



Our Home



A message from the team at Millvale House Waikanae

A warm and sunny hello to all! Join us as we celebrate this festive season. We continue to welcome families into our homes as we enjoy brighter days ahead.

We had a few more internationally qualified Registered Nurses join our team. They will be using their nursing experience gained overseas to provide specialised assistance to the clinical team in taking care of the residents.

In-service and external education sessions have been continuously provided for the staff to refresh and improve their knowledge and skills in the different aspects of care that we provide to our residents.

There has been a significant improvement in the COVID-19 situation in the country. Our doors remain open to visitors, although we still have visiting requirements in place. Again, we are grateful to everyone for their support and understanding as we continue to ensure the health and safety of our residents.

We would like to thank all those EPOAs who took the time to complete and return our recent survey. Your feedback is invaluable and so much appreciated. We will be collating the responses and raising Quality Improvements to address any issues identified. Please remember that any specific concerns which may arise from day to day should be addressed personally with us as soon as possible.

Our Diversional Therapist and Activities Coordinators have been busy working with residents to keep our lounges looking beautiful with decorations that depict each season, from the snowflakes hanging from the ceiling to the cherry blossoms that adorn our walls.

In September, we celebrated Father's Day with a special afternoon tea for our residents as well as many

wonderful visits from families. We also joined the whole word in mourning the death of our wonderful Queen.

Our calendar has been packed with activities for our residents including aromatherapy, games, quizzes, church services, and arts and crafts. We also have the weekly market activity (weather permitting) and the monthly live music entertainment.

Our gardens are looking magnificent now that flowers have bloomed, thanks to Brian who regularly maintains the garden. Contractors have also visited to complete the usual ongoing routine maintenance and refurbishment tasks. We have a new set of table and chairs for the courtyard, which our residents are making good use of for al fresco lunches while enjoying the lovely weather.

Christmas is definitely in the air and everyone is looking forward to spending time with their families and loved ones. Our home will soon be filled with lights and music that will add to the joy this season brings. On Christmas and New Year's Day, our residents will be served with a special lunch and dinner prepared by our cook, while our traditional Christmas family gathering will be held on 18th December 2022. We warmly welcome you to attend, and also look forward to spending many special times together during the year ahead.

Merry Christmas and a wonderful New Year to you all.

We do things differently, and it works.

December 2022

Happy Christmas from Andrew Sheard

*We most warmly invite you to join us
for our*

Christmas Gathering

*on Sunday 18th December,
from 2pm to 3pm*



*Enjoying a BBQ together at Millvale House
Waikanae, something with happy
associations for us all*



*There's nothing quite like fresh pancakes,
especially when they are prepared right
before your eyes and go straight from the
frying pan onto your plate!*

I always look forward to this time of year in our homes. The sounds of kids' chitter chatter as they visit their relatives, and the faces of residents, staff and families alike lighting up as they greet each other or prepare some food or a Christmas tree for celebrations.

It is a time to focus on the people we love and care for most, and often that helps to put the worries and issues of the past year into perspective.

It is always a special time for my family as well. The sense of wonder, excitement and anticipation from our children adds magic to this busy time of year.

We've recently finished working on a new website and we'd love you to have a look. We're really proud of how it's looking as it reflects what's important to us – the people we care for, their families, our staff, the special times we have together, and most of all the freedom to be ourselves within the home. These are the things that make residents and their whānau feel truly at home.

We would like to thank all the residents and families who gave their permission for us to use their photos or the photos of their loved ones. We think the photos on the website reflect the people who make our homes special and we are very grateful that we're able to use them.

Please do let us know what you think and if there is anything else you'd like to see on the website, which you will find at <https://www.dementiacarenz.co.nz/>

As this is our last newsletter of the year. I would like to pay tribute to our staff teams.

I'm sure you will have heard the issues we have had in aged care with staff shortages in particular over the past year or so. This, combined with resident and staff illness from COVID-19 and other causes, has made it an incredibly challenging year.

We are very fortunate to have such great and loyal teams that have helped us to navigate through these challenges and continue to provide such loving care to residents.

Thank you all for your patience with COVID-19 closures and restrictions. We know it has been difficult with COVID-19 cases and our homes being closed at times while we have managed those cases.

It is not easy balancing the need to reduce transmission of COVID-19 with the need for you to see your loved one and their need to see you. We really appreciate you respecting our decisions around this and helping to keep our home as safe as possible.

All of these challenges make celebrating this time of year even more special and important.

I wish each and every one of you a very happy Christmas.