



Leighton House
G I S B O R N E

Family Newsletter

June 2014

2 Cheeseman Road
Inner Kaiti
Gisborne 4010

Phone: 06 867 7697
Fax: 06 868 6352

e-mail:
ocleightonhouse.co.nz

Web:
www.leightonhouse.
co.nz

In this issue:

- Greetings from Teresa and Arrah
- Winter Gathering invitation
- Enjoying special times together
- Podiatry service strongly recommended
- Being a friend – Alison Hume
- Looking after winter woollies
- Communicating with families
- EPOA Family Survey

A message from Arrah and Teresa

Greetings! Winter is now upon us and it is time to pull out the winter woollies and think about how we can't wait for summer to arrive!

We extend a warm welcome to Arrah Mabies who has joined our family here at Leighton House as our Clinical Manager. She has already been here several weeks and is enjoying getting to know residents, families and staff.



Family, visitors and residents may have noticed our front garden has been cleared. Our new gardener Brenda Patterson who is highly experienced and well known throughout our community will be replanting this area to create a "bright and colourful" feature entrance, as requested by our residents. The trees and hedges have also been pruned to give a better view of the Turanganui River.

The carpeting has now been completed and the vinyl in the Admin Wing bathroom has also been replaced. The kitchenettes in the River & East lounges have now been completed, and it is lovely to see residents and families using these areas.

A full certification audit was held on the 20th & 21st May. Feedback from the auditors was generally excellent, and we look forward to a positive result within the next few weeks.

At some stage families may be contacted by our nursing staff to update our resident files. This may involve coming in and spending a few minutes with us. We thank you for your co-operation.

We would like to congratulate Jo Beattie and Liz Thorne on completing the "Tairawhiti Fundamentals of Palliative Care" course. 197 people enrolled for the course but only 6 graduated, 2 being staff members from Leighton House.

Finally, we would like to remind family members who kindly bring in treats for residents to inform our staff, as we are required to date all perishable items.



*You are warmly invited to join us for our
Winter Gathering
Tuesday 24 June, 2 p.m. - 3 p.m.*

Enjoying special times together



The Easter egg holders made by our residents

Easter time was a wonderful celebration, with Wendy & Sandra dressing as Easter Bunnies for the occasion. A highlight was the Easter raffle for a basket of delicious goodies. The money was donated to Awapuni Primary School. The raffle was won by Mirika Swann who looked forward to sharing the basket with her family.

As always, Easter was an opportunity to enjoy creative crafts, with residents making Easter egg holders for us all. These transformed the tables on Easter morning, with an Easter egg in each for our residents to enjoy.

Our diversional therapy team made a special tribute to Mothers' Day on May 11, making all our mothers and ladies feel loved, appreciated and special.

Residents put on a farewell afternoon tea for Jill Moroney and presented her with flowers and a bottle of wine.

On the 27 May Leighton House held a "Pink Day Fundraiser". The idea was for staff and residents to wear something pink for the day. A special afternoon tea was held, with any voluntary donations being passed on to New Zealand Breast Cancer Foundation.

We had a group of lovely girls from the Highland Dancing Group come to entertain our residents one morning. They started off a bit shy but with smiles and support from the audience they gave a great performance.

Podiatry service strongly recommended



Jim Kennedy, Paddy Jones (volunteer) and Mirika Swann, the lucky raffle winner.

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 resident or their 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



The Highland Dancing Group delighted us all

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 and Resident Surveys this year. We are happy to report that 46% of EPOA surveys were returned and 25 Resident surveys were completed. This was pleasing as it provides us with an overview of how we are doing in your eyes.

100% of respondents said that they would recommend this facility to a friend. 95% felt we had a friendly atmosphere and that the staff were approachable.

EPOA Survey : On analysis of the results of the EPOA survey we found that we did not meet families' expectations in the following areas:

- EPOA Survey Question 14: Some respondents were not entirely happy with the work carried out by the diversional therapy team for their loved one.
- EPOA Survey Question 24: Some respondents felt staff were slow to offer assistance to residents at meal times.

Two quality improvements have been raised as a result of this survey. We

are now working to improve on these aspects of our service.

Resident Survey: These showed no areas of concern. However, we would like to remind our residents that they are welcome to raise any concerns they have at their monthly resident meetings, or in daily interactions with staff.

We take all comments extremely seriously, and raise Quality Improvements where appropriate. 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.



"Easter bunnies" Wendy and Sandra bring a smile to Eileen's face on Easter Friday