into aged residential care and has a particular passion for the development of the staff team.

Providing opportunities for personal growth brings both Alison and Jim much pleasure.

For over a decade Alison and Jim have provided care for the elderly, specialising in caring for people with dementia, and have pioneered the ‘small homes’ and ‘Best Friends approach to care’ concepts in New Zealand. They are innovative and passionate about the work they do and visit their facilities regularly, working with their teams and engaging with their residents.

“Providing the mentoring and the resources for our team to give loving care is the work we have chosen to do.”

## Our home

Avonlea is set in beautiful gardens. There are sunny spots to sit, birds to watch and some stunning mature trees. Our home is comfortable and homely, with fires to sit beside in the winter and a beautiful rose garden to walk through in the summer. Residents at Avonlea enjoy the small and intimate homes with their open inviting kitchens.

There are garden paths that interconnect with other homes. This creates a warm sense of community and residents often go and visit their neighbours at Avonlea.

Avonlea has spacious bedrooms and is particularly warm and inviting. The atmosphere is gentle, peaceful and accepting.





## Daily life

Over time, we learn what really works for each person. We discover what they like to do most, their most active times and the times when they like to rest. We explore, discover, and initiate what works best for each individual. This will often reflect past activity patterns and interests.

People are encouraged to continue with familiar roles, such as arranging flowers, setting the table, peeling vegetables, hanging out washing, or raking up leaves in the autumn, if they wish. These activities mean that they have a purpose in life and are actively involved in the running of their home.

Activities are arranged by our Diversional Therapists to cater for the needs and interests of the residents.

We go out regularly. Van outings to the North Canterbury beaches for an ice cream or trips to Sumner to watch the windsurfers are but two examples. Group activities include bowls, movement with music, painting & art, cooking, word games, quizzes & housie to name but a few. Visitors are encouraged to bring their pets with them.

The hairdresser visits weekly. Sing-a-longs are enjoyed by many. We have regular church services.

## Family

Family become part of our community. We encourage family members to be actively involved in their loved one's care, and to share their in-depth and intimate knowledge of their loved one with us if this is desired. There is much honesty and openness. This builds trusting relationships between us all. Family are always welcome and there is an open invitation to stay for a meal at no cost.

We respect and support the wish of some family members to remain actively involved in certain practical aspects of their loved one's care.

We offer family the opportunity to be part of a monthly independently facilitated support group. This is an opportunity to be with people who know what it is like to have a family member with dementia. The journey, which involves many struggles and joys, can be shared with others.

We rely on family to tell us what is going well and what we can do better. How can we make things better for you and your family? Please come and talk with us if you have any suggestions or concerns at all. We rely on your feedback to help us improve.





## Programmes for families

At Avonlea we run two special programmes for families. These programmes are available for all new families to participate in and are designed to help orientate and educate family around dementia care. The programmes run twice yearly. Families are sent a letter of invitation letting them know the dates, times and programme content.

## Orientation for Families

Often 'admission day' is an emotional and bewildering time for families. There is so much information to absorb and process, as well as dealing with the emotions involved. Sometimes it is too much information to retain, particularly on the first day and subsequent weeks.

We understand that it takes time for families to settle and can take a while to learn how things work. This is one of the reasons we have put together a programme for our new families called Orientation for Families.

Orientation for Families is an informative programme that runs for three one hour sessions over a three week period. It runs twice a year, with families new to us in the six months prior to the programme commencing invited to attend.

Subjects covered in the programme include 'Our Facility', 'Questions You Always Wanted To Ask', and a filmed interview with our House Doctor and clinical staff. One session includes outside support guest speakers from such organisations as the local Alzheimer's Society, Age Concern, Advocacy Services, a law representative to talk about things such as enduring power of attorney, and our family support person.

We talk about our vision and values, the foundation of all we do; getting to know and trust us; successful visiting techniques; what's in the residents file; and much more.



# Programmes for families

Our director Alison Hume also introduces herself in a short video. We end our programme by sharing a cup of tea and magic moments together.

It is our hope that Orientation for Families will continue to help our new families adjust more easily to having a loved one in care, be aware of all the support services available to them, and have as smooth a transition into the care partnership as possible.

## Sharing the Journey

Sharing the Journey is a short course for families of people who have dementia, based on the 'Best Friends Approach to Dementia Care' course we run for our staff. Its aim is to enable and empower family members to understand the dementia journey their loved ones are taking.

The course comprises 4 interactive sessions:

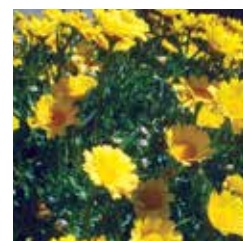
**Session One** helps us understand the experience of dementia. It gives us insight into what it means to walk in the shoes of a person with dementia, and helps us appreciate what makes them who they are.

**Session Two** describes the behavioural and psychological symptoms of dementia and teaches the art of using diversion to minimise distress.

**Session Three** focuses on the most effective ways of communicating with a person with dementia.

**Session Four** focuses on the importance of activities and explores how we can share the journey with our loved ones by sharing activities together during visits.

The course is held in a small interactive group with lots of discussion, questions and laughter. Participant responses are very positive regarding both what they learn, especially around understanding how it feels to be a person with dementia, and the fun they have along the way. We encourage you to attend our Sharing the Journey course, and guarantee you will enjoy it!





# What is special about us?



## We do things differently ... and it works.

- **Our Vision and Values** – Are the cornerstone of all we do. We select our staff based upon our vision and values. This means we attract the right people and have great staff retention. Staff have a high level of job satisfaction and many opportunities to grow, which naturally results in best performance and positively impacts upon our residents' wellbeing.

- **Small homes** – Small homes mean that the environment feels more normalised, and residents orientate to their environment more easily. There is a family feel. We get to know our residents very well.

Purpose-designed kitchens mean that residents and their families have full, assisted and safe access to familiar homely activities. People can help rinse the dishes, make a cup of tea, wipe down the bench, and be part of the running of their home. Baking and cooking activities occur regularly.

Bedrooms are warm and cosy. There is under-floor heating as well as wall unit heating. People are encouraged to bring special things from home to make their room feel familiar and homely. We provide all of the necessities.

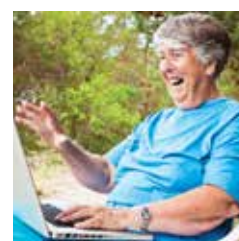
- **Family Support** – Our families are always welcome. You have an open invitation to share mealtimes with your loved one, at no charge. We want you to have as much special time with your loved one as possible. This benefits us all.

Our families also have the opportunity to meet monthly with an independent facilitator to share thoughts, feelings and concerns about having a loved one in care.

- **Special Programmes for Families** – We enjoy providing two special courses for our families: 'Orientation For Families' and 'Sharing the Journey'. These courses help people to settle into having a loved one in care, and provide information about dementia and improving the quality of the journey with your loved one in care.

## What is special about us?

- **Our team** – Our staff team are hand-picked and are with us because they love working with people who have dementia. They are given many opportunities to grow within the organisation and are supported to be their very best. We provide them with free medical attention and staff support from ‘Work Place Support’ . They are also given much in the way of education. We are great believers in the power of education and support for growth.
- **Education** – We have an Education Coordinator who coordinates, supports, motivates and encourages staff to grow and develop as much as possible.
- **Best Friends Approach to Dementia Care training** – All our staff attend this training as a part of their comprehensive orientation. It is based on the ground-breaking work of Virginia Bell and David Troxell, and originated in the U.S.A. The main focus is on developing empathy, communication and an understanding of our residents’ needs. Non Violent Crisis Intervention training is an internationally recognised qualification that we encourage all staff members to participate in. This course supports what is learnt in the Best Friends Approach to Care training.
- **Intercultural training** – Our staff team have the opportunity to be a part of comprehensive training around intercultural awareness. This training is designed to help staff understand the varying cultural needs of our residents, as well as fellow staff members.



## What is special about us?



- **Dedicated Respite Care** – Avonlea provides a dedicated respite care room, enabling families/carers to book respite care in advance, knowing that their loved one has a booked room in a well established home which specializes in care of people who have dementia.

It is very important that carers have time to relax and take care of themselves. Taking a break can help with this.

We believe that most people want to stay at home as long as possible. We work hard to make sure people who come for respite care go home as good as or better than when they came into our care.

- We hold the only contract in Canterbury for dedicated respite care.
- **Audit certification** – We are very proud of our Audit results. All audit results may be obtained from our website [www.dementiacarenz.co.nz](http://www.dementiacarenz.co.nz) At Avonlea, we have four years certification.
- You can follow us on **Facebook** and enjoy our special stories, updates and interesting posts. We are listed as 'Dementia Care NZ'.

### Some ideas to help you settle in

# Testimonials

Hello Kathy,

I've just spent the last few days with Mum and we had a wonderful time together.

I just wanted to say 'thank you'.

I had the chance to meet some of the carers and the people that Mum lives with and they are all such a lovely lot. I am so touched by the caring team you have there at Avonlea - my last day there I tried to say 'thank you for taking care of my Mum' to one of the staff that was just going off shift but I started welling up so I didn't try that again, I just said 'goodbye' to the carers when I left. I would have liked to have let them know that I am so appreciative of all they do for Mum - they are precious and very beautiful people. Thanks again.

Kind regards,  
*Karen Tippen*

August 2012

My Mum's needs changed last year and we found ourselves in the very daunting situation of looking for a new rest home that was tailored to meet Mum's needs.

Mum moved into Avonlea in March 2010. The staff and management of Avonlea made the transition from Mum's previous retirement home to her new home at Avonlea a very stress free experience for us. They were very supportive during this time not only for my mum but also for me. Avonlea is a warm, clean and homely environment and provides Mum with safe and reasonable care.

Mum loves her sunny bedroom with en suite and says she enjoys the meals. I have complete peace of mind that she is safe and well cared for. I have always found the staff to be approachable, friendly and continually keep me updated regarding Mum's health. They always make me feel welcome when I visit Mum and often invite me to stay and have a meal with my mum if I wish to.

Keep up the good work Avonlea.

*G. Patten*





- Set up the room ahead of arrival, together if appropriate. Choose some special items from home to make the room feel familiar – a painting for the wall, a desk, a side table, family photographs. Something that has significance.
- Leave expensive or very sentimental objects at home as sometimes people with dementia can easily misplace things or misidentify others' special belongings as their own. Make copies of photographs, particularly old and special ones and leave the originals at home.
- Make a 'reminiscing' album. Photocopy significant photographs from your loved one's life onto A4 paper. Give each picture a bold title in black vivid marker to help trigger the memory. Slip each page into the sleeves of a plastic 'clear file' folder. These are a favourite for reminiscing and a great tool for conversation and getting to know each other.
- Write a special card for the resident in familiar handwriting, reminding them where they are and when family will be visiting. Remind them that you love them!
- Bring a calendar for the wall – Not only to orient to each day but so that family can write messages or mark out the days they intend to visit.
- Provide a visitors' book so that staff can see who has been and are able to reassure the resident that they have had visits if they become anxious or feel abandoned.
- Bring Enduring Power of Attorney (EPOA) documentation with you on admission day.
- Bring your Community Services Card, Gold Card or High User Card with you.
- Transfer your super payments over from the outset so the family

# Settling in

doesn't end up with a large unexpected bill.

- Speak to a social worker about arranging a subsidy/funding in advance.
- Think about what to expect on admission day – our diversional therapist will be available to help your loved one settle and keep him/her occupied while you deal with paperwork.
- Ask the manager for a copy of the admission agreement in advance so you can read it at your leisure and return it on admission day.
- Remember to label photographs as well as clothing and other belongings.
- Refrain from bringing in woollens – opt for synthetics where possible.
- Make a time to come in and sort out any paperwork with the Registered Nurse before admission day if you have time. This means you will be more available to help your loved one settle.
- Sometimes things may happen that you are not used to seeing or find inappropriate. Please come and talk with staff if you have any concerns.

## Fees

If you are a private payer, the maximum private contribution is set by the District Health Board, and is subject to annual review. If you would like more information about this, please contact your local Work and Income Support Service.







## Our promise to you

*We promise we will  
give you the very  
best of care.*

*We promise we will  
appreciate and  
respect you.*

*We will be open,  
honest and  
trustworthy.*

**Dementia Care NZ** is one of New Zealand's highly regarded aged care providers.

We provide a full range of residential care including general rest home care, dementia rest home care, general hospital level care, and dementia hospital level care. At many of our facilities, a full continuum of care is available.

We specialise in person-centred care.

This is the work we have passionately chosen to do.





Millvale Lodge  
L I N D A L E



Millvale House  
L E V I N



Leighton House  
G I S B O R N E



Millvale House  
W A I K A N A E



Millvale House  
M I R A M A R



Tasman  
N E L S O N



Aberleigh  
M A R L B O R O U G H



Admatha  
C H R I S T C H U R C H



Avonlea  
C H R I S T C H U R C H





