



Millvale House
LEVIN

Family Newsletter

March 2014

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A message from Rhea and Joe

We join with our staff team in welcoming you to the first Millvale House Levin newsletter of 2014!

A personal message from Rhea:

A year has passed since I was appointed to the position of Operations Manager. They say time flies when you're having fun and I didn't even notice it was already my anniversary.

Every day has been full of variety and interest. I have learned a lot from other people and also about myself. I would like to thank each and everyone at Millvale for your support. We learn from one another each day.

We are delighted to have appointed a new clinical manager, Joe Bucoy.

Joe tells us:

I am originally from the Philippines. I'm happily married with four grown up kids and residing in Waikanae. I arrived in New Zealand in 2006 and worked in a number of positions in aged care before joining Millvale House Waikanae in August of 2008. When I was offered the Clinical Manager's role in Levin, I welcomed the chance to take on a new challenge and develop new skills.

I'm grateful for the warm welcome and support I have received from staff and families, as well as from Marjorie and Rhea. I am enjoying getting to know and understand each of our residents more as each day goes by. My goal is to make a positive contribution to the lives of our residents and the future of Millvale House Levin.

There have been exciting changes recently in our garden area, which has been extended and re-fenced. The lawn has been laid and some planting done. The team here have submitted ideas for



items they would like to see in our planned sensory garden, and look forward to providing a beautiful new garden that can be enjoyed by all.

In addition, we plan to extend the walking path outside Aroha Nui. Instead of ending at the wooden fence, the walking path will lead back to the sensory garden. The wooden fence on the eastern side will be taken down and a sliding door will be installed leading through to Aroha Nui.

We are proud to announce that following our recent audit we now have the maximum 4 year Ministry of Health certification. This is a reflection of the professionalism and commitment of our staff team, and also reflects the high standard of care we offer our residents.

Our popular and informative family programmes Orientation for Families and Sharing the Journey will be held this year and we look forward to meeting families who have not attended yet.

Orientation for Families is scheduled on 10, 17 & 24 April 2014.

Sharing the Journey is scheduled on 16, 23, & 30 May 2014.

Thank you for sharing your loved one with us. We gain much from our work with them.

News from our activities team



A driftwood table centerpiece created by our residents



This family of hedgehogs delighted us all

The summer months here in Millvale House Levin have seen changes and plans taking shape. It has also been a time of many celebrations. Preparation for Christmas involved plenty of craft sessions. With our beautiful coast line in mind we decided to focus on beached themed decorations. Our residents spent time cleaning sand from shells to make our hanging shell stars and drift wood table centre pieces. Everyone enjoyed the process of baking our Christmas cakes. With generous amounts of fruit and whiskey added, the aroma was beautiful and there was plenty of food tasting. The final stage was the icing of the cakes in preparation for our Christmas family gathering and Christmas day.

Our Christmas family gathering was a lovely afternoon with lots of singing and good food. We welcomed our Carol singers who delighted our residents with some beautiful classic Christmas carols and plenty of fun numbers too. Staff members Neil and Cherry agreed to dress as Santa Claus and Mrs Claus and did a wonderful job putting smiles on the faces of our

residents as they gave out the Christmas gifts on Christmas Day.

We had a visit from the lovely Labrador Lexi who came to stay with some of our staff before taking up residency at our new facility in Paraparaumu, Millvale Lodge Lindale. During her visit Lexi managed to find a family of hedgehogs living in our garden. This gave us a wonderful opportunity for our residents to see the hedgehogs up close before they wandered off to find a safe place away from our inquisitive Lexi.

Robbie Burns Day and Chinese New Year were marked by special celebrations involving culturally appropriate food, decorations and music, while Valentines Day reminded us all of the importance of love in our lives.

These celebrations have been a lovely opportunity to mark occasions special to our residents. They can be enjoyed by all through various sensory aspects such as aroma, music, food tasting, listening to laughter, and visual colourful decorations.

Visiting our website and Facebook page



Our recent EPOA Survey revealed that while many families visit our website when they are first investigating care options, few people are aware of our Facebook page or visit it on a regular basis

We have made some exciting changes to our website recently, and warmly invite you to hop online at www.dementiacarenz.co.nz and explore! It has been restructured, updated and made much more user-friendly, now including video clips of staff and a 'live' link to our Facebook page.

The Facebook page can be accessed by clicking on the link at the top right

of the website. Our Facebook page is current, topical and updated on an almost daily basis. By 'liking' our page you will ensure that our postings will come directly through to your own Facebook home page for you to enjoy.

Our page has regular contributions from our team, ensuring that updates cover a variety of subjects including staff and facility news, activities, magic moments, and links to informative articles about dementia.

We would love you to leave us a message on our page, or comment on any posting you find of special interest!

The benefits of hip protectors

Hip protectors are a product designed to reduce the risk of serious hip injury as a result of a fall. They work by absorbing the impact as well as diverting impact away from the hip joint into the surrounding soft tissue. While there is no guarantee that wearing hip protectors will protect the wearer against sustaining a severe injury, research has shown that they can reduce the risk of sustaining a hip fracture by as much as 84%.

This is good news for our residents who, because of their age and dementia diagnosis, are at higher risk of falling. For this reason families are usually asked whether they would like to purchase Hip Saver hip protectors for their loved one. We encourage you to consider the benefits of providing hip protectors for your loved one as a means to reduce their risk of serious injury.



Special treats for Valentine's Day

A hand picked team

Occasionally family members and visitors express surprise at the age and multicultural makeup of our staff team.

Each member of our team has been hand-picked with great care. Many are registered nurses in their own country, with the courage and initiative to start a new life far from home and family. Every staff member is chosen because they have what we call 'knack' in working with people

with dementia. They know how to love and care for someone as if that person is their very best friend, and they are passionate about working in this way. Our staff are loving, capable and experienced. We are enormously proud to have such committed and professional people working with us. Their cultural diversity, energy and dedication enriches us all.



"Santa and Mrs Claus" brought smiles to everyone's faces at Christmas time

A word from Alison Hume

Howard Thurman once said: "Ask what makes you come alive, and go do it. Because what the world needs is people who have come alive."

I regularly meet with members of our team talking about our vision and values and facilitating sessions on how to be with each person we care for as if each person is our best friend. At these sessions we share stories of rich moments we have seen residents have. We sit around the table and the staff I am with light up as they tell their stories.

We have a special book in the staff room that we use so that we can share these very special moments we

witness. When I look at this book I am blown away by the amazing things that just happen. At the end of each story the staff member who writes the story usually writes how they feel. The book is full of comments such as "it was an amazing moment for me", "seeing this made me cry", "Wow", "I was so touched when this happened", "we laughed together". This work that we do is very fulfilling and enriching for each one of us.

We are very fortunate to be doing such meaningful work. It is indeed a great privilege to be caring for the people who live here. We love what we do!

Concerns and complaints: your gift to us



Flowers brighten our summer garden

As we strive each day to provide the very best possible care to our residents, it can sometimes be hard to identify where changes are required to improve upon the service that we provide.

We would like to say a special thank you to each and every one of you for providing us with feedback, either positive or negative. We really appreciate your honesty and the time it takes to let us know when things have not gone quite the way you would wish. Your concerns and complaints provides the opportunity for us to pass on this feedback to all our staff and take corrective action when needed, as part of our ongoing quality improvement programme.

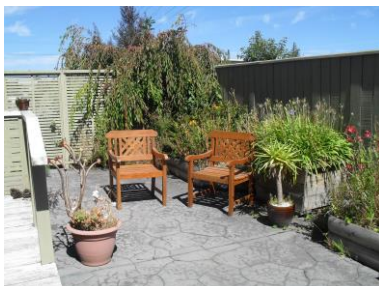
Please remember that our door is always open. You are welcome to pop in for a cup of tea and a chat.

Suggestions to improve our service should be made on a Quality Improvement Form. If you wish to make a complaint about something you are unhappy with, a Complaint Form should be used. The completed form can be given to any staff member, or put in our suggestions box.

Please ensure that any verbal complaint is made directly to either Rhea or Joe. If they are not available then the complaint should be made in writing on a complaint form to ensure that it goes through the correct investigation and resolution process.

Advocacy Services (0800 555 050) is available to assist you if required.

We always welcome your ideas and concerns, and your loved one will never be disadvantaged by anything you may share with us.



A corner of our newly developed garden area

Caring for possessions

Occasionally we have incidents of treasured jewellery, especially rings, going missing. We would like to remind you of the importance of taking residents' rings away home with you.

It is important to stress that we cannot be responsible for any loss of property, and that this is very likely to occur, especially in an environment where people with dementia are cared for.

If a resident has a strong sentimental attachment to a particular ring, we suggest that you consider substituting an inexpensive copy for the original,

which can then be kept safely by your family.

We require all clothing to be named upon admission, and any new items to be clearly marked before they arrive. Names or initials written with laundry pen onto existing clothing labels are not sufficient. Only commercially printed labels either sewn on or ironed on will reduce the likelihood of clothing being misplaced.

Please remember that we discourage expensive woollen items, which are easily damaged in the wash. Please select easy care clothing wherever possible.

We promise we will give your loved one the very best of care.
 We promise we will appreciate, respect and love your special person.
 We will be honest, open and trustworthy.
 This is the work we have chosen to do.

– Alison Hume and Jim Haines, Directors