



Tasman  
NELSON

March 2014

14 Browning Crescent  
Stoke  
NELSON  
7011

Phone: 03 547 6867  
Fax: 03 547 6837

e-mail:  
[om@tasmanrh.co.nz](mailto:om@tasmanrh.co.nz)

Web:  
[www.tasmanrh.co.nz](http://www.tasmanrh.co.nz)

*In this issue:*

- A message from Arah and Chrystal
- Update from our Activities team
- Visiting our Website and Facebook page
- The benefits of hip protectors
- A hand-picked team
- A word from Alison Hume
- Concerns and complaints: your gift to us
- Caring for possessions

# Family Newsletter

## A message from Arah and Chrystal

On behalf of the Tasman team, we join in extending a very warm greeting to everyone reading this newsletter. It is hard to believe that summer is nearly over, as the days shorten and the winter months draw near.

The past few months have been a very busy and exciting time at Tasman. We have all enjoyed the holiday season with many visits from families and the special festive spirit that Christmas brings. The residents especially enjoyed helping decorate the homes for Christmas and singing Christmas carols with the staff. The residents were also delighted when Simon dressed as Santa Claus on Christmas day. There is something about Santa that puts a smile on the faces of young and old alike!

We would like to share the news that we had our spot surveillance audit last October from the Ministry of Health and achieved an excellent result.

Shade sails have been installed in the outdoor areas of all of our four homes and our residents are enjoying having their afternoon tea seated outside. It is good to encourage residents to spend more time outside, with the many benefits that sunshine, fresh air and exercise bring.

Our popular courses for families are scheduled soon. We encourage you to attend, as these are both informative and enjoyable. The dates are as follows: Orientation for Families - 27 March, 3 and 10 April; Sharing the Journey - 22, 29 May and 05 June.



We hope that the families we have welcomed in the last 6 months will be able to join us for Orientation for Families, which gives valuable insight into the practicalities of having a loved one in residential care. Longer-standing family members with a loved one with dementia will enjoy participating in Sharing the Journey, an interactive course which helps people to 'walk in the shoes' of a person with dementia and better understand the highs and lows of the dementia journey.

Over the past few months we have said farewell to Judy, Bonnie, Erika, and Lizabelle. We congratulate those members of our caregiving team who have been successful in obtaining their nursing registration and obtained registered nurse employment. We join in wishing Teena, Navpreet, Sunitha, Jolly, and Divya everything of the very best for the future as they begin their life as a registered nurse in N.Z.

On behalf of the team at Tasman, we are looking forward to sharing many happy times with all our residents and families, and creating magic memories to cherish.

## Update from our Activities team



Residents enjoyed singing carols with our staff 'choir' at Christmas time

December last year was a very busy month with our lead up to Christmas. We spent some time making decorations, putting them up and then decorating the Christmas trees. The Christmas Family gatherings were held - it was really lovely to see so many families come. On Christmas Eve some of the staff sang Christmas carols around all the homes, with many of the residents singing along too.

January was quieter due to entertainers taking a well earned break although we did have one afternoon of entertainment later in the month.

We had our regular activities of van outings, walks, fruit tasting, stories, newspaper group, pampering, (foot spas, massages, hand therapy and make-up) games such as bowls, quoits and skittles, to name a few. Housie is a weekly event in Ora and becoming a regular activity in Ata Hapara.

Our residents like to help out with homely activities and are always happy to assist us with folding

washing and doing dishes in particular. It is wonderful to see the sense of purpose and value derived from these familiar tasks. They also enjoy going out into the garden helping to pick flowers and then arranging them. It's so lovely to see fresh flowers in all the homes.

We had quite a number of birthdays in January which were celebrated with beautiful birthday cakes and special afternoon teas.

In February there were some significant days to celebrate: Nelson Anniversary, Waitangi Day which were recognized through stories and reminiscing and Valentine's Day when we held a special afternoon tea.

Now that we have our new outdoor seats and shade sails we are having more picnic afternoon teas and enjoying our lovely summer days.

## 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](http://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.



The landscape gardening team hard at work on improving our outdoor areas

## 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.

## A word from Alison Hume

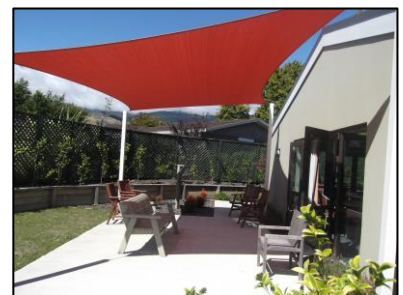
Howard Thurman once said: "Ask what makes you come alive, and go do it. Because what the world needs is people who have come alive."

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!



Our stunning new shade sail

## Concerns and complaints: your gift to us



Newly planted beds enhance our entrance way



The Christmas entertainment brought smiles to all our faces

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.

## 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,

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 Chrystal and Arah. 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.

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