



Leighton House
GISBORNE

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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

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Family Newsletter

A message from Arrah and Teresa

Greetings from Arrah and Teresa!

We cannot believe how fast this year is going. We're sure you will all agree!

Here in Gisborne we had a longer summer than usual, with temperatures still in the early 20's at the beginning of May, which was welcomed by all.

Over the next few months Arrah will be contacting families to discuss Advance Directives and Advance Care planning for your loved one. Please contact Arrah if you wish to set up a time to talk about this important topic.

Since our last newsletter in March 2016 we are noticing an increased attendance in the daily exercises and activities programmes we provide. We have had to move some sessions from the Garden Wing to the Main Lounge to allow more room for residents to attend.

In March we celebrated Easter. We always make an 'Easter Hamper' which we raffle off, proceeds being donated to a worthy community charity. This year so many items were donated by staff and residents that we were able to have three prizes. A big thank you to Connie Tozer who hand-knitted a set of family dolls, and Mirika Swann who donated a framed artwork.

1st Prize of the Knitted Dolls went to Hila (one of our night staff)

2nd Prize of the Easter Hamper went again to Nancy Gray, who has won it 3 years in a row!

3rd Prize of the artwork went to Hine, another staff member.

Over March and April we had our yearly Flu Vaccines for our residents. A big 'Thank you' to all who consented to have these. 87.5 % of residents were vaccinated this year, an increase on last year's total of 81.82%. Our staff results exceeded our expectations: last year we had 63% of staff



vaccinated, and this year 91%.

Tiki Tours, started by our Diversional Therapy team, has been a huge success. Places we have been to so far include Kaiti Hill, Sponge Bay, Wainui Beach, and the Botanical Gardens. After each trip a special treat at McDonalds of either a coffee or ice-cream is enjoyed.

In May we celebrated Mothers' Day, always an important day on our calendar, and reminisced over afternoon tea.

We ask families to please report any lost property. Please feel free to check the unnamed clothing in our laundry when you visit.

We encourage you to spend time with your loved one and invite you to stay for a meal. We ask you to book in advance as early as possible.

Thank you for being part of our family here at Leighton House. We look forward to spending many happy times together over the coming months.



Connie Tozer with her gorgeous hand knitted dolls



2nd Prize winner Nancy Gray with the Easter Hamper



3rd Prize of this stunning framed artwork was donated by Mirirka Swann

Falls prevention programme

A major project in our current business plan has been a falls prevention programme which we have implemented at Leighton House.

A number of minimization interventions have been put in place as part of this project, which was launched in 2015 and has now been running for a year. These include the appointment of a Falls Coordinator, 'falls mapping' implementation, increasing staff awareness around falls minimisation through education, and maintaining a Vitamin D supplement register.

Falls Mapping is a graphic representation of the floorplan of Leighton House, with colour coded 'mapping' indicating precisely where and when each fall occurs, as well as

the identity of the resident concerned. This enables us to identify the areas, times of day and people at greatest risk, and implement preventative strategies such as environmental improvements, closer monitoring and diversion.

The Leighton House team has been working closely under the guidance of the Falls Coordinator to achieve the goal of preventing major falls while minimizing minor ones. Reductions of over 50% in both categories of falls has been noted, and we hope to continue to see improvement in this important area of care.

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.

Using my time wisely

It gives Jim and me great pleasure to provide the resources enabling our managers to provide an excellent service to our residents and their families. We love to meet with our managers frequently and to see their growth and development. They are very well supported by our organisational team who are always just a phone call away, if there is any problem at all. We have delegated the day to day running of Leighton House to Arrah and Teresa. They are the front face of Leighton House. They are the people residents and their families love to meet often, have a chat to, and talk with if there is a problem or information to be sought.

I would love to know all residents and their families as I used to when our organisation was smaller. Now this is not possible logistically, and neither would it be helpful to the managers we have so carefully chosen. They need the trust and freedom to 'own' the home they run.

I believe my time is better employed facilitating programmes that guide our staff in providing care that clearly reflects our vision and values. I spend time with every new staff member,

Conversations that count

Knowing what is important to each resident takes the guess work out of how best to care for each person as the end of life approaches. The Advanced Care Planning Cooperative of New Zealand has developed an Advance Care Plan (ACP) document for use by those who are cognitively able. A person with a diagnosis of dementia may not be able to complete this. Instead, a Medical Care Guidance Plan can be completed on their behalf by their GP. It is important that the family have input into this.

We have developed a "Thinking about your loved one's quality of life" questionnaire to encourage conversations with residents and their

Alison Hume

talking about our vision and values, our expectations of and our commitment to them. A little later on, after they have been working with us for a little while, I again spend time with them, running a programme (in conjunction with Simon, our education co-ordinator) called "Best Friends Approach to Care". This is a simple, practical and effective application of our vision and values in day to day interaction and care. This close formative engagement with each member of our staff is the way I can have the greatest impact not only on each staff member, but also indirectly on each resident and his/her family on a moment by moment basis.

We very much want every resident to be loved and accepted as their true self. Leighton House is their home, and home is, as Maya Angelou says, "the safe place where we can go as we are and not be questioned."

Our residents have a wonderful simplicity and compassion about them as they head towards the source of their being. If we pay attention, they offer us many moments of grace.

What lovely work we do! Thank you.



St Patrick's Day was full of fun. We had a competition for best dressed, which was won by Nolan Jeffery. You can see why!

loved ones about what matters most to them in terms of their care and treatment at the end of their life. This document will be offered for discussion at your next multi-disciplinary meeting. It is also helpful in providing clarity around the services the facility offers as well as access to GP or emergency services. Upon return of the document it is important that we have a conversation to ensure we interpret the choices as intended.

Our registered nurses give a gift of acceptance, understanding and reassurance by sitting quietly listening, empowering families to identify what really matters most to their loved one at the close of life.



View from Wainui beach "Tiki Tours"

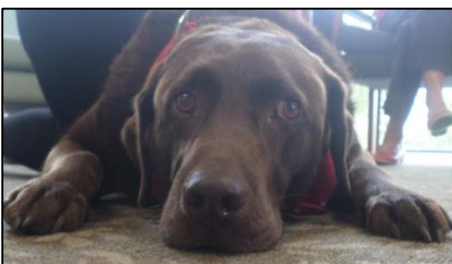
Improving the service we provide



Table Decorations for Mothers' Day



Robyn the cook with one of the delicious morning teas she prepares – and the sausage rolls were still in the oven!



Farewell from Rusty the therapy dog

In early 2015 we launched a campaign focusing on caring for residents' personal belongings. This covered all items of value which are vulnerable to being lost, broken or damaged, especially during our laundry process.

A series of posters was displayed in the staff areas of the rest home as a reminder to caregivers that lost and damaged belongings can have serious consequences.

Over the past year we have been monitoring the occurrence of damaged belongings in each of our facilities, particularly with reference to the damage prevention poster campaign. We are delighted to report that the total number of lost or damaged items has dropped significantly due to the increased awareness. Damage in general has dropped 28% and damage to dentures in particular has plummeted by a massive 80%. Shrink clothing is also less frequent, with staff taking more care with identifying woollens, sorting washing and ensuring special instructions relating to delicate garments are followed.

Some excellent suggestions have recently been received from residents and family members, and have either been implemented, or are in the

process of consideration:

- River veranda needs outdoor furniture to make it inviting.
- Portable phones allocated to River/Garden/East wing. Socket needed.
- Skype and Internet connection made available to residents .
- Smokers: Smell coming through hallways. To discuss with smokers to ensure veranda door are closed when smoking.
- Place a sign on doors: Leighton House. Completed.
- Increased family involvement in activities programme – has been discussed with diversional therapy team.
- Family newsletter be sent via email – newsletters are available digitally on website once distributed.
- Buddy system for new resident to help with orientating them – to be discussed with in house "Residents Committee group", who are happy to provide help with new residents to orientate.

Please remember you are always welcome to pop in and share your suggestions or concerns.

Caring for possessions

Occasionally we have incidents of items or money going missing. We would like to remind you of the importance of leaving items of value, and especially cash, either at home with family, or in the manager's office for safekeeping. It is important to stress that we cannot be responsible for any loss of property, as specified in our Admission Agreement.

We require all clothing to be named upon admission, and any new items to be clearly marked before they arrive. Commercially printed labels either

sewn on or ironed on will significantly 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.

It is extremely important that any items of value are insured, as we cannot take financial responsibility for any loss or damage that may occur. This includes personal items such as hearing aids and dentures.