

Family Newsletter

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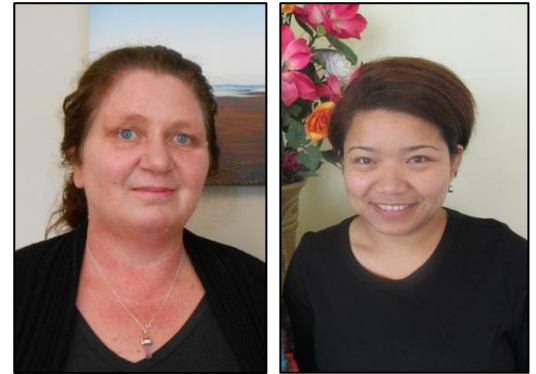
A message from Carolyn and Rhea

After a lovely long dry summer, autumn has arrived with sudden showers of rain, which is great for the gardens. Here at Millvale Lodge the gardens have had a spruce up with new plants and a new hand rail to provide support when people come up the sloping path.

There have been some changes following Sharon's return to Nelson. Deidre, and now Rhea, have been assisting Carolyn with operational matters until such time as suitable Operations Manager can be identified. They are both very experienced: Deidre used to be the Operations Manager at Millvale House Waikanae, and Rhea is currently Operation Manager at Millvale House Levin.

The HDANZ auditors visited Millvale Lodge recently for a surveillance audit. As always, we were proud to showcase the service we provide, and are delighted with the outcome, with many positive comments regarding our quality system, policies and processes, and only one concern raised.

One of the aspects of our service which we are often told sets us apart is the wonderful work our Diversional Therapists do, with special event activities, one on one activities, celebrating birthdays, organizing and facilitating the entertainment sessions, and celebrating Mothers' Day, Easter and other special holidays. The Diversional Therapists don't



just lead activities; they also formulate activity care plans for each resident. This involves taking information gathered from the Activity Profile which families complete on admission and adding to this by observation and interaction to complete an Activity Care Plan. These Activity Care Plans are regularly reviewed and updated to reflect changes in the resident's interests and abilities.

The diversional therapists are keen to instigate regular van trips on a monthly basis, and we will encourage family members to accompany their loved ones on these outings if possible.

We look forward to seeing you here often over the winter months, and to sharing many happy times with you and your loved one.

You are warmly invited to join us for our

Winter Gathering

Friday 15 July 2016 at 2.00 pm

“Magic Moments” to share with you

A resident’s grandson recently sang at the Sydney Opera House in “The Messiah”. He sang a couple of songs for us in the lounge, an amazing experience for everyone. Residents emerged one by one from their rooms to listen. I left the knitting we were doing as an activity on the table to get the camera to capture this special moment. I looked over at the table and a resident had picked up the knitting and done a couple of rows! Two magic moments simultaneously.

A resident’s daughter walked in to the lounge today. The resident broke out in to a big smile and said “That’s my daughter!” Everyone was uplifted by this moment of recognition. Then the resident added “Yes ...” and called her by name. Her daughter was so happy.

It was lunchtime and a resident was a little confused and standing by one of our caregivers asking him questions. He put his arm around her and started singing. She joined in at the appropriate time with the correct words to the song.

Three residents and I were seated around a table together. Another resident was struggling with her zipper not far away from us. One of the ladies called over to her “Can I help you with that?” She brought her top over and the helpful resident spent several minutes very patiently showing her how to engage the zipper. It was a lovely interaction.

A resident was unsettled on return from an outing. His daughter brought him out to the lounge and got out her guitar. The music worked wonders. He sang several songs, often solo, and gave historical background to them. It was so good to see him fully involved with his musical/spiritual self.

I was taking a resident to the lounge when the RN asked if she could give medication to him. He took his medication and asked me, “Is she a doctor, hope it’s not too late to ask that?” That moment made us both laugh.



Mothers’ Day

The residents and staff have been practicing crochet and knitting skills. Little did the residents know that the team have been making crocheted flower brooches for the ladies! They were presented to the ladies, along with a small basket of soap, lotions and creams during a lovely Mother’s Day programme. The ladies had special cupcakes for afternoon tea.



Falls prevention programme

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

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 Millvale, 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 Millvale 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.

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 Millvale Lodge to Carolyn and Rhea. They are the front face of Millvale. 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. Millvale Lodge 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.

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.



This is a sample of some art work we did for ANZAC Day. We painted several sheets of paper with an acrylic wash in a variety of colours. We tried to get an explosive effect with the wash. Then the poppies were created by stamping the page with several different sized potato stamps, then glued poppy seeds to the centre of the flower. We then crumpled the completed work to create a sense of loss



The wonderful Kapiti Israeli Dancers have generously performed for us recently. They performed several dances, each one better than the last, to beautiful songs which were introduced one by one. One resident said it was "graceful and lovely!"

Improving the service we provide



We've been doing quite a bit of knitting lately. We're creating some fiddle muffs. One of our residents spontaneously picked up the needles and started knitting a perfect couple of rows!



Max and Alison from Ekklesia Church visit fortnightly in the mornings, which is a welcome treat for the residents. Everyone who can joins in the singing, even the staff!



We have the makings of an indoor bowls league here at Millvale Lodge. A few of our residents have been quite successful competitive bowlers in the past, and our modified version of the game has brought out the competitive streak in some of our residents!

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%. Shrunken 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.

We are currently looking into a number of suggestions put forward at a recent meeting with family members, as follows:

- Main office needs to be more clearly identified; facility difficult to navigate. Whole face of the receptionist/manager needs to be visible.
- More regular van outings
- Variety of and resources for activity programme; more music
- Names on resident doors – more legible
- Cleaning processes
- The presentation and serving of meals
- Family to be notified when loved one needs clothing etc

Please remember that you are always most welcome to pop in and discuss any suggestions or concern you may have.

Family Support Group

Having a family member with dementia can be hard, and it is often helpful to share your thoughts and feelings with others.

Every second Wednesday of the month at 1pm we hold a support group meeting for the families of residents at Millvale Lodge. Family members who attend find these sessions very useful and enjoy having a safe, confidential environment where we can share our experiences and support one another on this challenging journey. Speaking with others about the

complex issues of having a family member with dementia can be an enormously valuable and liberating experience.

The meetings are facilitated by Sally Perris who has been counselling for 15 years and enjoys teaching the art of wellbeing. Discussions are informal and confidential, and take place in a loving and supportive environment. Feedback we receive about the meetings is very positive. Come along and join us – afternoon tea is provided.