



Leighton House
GISBORNE

Our Home

July 2019

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A message from Liz and Teresa

Greetings to all family and friends of Leighton House. It is hard to believe we are half way through another year!

Our Clinical Manager Liz McRobbie has been with us now for 7 months, and has gradually met with most family members. Liz is happy to meet with family members to discuss any concerns you may have.

A big thank you to all families and residents who consented to having the flu vaccine this year. This year we had 95% of staff vaccinated and 96% of residents which is our highest result in the past 5 years. Congratulations and thank you to all who participated in this great result.

We recently underwent our Audit which is a chance to showcase the care we provide and the high standards we set and maintain in all areas of our home. The Auditors remarked on the supportive team spirit, strong positive focus on residents' welfare and happiness, and above all, the wonderful staff. We would like to thank our amazing team for all their hard work and effort they give each day. We are truly blessed to have you all.

Originally our mid-winter family gathering was scheduled for 19th June, but with many family unable to attend at this time we decided to postpone to July 17th at 2pm. We hope to see you there.

A warm welcome to **Komal Mehta**, our new Registered Nurse, who has recently moved from Auckland with her family.

We also welcome to the team **Kay Combe**, a Home Assistant originally from the UK, **Trish Smith**, who has moved back to Gisborne to be closer to family and has previous experience in aged care, **Suelen De Fretias**, originally from Brazil, who has experience working in aged care at Dunblane, **Nicky Williams**, who has worked as a hairdresser for the past 20 plus years in other aged care facilities in Gisborne, and **Jamie Smith**, who comes all



the way from Timaru and has worked in a dementia and hospital level facility in Dunedin.

We recently held an informative session with Robyn Tuohy who is an Arthritis educator. She discussed the symptoms and treatment of arthritis and brought in products that can help treat and relieve symptoms of those who suffer from this. There were lots of questions from residents and it was great to see everyone join in on the discussion.

We also recently had part of our driveway re-surfaced which has made residents daily walks safer and easier.

At the start of winter we took full advantage of the warmer days for trips out and about in our community, a highlight being a visit to the Gisborne Museum on the Sunshine Bus. In May we took a group of residents to The Rivers Restaurant for lunch. As always Fish 'n chips was top of everyone's order!

We would like to thank a special person to Leighton House. Grant Hepburn is the husband of one of our staff members (Maxine) who has donated his time and skills to create games and a beautiful bird feeder for our residents to enjoy.

We look forward to spending many happy times together over the coming months. Thank you for being part of our Leighton House family.

Thoughts on Atul Gawande's "Being Mortal"



Our trips to Kerry's Café are much enjoyed by residents and family members



One of the games created for us by Grant Hepburn, the husband of one of our staff members



At Easter we put on an Easter Egg Hunt for our residents

Being Mortal: Medicine and What Matters in the End, by Atul Gawande, is a most important book. It challenges us to think about the 'medicalising' of old age and death and what we could offer instead.

With much advance in medicine and surgery, death comes to many people after a long medical struggle with an ultimately unstoppable condition. Ageing and death has become a medical issue. There is often a focus on repairing health, trying to fix and control, rather than sustaining the soul.

People who are sick and/or aged do have priorities beyond staying safe and living longer.

It seems that when we see our future as finite our focus shifts to the here and now, to everyday pleasures and the people closest to us. People want to continue to be "the author of their life", to keep "shaping the story of their life in the world ... by making choices and sustaining connections to others according to their own priorities."

This has been identified as crucial to maintaining the integrity of our lives. This is the "battle of being mortal."

Often older people hand over the decision making to family. The author suggests that family will choose safety above all else. He believes that we want autonomy for ourselves and safety for those we love. We often see this thought process when families are viewing our rest home for a loved one. They ask the unspoken question: "Is this a place I feel comfortable leaving him or her?" instead of "is this a place he or she would like to be?"

The health system and aged care can help people achieve what is most important to them at the end of their lives. It is important to keep people safe, but is this the primary goal of the people we are caring for? Does this primary focus address their hopes and fears? Perhaps not.

In our homes, we want to hear laughter, to see love and friendship, to see joy all over people's faces, to encourage wonderful moments with families, to plant gardens in the sunshine, listen to beautiful music ... and we do. We want to focus on helping people to achieve what is most important to them at the end of their lives.

Accompanying loved ones to appointments

Our residents attend outpatient appointments for a variety of reasons. Often people prefer to have a support person with them for company on these visits. Please don't be surprised to receive a phone call from one of our RNs asking you to escort your loved one.

Having a family member escort a resident is a good option for residents as at these appointments health and family history are discussed and there are decisions to be made. If you are happy to attend the appointment but

have any concerns, please do not hesitate to discuss this with the registered nurse. He or she will arrange for a staff member to go with you.

If the time of the appointment does not suit you please discuss this also with the RN and they will liaise with the service provider to change the time if possible.

Communicating with families

Communication with one another is very important, especially when it involves residents in our care – your loved ones. We are often asked how our communication system works.

Sometimes, despite our best efforts, there will be times when a resident sustains an injury, is harmed, or an error occurs. In these instances, or if a resident’s condition changes and the doctor has visited, the RN will contact the resident’s Welfare Guardian to inform them of the incident. It is then their responsibility to inform other

family members.

Multi-disciplinary team meetings are held on a regular basis to fully inform you of your loved ones general condition and care. Again, an invitation to this meeting will be given to the resident’s Welfare Guardian. This invitation can then be extended by them to other family members if desired.



Grant Hepburn, the husband of one of our staff members, recently made us this beautiful bird feeder

Safe footwear for older people

We are often asked for advice on the best shoes to choose for elderly people.

Firstly, if the person has foot pain or known foot problems, a doctor or podiatrist should be consulted.

Choosing the correct shoe is important because ill-fitting shoes and shoes with poor contact with the ground or poor grip may upset balance and the way one walks, increasing the risk of falls.

Important points to remember are:

- Buy for fit, not size
- Try out the shoes on a variety of surfaces before buying
- A firm heel cup provides support when walking
- Low, wide heels provide more contact with the ground and prevent slipping

- Thin soles with tread reduce risk of slipping
- A wide, deep toe box allows room for toe movement and comfort
- Choose laces, buckles or Velcro that hold the foot firmly.

In winter we often find our residents return to a lifelong habit of putting on socks at night time to keep their feet warm. This can result in slips and falls during night-time visits to the toilet.

A lovely winter gift for loved ones in residential care is a couple of pairs of cosy bedsocks with special non-slip soles – practical and always received with appreciation and delight.



Boarding the “Sunshine Bus” after a trip to the Gisborne Museum



Celebrating Queen’s Birthday with a “high tea”

Leighton House’s Facebook page

We warmly welcome visits, “likes,” questions and ideas from the families and friends of our residents.

Find us by Googling: *Leighton House Rest Home Facebook*



A message from Andrew

We have chosen a new name for our newsletter, "Our Home". This feels just right to me, as the concept of home is at the centre of our philosophy of care.

Winter is a time when home feels especially important. Standing on the sidelines watching my son George play ripper rugby, my thoughts often turn to our warm home and the cosy evening ahead. Winter here in New Zealand is a time for snuggling with the kids on the sofa reading stories. It's a time for sharing home-made soup by the fire, and teaching the kids about how hot chocolate just isn't hot chocolate without a marshmallow or two floating in it – usually making it spill over the side.

These are things I remember from my own childhood, and unconsciously, instinctively, I am passing them on to the next generation.

These common human experiences are what bind us together as a community. We recognise these shared traditions and experiences, and they are important because of their

symbolic power. Shivering on the sidelines of a rugby game symbolises love and sacrifice, pride and parenthood. The rich aroma of the hot chocolate symbolises warmth and safety, love and nurturing.

As I travel around our nine rest homes meeting new staff, getting to know them and sharing our Vision and Values, I feel both proud and humbled to think how many of our staff have left their own homes and families, their own countries and cultures and traditions, to start a new life here in New Zealand. They are learning our ways and blending them with their own to form a new legacy.

The love and care they are creating and sharing in our homes is central to this process.

In the same way, each and every resident at our homes brings their own history and traditions with them to enrich our small communities.

Home is where the heart is, and where we all belong.



Enjoying a visit to the peaceful Waikanae Beach



We had a special afternoon tea at Easter

Looking after winter woollies

Occasionally, no matter how much care is taken, a woollen jersey or cardigan slips through to the laundry and shrinks beyond recognition.

This is upsetting for all concerned, especially the family member who has hand-knitted or chosen the gift with love.

All care is taken in laundering clothes.

However, woollen clothing may be safer hand washed by family. When buying new woollen clothing please buy machine washable items.

If possible, we would prefer you to provide non woollen clothing that is easily washed when selecting winter clothing for your loved one.



Three of our residents enjoyed spending time together reading the newsletter

If you would like to receive our newsletter via email, please email your name and email address to amyd@dementiacarenz.co.nz.

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) 347 7724 x 2 or vicky@dementiacarenz.co.nz