



We invite you to experience the special character of **Leighton House**.

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

## **WELCOME**

Thank you for coming to Leighton House today.

We welcome new residents and enjoy getting to know them. Moving into a rest home can be difficult, and adjusting takes time. Making new friends also takes time and effort. It can also be a 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 Leighton House. They are always welcome, and have an open invitation to stay and share a meal when visiting.

We have a varied and vibrant activity programme tailored to the interests and needs of our residents. The programme helps residents get to know each other, have fun together, develop interests, and maintain their health and wellbeing.

Our residents enjoy regular van outings and community involvement.

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 any time with any questions you have. I will always be delighted to hear from you.

*Operations Coordinator*

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experience the special  
character of Leighton House.  
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## Leighton House provides the following levels of care:

### Rest Home care

In late 2013 we will be providing 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:*

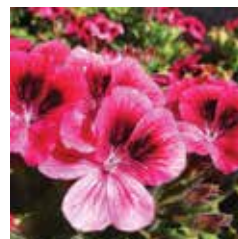
- *The uniqueness of each person*
- *The immense value of each person*
- *Openness, honesty and integrity*

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

**Our  
Values**

## Our Philosophy

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. Ensuring that people can continue with their old roles if they wish, like collecting the mail, folding the washing, or sweeping the floor, means that they have a purpose in life. They can be involved in the running of their home.

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 Leighton House 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. 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 Leighton House team need to be nurtured too. Leighton House offers a subsidy to staff members so that they can see the doctor for less money. 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 elderly people. They are specialists in their field.







### Operations coordinator

Our operations coordinator is responsible for the smooth running of Leighton House operationally. She meets with staff regularly and runs our quality and risk systems. She really enjoys her interactions with our residents and their families, and regards this as one of the most important aspects of her job.

### Clinical manager

Jill Moroney is the Clinical Manager of Leighton House. She is a kind and caring person who has been nursing for twenty years.

‘I love working with our treasured elderly people and treating them with the respect and dignity that they deserve, whilst assisting them to maintain as much of their independence as possible.’

### 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.

# Our team

## 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 Leighton House, 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 spend time at Leighton House at least once a week. We talk each day about our vision for the residents and staff of Leighton House, 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 her 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 every week 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

Leighton House is situated in spacious grounds with stunning views of the Waimata River and the two spectacularly-lit bridges which span it. Our beautiful gardens have sunny spots to sit in and abundant bird life. Extensive decks give residents an opportunity to sit outside and enjoy Gisborne's sunny weather. 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 on site Activities Coordinator to cater for the needs and interests of the residents.

These include outings to join residents from other rest homes for morning tea and lunches at the Cosmopolitan Club.

Visits to clubs where possible are encouraged, e.g. Sherwood Club run by the Alzheimer's Society, Care & Craft, the Stroke Club, Senior Citizens, Enliven and the Blind Association.

Group activities include Bowls, Movement with Music, Painting & Art, Cooking, Word games, Quizzes & Housie to name but a few. Sing alongs are enjoyed by many and visitors are encouraged to bring their pets with them.

## 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 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.





## WE DO THINGS DIFFERENTLY ... AND IT WORKS.

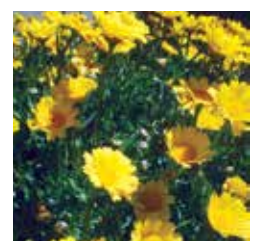
### What is special about us?

- **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' well being.
- **Open home** – Our families are always welcome. You have an open invitation to share meals 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.
- **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.
- **Our Team** – Our staff team are hand-picked and are with us because they love working with elderly people. They are given many opportunities to grow within the organisation and are supported to be their very best. We provide them with subsidised medical attention and staff support from Vitae. They are also given many educational opportunities. We are passionate believers in the power of education and support for growth.

# Why us?

- **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 Care training** – All our staff attend this training as a part of their comprehensive orientation programme. 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** – This 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.
- **Physiotherapist** – Our Physiotherapist visits our home regularly.
- **Dietician** – Our dietician is on site on a monthly basis and is available for advice at any time.
- **Audit certification** – We are very proud of our organisation's Audit results. All audit results may be obtained from our website [www.dementiacarenz.co.nz](http://www.dementiacarenz.co.nz)

You can follow us on Facebook and enjoy our special stories, updates and interesting posts. We are listed as 'Dementia Care NZ'.





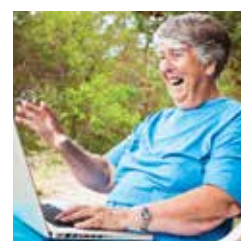


## Some ideas to help you settle in

- Set up the room ahead of arrival. Having a family member or friend help you with this can make it more fun.
- 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.
- Make copies of photographs, particularly old and special ones, and leave the originals at home.
- Bring EPOA documentation with you on admission day.
- Bring your community services card, Gold Card or High User card with you.
- Speak to a social worker about arranging a subsidy/funding in advance.
- 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.
- Ensure your clothing and belongings are clearly labelled with your name.

## 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 Services.





## 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.*

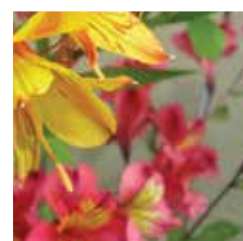
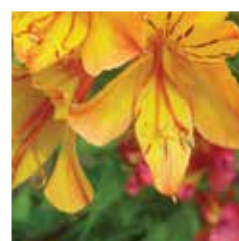
**Dementia Care NZ** is one of New Zealand's highly regarded aged care providers.

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 specialize in person-centred care.

This is the work we have passionately chosen to do.

We care for people in small, cosy homes with a loving, warm and homely atmosphere where each person is supported to experience each moment richly. Our small homes concept means that people experience life in a less clinical and more normalised, familiar way. Small homes that interconnect also bring a sense of 'community' for people.





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

# Notes

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