



Aberleigh
MARLBOROUGH

Family Newsletter

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A message from Maja and Susan

Greetings from us both! It has been a busy time for us recently at Aberleigh as we settle into our newly renovated homes and welcome new residents to the extended levels of care.

Between March and May we have welcomed 16 new residents, 10 of whom will be with us permanently, and 6 staying on a temporary basis as respite residents. It is good to see that our respite service is proving valuable in enabling families to take a break and leave their loved ones in caring and capable hands while they are away.

To care for our increased number of residents we have welcomed five new staff over recent weeks. It has been fun getting to know the new faces and helping them to settle into our routines and start to feel part of our Aberleigh 'family'.

We were all very sad to say farewell to Babette Macleod our lead DT, who resigned in April to work in a home with people with mental & physical disabilities. Anju Thakur our Home Manager in Kowhai and Weekend Manager has moved on to pursue her dream to be a registered nurse in New Zealand. We wish her everything of the very best. Our much loved RN Tracy has been promoted to the role of Clinical



Manager at Dementia Care NZ's Wellington rest home Millvale House Miramar. Though it is sad to lose Tracy from our staff team, it is exciting to see our wonderful staff given opportunities for advancement elsewhere in the organisation.

All new family members are warmly encouraged to attend our popular 3 week information programme Orientation for Families. We discuss the paperwork in resident's files, learn more about the dementia process, answer questions, have guest speakers and much more

Session 1 – 25 July 2pm-3pm
Session 2 – 1 August 2pm-3pm
Session 3 - 8 August 2pm-3pm.

We would love you to join us!



You are warmly invited to join us for our
Winter Gatherings
Wednesday 2 July 2:30-3:30pm- Rata, Matai & Ngaio
Friday 4 July 2:30-3:30pm - Totara, Kowhai & Koromiko

Enjoying special times together



Residents enjoy live entertainment by the Country Club Singers

The special times we share with our residents brighten our days. Often these occur during our scheduled Activity Programme, but we all experience special 'magic moments' that take us by surprise and bring a precious sense of connection with the people we care for.

We started March off with cookie baking activities, with residents enjoying participating in providing home made baking for our special café style afternoon tea the following day.

The Country Club Singers came to play for us and that is always a favourite for our residents. We all had afternoon tea together. We also had a couple of special afternoon teas outside under the shade sail.

On St. Patrick's Day we did a quiz together and had special green cookies for afternoon tea. An entertainer came in to sing St. Patrick's Day songs to residents in our rest home and homes for people with dementia.

We have enjoyed many neighbourhood walks in March and April because of the good weather. Residents continue to enjoy our Exercise Club on Mondays and Thursdays, doing the exercises for 30-40 minutes. These have now become familiar, and residents are very good at them. We notice definite benefits in terms of improved fitness, balance and mobility.

Podiatry service strongly recommended



Walker- and wheelchair-friendly paths encourage residents to enjoy our outdoor areas

Caring for our residents' feet is more specialised than you may first think. The risks of infection and pain caused by incorrect technique and the importance of assessment by a professional are important issues to consider in relation to the feet of our residents.

For this reason our facilities have accessed specialised podiatry services to assist staff to care for residents' feet.

There are many benefits to making use of a specialist podiatry service. The following services are provided:

- General toenail care
- Treatment of painful or problem toes
- Removal of corns or calluses
- Overall assessment of foot health, especially with regard to circulation and nerve function

- Specialised care of "at risk" feet, e.g. diabetic care.

This specialised care is arranged for residents, and the account passed on to the resident (with the exception of diabetic foot care). Generally podiatrists see our residents every six weeks. We believe that this is well worth the extra fee, as many elderly people suffer from painful or problematic feet.

If you choose not to make use of this service, we cannot take responsibility for cutting residents' toenails. This will need to be organised by the family, and we will request that a disclaimer is signed and kept on the resident's file to that effect.

Please discuss this with the registered nurse if this is the case.

Being a friend

I am greatly privileged to facilitate some of our education sessions on the Best Friends Approach to Care – our flagship programme that underpins our vision and values. Every member of our team participates in the course soon after joining us.

We always begin session two by talking about our own best friends. Each member of the group is invited to share what their best friend offers them or what special quality he or she has. People share the things they most treasure about the special people in their lives, such as: she is always there for me ... he accepts me no matter what ... I can talk with her about anything ... he knows much about me and sometimes knows what I need without me having to ask ... she forgives my mistakes ... he makes me laugh.

We then go on to talk together about how we can be like a very best friend to our residents. To do this we are totally accepting of our residents, being there for them no matter what. It was Thomas Merton who said: "The beginning of love is the will to let those we love be perfectly themselves."

Lately I have found myself thinking about the importance of friends in my

life. I have a few thoughts to share with you.

The German root of the word friendship means "place of high safety". We feel very safe when with a wonderful friend. We feel warmth and love when with a friend. Friends soften our world and they help us to open the door to our souls.

To be a true friend to another, we must be exactly who we are. We need to attend to our own inner growth. When we do this, we bloom and there is much to share.

Have you ever had a friend say "You don't seem quite yourself today" or "You acted out of character today"? We human beings are constantly growing and changing, breaking patterns of how we used to be. As friends it is necessary to work at our love for each other so that we know each other more fully as the days go by.

I disappoint myself and others often but I keep on trying to make sure my presence is a gift of love.

Being a friend is a most wonderful thing.

Alison Hume



Looking after winter woollies

Occasionally, no matter how much care is taken, a woollen jersey or cardigan slips through to the laundry and shrinks beyond recognition.

This is upsetting for all concerned, especially the family member who has hand-knitted or chosen the gift with love.

All care is taken in laundering clothes. However, woollen clothing may be

safer hand washed by family. When buying new woollen clothing please buy machine washable items.

We would prefer you supply non woollen clothing that is easily washed.



Communicating with families



Simple, familiar tasks give an ongoing sense of value and purpose

Communication with one other is very important, especially when it involves residents in our care – your loved ones. We are often asked how our communication system works. There are two main reasons for a registered nurse (RN) contacting family. One is open disclosure after an incident has occurred, and the other is to impart information regarding a resident's change in condition.

We are committed to providing safe, quality health care to our residents. Sometimes, despite our best efforts, there will be times when a resident sustains an injury, is harmed, or an error occurs. In these instances, it is important to ensure that full and open disclosure to families occurs. The RN

will contact the resident's EPOA (Personal Health and Welfare) to inform them of the incident. It is then the EPOA's responsibility to inform other family members.

Multi-disciplinary team meetings with families occur one month after admission and every 6 months thereafter to fully inform you of your loved ones' general condition and care. Again, an invitation to this meeting will be given to the resident's EPOA. The EPOA can extend the invitation to other family members if they wish.

In addition, you are always welcome to come to us with any concerns that may arise from day to day.

EPOA Family Survey

Thank you for taking time to complete the EPOA surveys this year. We are happy to report 48% of surveys were returned. This was pleasing as it provides us with an overview of how we are doing in your eyes.

94% of respondents said that they would recommend this facility to a friend. 92% felt we had a friendly atmosphere and that the staff were approachable.

No specific areas of concern were raised, other than some general comments which we warmly encourage you to pop in and discuss with our managers in more detail if you wish.

We would like to remind families if at any time they would like to make suggestions on how we can improve our service, our manager is always available or if you prefer to write your suggestion down we have what we call 'quality improvement forms' which we use to make changes to the way we do things.

Please remember that this survey is anonymous. If you have something you are really unhappy about, it is important that you come and discuss it with a manager so that we can address it.



A male resident takes pride in precisely matching the corners of a towel he is folding

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