



Tasman
NELSON

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Family Newsletter

Greetings from Arah and Al

Warm greetings from the team at Tasman.

We would like to thank you for giving us the opportunity to care for your loved one at Tasman. We enjoy catching up with you when you come to visit. It is a privilege to be a part of your loved one's journey and to be able to care for them. We are inspired by the lovely comments that we receive from family members and that's what motivates us to achieve our goal, which is to care for the unique needs of your loved ones.

As well as the special celebration we arranged for Easter, a highlight during April was the Anzac Day celebration in each home. Special decorations with poppies, posters commemorating soldiers' participation and Anzac Parade pictures were posted on the wall to honour them. An Anzac Day parade and national anthem CD was played in Ora and much reminiscence took place in all homes. Anzac poppies were worn with pride by staff, residents and visitors. Residents who had served in the armed forces wore their medals, and we were all moved and proud to share such a special time with them.

A successful outing recently took place at Aniseed Valley. Residents loved walking in the picnic area and the reserve and meeting and interacting with people walking by and passing dogs. Other popular autumn activities have been picnic afternoon tea with ice-creams, walks in the garden and feeding the birds.

Our winter family gathering was held on



the 15th of June 2016. It was well attended and much enjoyed by all.

Our popular interactive courses for families will be held again this year and we encourage you to attend as these are informative and enjoyable. Tentative dates are: Orientation for Families July 2016; Sharing the Journey August 2016.

We remind you that our Family Support group meeting is being held every last Thursday of the month. This is a friendly and supportive time for people to meet.

Please remember that all new items/clothes need to be clearly marked with the owner's name before they arrive at Tasman. We discourage expensive woolen items which are easily damaged in the wash. Please select easy care clothing wherever possible.

We wish you everything of the best during the winter months, and look forward to spending many happy times with you here at your loved one's home.

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

“Magic Moments” to share with you



A visiting choir brings the magic of live music into our home

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.



Elegance and mystery at our recent fashion show

Falls prevention programme

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

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 Tasman, 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 Tasman 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 Tasman to Arah and Al. They are the front face of Tasman. 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. Tasman 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.



Feet up in front of the telly – no place like home!

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.



A gentleman lends a hand in a baking activity

Improving the service we provide

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 have also responded to a comment put forward at a recent meeting with family members, as follows:

Family felt that there was sometimes an unpleasant odour in Aio home. This has been resolved by regular waxing and refurbishment of the room in question, which has been freshened with new floor covering and paint.

Please remember that you are very welcome to come and chat with us at any time if you have concerns or questions of any kind.



Dyeing Easter eggs is a favourite annual activity bringing back memories of times gone by

Family Support Group

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

Every last Thursday of the month, at 1:30 pm, we hold a support group meeting for the families of residents at Tasman. 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 Neville Jackson, who was originally Workplace Support Person for Tasman, and has been running these meetings for a number of years. 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.

You can expect openness and honesty; lots of laughter, sometimes a few tears, stories, friendship, magic moments, much understanding and you will be very warmly welcomed.