



# Our Home

## Warmest Greetings from our Leighton Team!

Nga Mihi Nui Mo Te Tau Hou -  
Happy New Year and Welcome to 2022

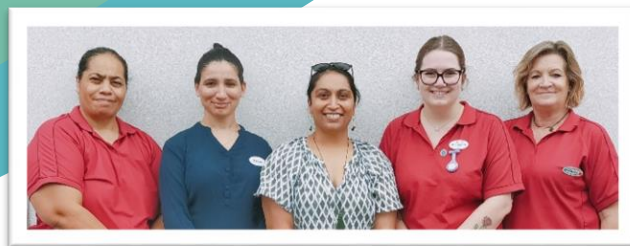
Warmest greetings and welcome to 2022!

Here we are safely two years into the new reality of life with COVID-19, and what a journey it has been. As this new year begins, we have come a long way down a tunnel that has felt dark at times. Though it still holds challenges and unexpected twists and turns, each passing day brings us closer to the light at the end.

Meanwhile, we are focusing on the rich experiences and learnings that we have shared along the way. There is a sense of familiarity as we settle into this 'new normal'. We can do this together, we realise, with kindness, support and planning. Yes, the year ahead will have challenging times, but it will also have many opportunities for families and friends to visit, hopefully with fewer or no lockdowns. There is a safe and effective vaccine with incredible uptake throughout the country. Our borders opening up again will make a positive difference to our economy and employment, and the increased opportunities for travel will allow loved ones to reunite, making another step towards an all-important return to normality.

Most importantly, we can recognise and cherish the precious, magical moments we share together each day.

As Liz McRobbie moves on to new challenges, we are delighted to welcome Chrissy Koia as our new Clinical Manager here at Leighton House. Chrissy is of Ngapuhi and Ngati Porou descent, a mother, grandmother, and aunty to many nephews and nieces Born and raised in Gisborne, she started her journey in the aged care sector 26 years ago working as a caregiver at Leighton House. She completed her Bachelor of Nursing Degree in 2010. Chrissy worked as a Registered Nurse in Australia before returning home in 2012 due to family commitments. Whanau are of great importance to



her, and her vision matches that of Dementia Care NZ. She is excited about her new role and is looking forward to meeting you all. We join in congratulating Chrissy as she takes on this key role alongside Teresa in leading the team to provide excellence of care and loving support to our residents and their families here at our home.

We would also like to give a special welcome to a few other new team members here at Leighton House: Lane Ratima, Harry Singh, Jonina Ratima, Kelly Proudfoot, Arnie Ayag and Janine Whatuira.

In November 2021 Leighton House started using eCase, a state of the art software system specifically designed for providers of Residential Aged Care. Initially a steep learning curve for us all, we are now comfortable with its use and really enjoying the benefits it brings in terms of communication, documentation and moving towards a more effective paperless system.

Last year we decided not to hold our usual end of the year Christmas gatherings with family and volunteers, due to the uncertainties of changing COVID-19 requirements. Instead we held our own 'In House' end of year gathering with all our residents. Later that afternoon Santa came for a surprise visit. To everyone's surprise he didn't wear his usual attire due to our summer weather, so was a much more relaxed and comfortable Santa this year! We also recognised a few residents who go out of their way to do something special for others, and they are celebrated on the following pages.

We start the new year with energy and optimism, hoping things will settle down a little during the course of the year and looking forward to welcoming whanau and friends here often to share special times with the ones you love.

We do things differently, and it works.

March 2022

## Recognition Awards



*Te Wehinga (Wes) Creach has become our Handyman and Jack of all Trades here at Leighton House. Wes worked as a carpenter and in many other trades, and loves to go around and keep himself busy. Residents even take their bits & bobs for him to repair. A big thank you to Wes for all you have done for Leighton House and the residents making sure things have kept ticking along.*



*Josie Markie loves to be active and helpful. Josie helps set our tables for meals each day, likes to take the exercise group on occasions and helps or joins in with all the activities we do. She encourages others and takes others under her wing to help transition into our facility, or if they just need a bit of company. Thank you Josie for the support you show towards the team and others.*

## Living in the moment

You will have seen a lot of information about COVID-19 cases in the community and the way this is being handled. We are managing the risks the best we can at our homes.

While all this is going on it is wonderful to see residents getting out and about over summer to garden or to just enjoy the sunshine. It can bring many of our residents a lot of joy to harvest some veges from the garden and this often brings back fond memories.

While the COVID-19 restrictions have been difficult and we are all concerned about what the impact of cases in the community will be, our residents often remind us that living in the moment can bring so much joy. We can enjoy connections with the people and environment around us without dwelling on the past or worrying about what is still to come.

Our Best Friends model of care is all about understanding what our residents are experiencing and being present with them to help them enjoy their hobbies or to hear their joys and concerns. These experiences help us all to live in the moment.

As we've started the new year I've reflected on the challenges of the past couple of years and how we've come through a difficult time with our committed and caring staff team. We are fortunate to have a team who are happy to go the extra mile to make sure our residents get the best care possible.

I'd like to thank you all for the support you've given us – I know it hasn't been easy with lockdowns preventing you from seeing your loved ones. Thank you so much for your understanding and messages of support. Staff at our homes tell me how your messages have helped to keep morale up. Please keep them coming!

We have entered another testing time with COVID-19 cases in the community climbing. However, we now have a well vaccinated population in New Zealand, rapid antigen tests are available, lockdowns are largely a thing of the past and our international borders are reopening. This is a relief for many of our international staff and no doubt for many of you.

We have ideas, projects and other good things planned for this year. We have many moments to look forward to. I wish you all the best for 2022.

Andrew Sheard, Managing Director

## Discovering resilience

The last few years have been extraordinary and have brought many challenges for us all, in particular for all of our staff who have families overseas. All of our facilities embrace a wide range of cultures and ethnicities. We can truly call ourselves a global village.

All of these people, myself included, have chosen to come to New Zealand for many different reasons, but these past years have seen them all separated from friends and families due to restrictions on international travel.

As I travel the country, visiting each facility, I provide training for staff, and these sessions give the staff time and space to explore their feelings. The Best Friends Approach to Care specifically discusses family, friends and home. When I ask staff about their own home, they will describe the place they grew up, or where they raised a family.

Virtual contact has become the new normal and everybody is able to use Zoom, Skype and Facetime with their eyes closed. Not literally of course.

I have provided many training sessions and supportive meetings by Zoom over the past few years, which has given staff the opportunity to connect with each other across the country.

Training in Cultural Diversity has helped our staff teams to learn more about each other, what is important to each of us, and ultimately to embrace these differences. These differences can bring us closer together.

I would like to think that the support and training we provide to our staff teams has helped them to discover qualities within themselves, especially that of resilience. This is something within all of us, but sometimes we have to search and dig deep to find it. I am proud to see that our staff have done this. In the face of fear, anxiety, uncertainty, they have found that essential part of themselves and shown it. And shown it with humility.

“When we learn how to become resilient, we learn how to embrace the beautifully broad spectrum of the human experience.”

— **Jaeda Dewalt**

Simon Hamley, Education Coordinator



*Gwen Scott has such a passion for gardening and is known for her immaculate gardens in Fergusson Drive. Gwen transferred all her efforts towards our courtyard here and she has created some beautiful pots of colour and keeps it looking colourful and tidy for all to enjoy.*



*Nancy Lewis and Christina King catch up with Santa*

## The beauty of change

It is March, the first month of Autumn, the verdant leaves of summer turning to yellow shades of gold and brown. The balmy winds cool into crisp breeze. As I observe these transformations, it brings to mind that humanity is also amidst a transformative period. During the better part of the past two years we have grappled with a global pandemic which has irrevocably changed most of us. The hustle and bustle of the city streets hushed; people were forced into isolation and uncertainty filled our minds. But as history has taught us, threats and challenges allow us to adapt and turn things around. We get up with each fall, stronger and smarter.

Change is the constant factor in our world; seasons, people, philosophy, and technology are ever changing, influencing us in all aspects of life. Changes that occurred during these recent times have tested our mettle, disrupting the norms and culture of society. Jobs have been affected; people needed to work from home, while others were displaced thanks to organisational restructures or closures. People have been living in a state of worry, wondering if they would ever reclaim their previous way of living.

Change has also been felt in each of our DCNZ homes; lockdowns, staffing and workforce challenges, and changes in visiting are some of the changes we have experienced in these recent times. These are some of the actions that have been initiated in response to these changes:

1. Creating and changing roles in the DCNZ management team to provide better support to the staff teams in each home.
2. Using novel strategies to recruit new staff members, both local and overseas.
3. Regular supportive meetings with the management team of each facility.

These changes help us recognise our strengths, both as individuals and as communities. It is certain that through our efforts to navigate this pandemic our worlds will change. We have been shaped and tempered to be more durable and resilient.

As we enter the final chapters of this period of transformation, it is my hope that we will all emerge stronger, kinder, and smarter.

Arah Cartagena, National Clinical Manager



*Wes Creach, Roger Cooper & Llewyn Wood did a superb job cooking our BBQ lunch*



*Kay Tomlinson, Colleen Dear, Connie Tozer and Pat Mastrovich enjoy their Christmas Lunch*



*Ross Russell with daughter Helen*