



Tasman
NELSON

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Family Newsletter

A message from Arah and Chrystal

Although winter is now upon us we have been very fortunate with the beautiful sunny weather that we have been experiencing. Not only are residents able to enjoy outdoor walks in the sun during the day but also cosy evenings indoors.

We have recently held Orientation for Families sessions at Tasman for families of new residents. We would like to express our utmost thanks to everyone who attended and made these sessions fun and successful! Another series of sessions for families called "Sharing the Journey", an interactive course for family members who are interested in learning more about the care of people who display behavioural and psychological symptoms of dementia, is scheduled for 29 May, 5 & 12 June. We encourage everyone interested to attend and make this course as enjoyable as our last.

Some new caregivers have recently joined our team and have fast become integral members of the Tasman community. Most of them are registered nurses in their countries of the Philippines and India and bring with them a wealth of knowledge that is of value to our residents and our staff team.

We will be running Best Friends Approach



to Care education sessions with our staff to ensure that they are all familiar with the Best Friends approach to care. We have recently held sessions on Intercultural Awareness and Communication which we strongly believe improves interactions in Tasman between residents and staff alike.

We are very delighted to announce that Sharon Powick, one of our weekend managers and our head diversional therapist has accepted the role of Operations Manager at one of our other facilities, Millvale Lodge Lindale. Sharon was an extremely valued member of our team and will be sorely missed by residents, family members and staff. We wish her the very best in her new role.



You are warmly invited to join us for our

Winter Gathering

Wednesday 25th June, 2.30-3.30 p.m.

A wonderful accolade

We would like to share this wonderful letter written to us recently by one of our families.



Residents enjoyed working with our diversional therapists on these colourful Easter decorations

We would like to say a big thank you for the lovely happy friendly care given to our Father, Allen Mills.

It was so nice walking into the home. Residents and staff alike always greeted us with smiles and hellos.

The sensor mat by his bed was always being set off by us accidentally no matter how hard we tried not to and a staff member would come in with a beaming smile and switch it off.

Nothing seemed to be a bother.

We always felt like we belonged to a big family, this made things so much easier for us to cope with Dad having to be in an environment he didn't want to be and his health deteriorating.

The banter between you and Dad was

a joy to see, Dad loved to give cheek to someone and it was nice to see you responding back.

The care and friendliness not only extended to Dad, as an extended family always being there, we also were looked after.

The endless cups of tea and coffee, and a meal if we happened to be there at that time was so generous. The one happy hour we happened to coincide with was nice. It was shared with everybody not just the residents. I know my grand-children loved it, Toby still talks about his lemonade and chippies with Great Granddad.

We will be recommending you to everyone we talk to, our choice of care for Dad was just the best in our eyes, thank you so much.

Christine Griffith and Gene.

Podiatry service strongly recommended

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.



Pleasure in simple things: dunking a ginger nut

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 that 40% 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. 97% felt we had a friendly atmosphere and that the staff were approachable.

No specific areas of concern were raised.

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.



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