



Millvale House
W A I K A N A E

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Family Newsletter

A message from Deidre and Roxanne

We would like to thank our families for their words of kindness and hugs, it is much appreciated. We are always grateful for constructive feedback, and welcome any comments which enable us to improve the service we provide.

We have had several staff changes recently, with some staff moving to nearby Millvale Lodge Lindale and others moving on to positions elsewhere. As always, we are sorry to say farewell to our staff, and wish them everything of the very best for the future. We warmly welcome a new Registered Nurse Ailene, new cook Claire and new caregiver Cherry Mei to our team.

We are greatly looking forward to a new Diversional Therapist Leah joining us at the end of May after a long process of looking for exactly the right person.

Our Saturday afternoon entertainment is proving very popular and is very well attended. It seems to be a positive experience especially enjoyed by couples. We find that music, especially live music, has a wonderfully therapeutic effect on our residents, and familiar songs and tunes can often elicit a positive response, smile or even dancing.



Our Winter Family Gathering, with live entertainment and a special afternoon tea, is scheduled for 18th June from 2.30-3.30pm. We hope you will join us!

We were privileged to share in a family celebration of a residents 91st birthday recently, with an afternoon tea held at our facility. Family members got together including some from overseas. It is always a pleasure to assist in hosting special family occasions here at Millvale.

We have some lovely new wooden chairs for the courtyard and are looking forward to enjoying outdoor time when the warmer weather arrives!

We are so privileged to provide a home in which residents and their families can enjoy special moments together. Thank you for sharing your loved one with us.



*You are warmly invited to join us for our
Winter Gathering
Wednesday 18th June from 2.30-3.30pm*

Activities at Millvale House



Delicious home baking is a feature of our afternoon teas

At Millvale House Waikanae, we continue to support our residents to participate in activities they enjoy doing such as the matching card games, puzzles, arts and crafts and many more. These activities encourage interactions between our residents and our carers. They offer a positive and enjoyable opportunity for socialising, providing an opportunity to interact in an informal and relaxed atmosphere.

We celebrated Mothers Day by making cards for the mothers, as well as giving each a small gift. We also celebrated Easter and Anzac Day.

Ball throwing/catching in a group is our most popular activity, enjoyed by residents and family too.

Our residents love fish and chips occasionally, served in paper to be

closer to the Kiwi tradition.

“Pampering” is a one on one activity which leaves our residents looking and feeling wonderful. The individual attention and physical contact is especially beneficial in maintaining a close and trusting relationship between residents and care staff.

Karaoke singalongs in the Kereru lounge and quizzes which prompt long term memory are also enjoyed by many.

One of our Diversional Therapists recently invited a new resident to write a Mothers’ Day card which he did, writing to his wife in his own words. When his wife read it she burst into tears at the beautiful words.



Diversional Therapist Joy Catapang treats a resident to a soothing foot massage

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.

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

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.



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

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.

91% 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.

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

- EPOA Survey Question 2: Some respondents were not entirely happy with staff responses when phoning the facility
- EPOA Survey Question 8: Some respondents felt their relative's values, beliefs, cultural and spiritual wellbeing were not being met
- EPOA Survey Question 18: Some respondents were not entirely happy with the home's smell
- EPOA Survey Question 23: Some respondents expressed dissatisfaction with the

presentation of meals their relative receives

- EPOA Survey Question 25: Some respondents felt the likes, dislikes, cultural preferences and special dietary needs of their loved one were not taken into account.

Five quality improvements have been raised as a result of this survey. We are now working to improve these aspects of our service.

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 to 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