



Leighton House
GISBORNE

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Family Newsletter

A message from Walter and Teresa

Hello to all and Happy New Year to family and friends of Leighton House.

It is with great pleasure that we welcome Walter Aupouri as the new Clinical Manager of Leighton House. Walter has spent a number of years working in Brisbane caring for people with chronic illness. With this valuable experience combined with postgraduate nursing study we expect that Walter will lead our wonderful Leighton team well into the future. Walter joined us on 6th March 2017, and is enjoying getting to know residents, families and staff.

We also welcome new RNs Jessie Navarro and Asha John, who have already become an integral part of our team. We congratulate Jade Schollum, who has completed her National Certificate in Diversion Therapy Level 4 and is now a fully fledged member of our Diversional Therapy team. Well done Jade!

We hope you all enjoyed the festive season, sharing moments and special time catching up with loved ones.

December was a busy month with celebrations and gatherings and yet another challenging and memorable civil defence event. On December 12th we experienced a power outage which lasted 3 days for us here at Leighton and longer for some Gisborne households. As always we were fully supported by the Dementia Care NZ team, and also received welcome assistance from our NASC Team from Tairāwhiti District Health who within an hour came to see if we were ok and if anything was needed. Also we were supplied with a generator and we were back up and running as normal within 24 hours.

As always with the challenges we face we learned a lot from this event and have updated our civil defence plan to be better



prepared for anything the future may hold.

Our family gathering coincided with the power cut and therefore had to be postponed until December 16th, and as usual was a fun-filled afternoon enjoyed by all. A visit from Santa was a highlight, as was the presentation of certificates to those residents who had attended every exercise session for 2016. The number of recipients was surprising and most impressive!

A magical festive outing was arranged by our Diversional Therapists, who took residents out in the van to see the Christmas lights displayed throughout Gisborne.

We recently had our trees trimmed overlooking part of our river. Residents were mesmerized by the contractors up the tree as they were level with our Garden Lounge!

We are all delighted with the installation of an air conditioner/heat pump in the Garden Lounge in early December 2016. This has been making an enormous difference to our comfort during the sweltering months of the Gisborne summer.

In closing, we join in extending our thanks to you for being part of our family here at Leighton House. Please pop in and have a chat with us at any time – our door is always open.

Thresholds

Alison Hume

Lately I have been taking some steps towards putting things in place so that I can have a less active role in our rest homes and identifying other ways in which I might make a meaningful difference to this world of ours. Although this is a positive process for me, it does involve some sadness. I have been finding much pleasure and solace pondering the comforting words of John O'Donohue:

“No threshold need be a threat, but rather an invitation and a promise. Whatever comes, the great sacrament of life will remain faithful to us, blessing us always with visible signs of invisible grace. We merely need to trust.”

Our lives are full of thresholds: endings, and new beginnings. Sometimes I am conscious of being on the cusp of a change and am able to draw on the wisdom of the still, quiet voice in the depths of my being for courage and comfort. At other times I am confronted with an unexpected and sudden change that I do not have the luxury of preparing for. These times remind me that our lives are tenuous and fragile, yet resilient. None of us can ever be sure what the future holds.

Every day, new life is beginning and other lives are ending. Often we are

not ready when someone dear to us moves on. Yet transitions are an important and positive part of our lives, as necessary as they are inevitable.

Each one of us who lives, visits or works here in this home walks alongside, on a day by day basis, people who are in the last hours, days or months of their lives. In this we see our own mortality reflected. Death is a frontier that none of us know anything about. In contemplating that threshold and whatever lies beyond, our hearts open and we go deeper. We find out a little more about who we are at the deepest level of our being. We are fully alive in the moment. There can be an exquisite mix of tenderness, joy and sadness.

I am reminded of the words of Helen Keller: “What we have once enjoyed we can never lose. All that we love becomes a part of us.”

I would like to share with you with a special little Gaelic blessing I have in a frame in my home:

Deep peace of the running wave to you
 Deep peace of the flowing air to you
 Deep peace of the quiet earth to you
 Deep peace of the shining stars to you
 Deep peace of the gentle night to you
 May the moon and stars pour their healing light on you.

Alison

Visiting our Facebook page

While many families visit our website when they are first investigating care options, few people are aware of our Facebook page or visit it on a regular basis.

The Facebook page can be accessed by clicking on the link at the top right of the website. Our Facebook page is current, topical and updated on an almost daily basis. By ‘liking’ our page you will ensure that our postings will come directly through to your own

Facebook home page for you to enjoy on an ongoing basis.

Our page has regular contributions from our team, ensuring that updates cover a variety of subjects including staff and facility news, activities, magic moments, and links to informative articles about dementia.

Previous issues of our Family Newsletters are available on our Website.



Residents thoroughly enjoyed our ‘Christmas lights drive’ in December last year



EPOA Family Survey

Very many thanks to all those who returned the EPOA family surveys sent out late last year. These have now been collated, and had Quality Improvements raised as a result.

38 Welfare guardian surveys were mailed out on the 5 October 2016.

18 Responses were received , providing a 47% return rate.

We did not meet expectations of family in the following areas

Q13 Do you feel comfortable approaching a Diversional Therapist regarding information and suggestions about activities your loved one is involved in?

Q14 Are you happy with the work carried out by the Diversional Therapy team for your loved one?

Q24 Are staff quick to assist your relative at meal times if required?

Q25 Are the likes, dislikes, cultural preferences and special dietary needs of your relative taken into account?

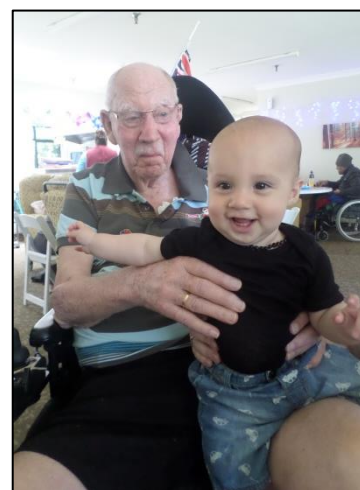
Quality Improvements have been raised regarding the following:

- Diversional Therapy - comments will be discussed at our regular Diversional Therapy meetings, specifically in regard to more outings taking place, more focus on rural news during newspaper reading, and ways of involving families more in suggestions for activities their loved one may enjoy.
- A "suggestion box" to be located either in front entrance or waiting area.

- Our outing programme "Tiki Tours" provides visits to place of interest out in community.
- We have introduced a shopping day once a month
- Subscribe to Rural Newstuff Gisborne
- Inform staff to ensure prompt assistant is given at meal times.
- Add likes, dislikes, cultural preference and special dietary needs to Multi D meetings for EPOA input
- Ensure that on admission the Registered Nurse discusses the admission, food and nutrition information and updates as per policy
- Sky in Lounge –to continue to inform families on admission that each room has a Sky connection already installed. If you wish to have Sky installed for private use the cost will be on-charged
- Better Quality and food presentation – Operations Manager, cooks and Home Managers to sight meals and suggest improvement if needed
- Continue to discuss meals/menu/ presentation and suggestions at residents' meetings
- Photos of staff to be added to Website/Facebook - OM to obtain consent from staff and add to family notice board together with their roles within Leighton House.



Jill Scott and Colleen Dear enjoying a bird's eye view of the tree surgeons at work



It was wonderful to see Nolan Jeffrey enjoying his great grandson's company at the Christmas family gathering

You are warmly invited to join us for our
Mid Winter Family Gathering
Tuesday 20th June 2.00pm to 3.30pm
 (entertainment and afternoon tea provided)
Please RSVP to Teresa or any of the activities team.

Concerns and complaints: your gift to us



At 101, our dear Daphne Dahm proves that you are never too old for a visit from Santa!

As we strive each day to provide the very best possible care to our residents, it can sometimes be hard to identify where changes are required to improve upon the service that we provide.

We would like to say a special thank you to each and every one of you for providing us with feedback, either positive or negative. We really appreciate your honesty and the time it takes to let us know when things have not gone quite the way you would wish. Your concerns and complaints provides the opportunity for us to pass on this feedback to all our staff and take corrective action when needed, as part of our ongoing quality improvement programme.

Please remember that our door is always open. You are welcome to pop in for a cup of tea and a chat.

Suggestions to improve our service should be made on a Quality Improvement Form. If you wish to make a complaint about something you are unhappy with, a Complaint Form should be used. The completed form can be given to any staff member, or put in our suggestions box.

Please ensure that any verbal complaint is made directly to either Walter or Teresa. If they are not available then the complaint should be made in writing on a complaint form to ensure that it goes through the correct investigation and resolution process.

Advocacy Services (0800 555 050) are available to assist you if required.

We always welcome your ideas and concerns, and your loved one will never be disadvantaged by anything you may share with us.



A special afternoon tea was held in December to thank our wonderful volunteers

Caring for possessions

Occasionally we have incidents of treasured jewellery, especially rings, going missing. We would like to remind you of the importance of taking residents' rings away home with you.

It is important to stress that we cannot be responsible for any loss of property, and that this is very likely to occur, especially in an environment where people with dementia are cared for.

If a resident has a strong sentimental attachment to a particular ring, we suggest that you consider substituting an inexpensive copy for the original,

which can then be kept safely by your family.

We require all clothing to be named upon admission, and any new items to be clearly marked before they arrive. Names or initials written with laundry pen onto existing clothing labels are not sufficient. 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.

Second Point of Contact: Sometimes, for a variety of reasons, there may be a need for a second point of contact to discuss an issue with. Vicky Jones, our Operations Management Leader, is available Monday-Friday 8 a.m. to 4.30 p.m. to discuss any issues of concern. (03) 385 1286 x 9 or vicky@dementiacarenz.co.nz

Admissions and Funding Navigator: Deidre Hickey, our Admissions and Funding Navigator, is available to help you through the unfamiliar and sometimes confusing admission and subsidy application process. Deidre can be contacted at deidre@dementiacarenz.co.nz.