



Aberleigh
MARLBOROUGH

Our Home

March 2020

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A message from George and Maja

Warmest greetings to you all as we move into a new decade.

One of the greatest pleasures for us has been reinforcing the strong, supportive relationship between the clinical and operational aspects of our home.

The clinical team at Aberleigh believe in creating a practice that is built on a spirit of inquiry, reflects an ethnically competent workforce and resident-focused values. 6 monthly MDT meetings take place for this purpose, and all the key areas regarding the care of the resident are included in detail. The meeting is open to the family for their input, outcome and for any changes, at the discretion of the EPOA.

For George and the team of young, energetic Registered Nurses 2019 was a busy year in which significant progress was made. Although a specific set of goals is customised for each resident, there are certain broad objectives that should be achieved by the clinical team when caring for all residents with dementia. With the extended input from the Older Persons Mental Health team, and key interventions from the hospice, physiotherapist and podiatrist, good positive outcomes are achieved in terms of care for our residents.

Early February saw the Food Control Plan Verification take place, with no issues identified and a very good result.

It has been a busy time in terms of new admissions, with 10 new residents joining our family since November, both for respite and permanent care.

Our strong focus on education has continued, with in-service sessions held over December and January in Contenance, Health & Safety, Pressure Area Prevention and Care, Fire Safety, and Food Safety & Food Preparation.



The Christmas season is always an especially vibrant period in terms of outings and activity within the home, with our yearly get-together in November with volunteers to express our appreciation for the work they do.. Regular church services, happy hour, group exercises, games, and gardening also took place as usual over the holiday period to provide meaningful activities for our residents.

Our community focus continued in December, with Year 8 students of St. Mary's school visiting our rest home level residents for the third time this year. Preschool children from John Street Preschool also came to visit; they sang and shared a story called '12 days of Kiwi Christmas' which certainly brought smiles to the face of our residents.

As always, our Christmas family gathering was a highlight of the year, with a great turn-out of guests and families to join their loved ones in celebrating this special time together.

As we move into the second part of summer we are enjoying more settled weather and the chance to get out into our garden and enjoy gardening, walks and barbecues.

We hope to see you often over the course of the coming year. Please remember you are always so welcome to visit at any time here at your loved one's home.

Dealing with the heat of summer

As we continue through the warmer months some families express concern regarding the comfort and welfare of our residents on very hot days.

An article published in the NZACA's Insight magazine in August 2018 acknowledged that indoor temperatures in aged care homes could have a dramatic impact on the wellbeing of residents, particularly those with dementia, according to research out of Australia.

The World Health Organisation suggests that older people should not be exposed to temperatures lower than 20 degrees, while the International Organisation for Standardisation recommends maximum temperatures not exceed 26 degrees.

The study noted that it was interesting that residents felt comfortable over a wider range of temperatures than staff members.

It has been suggested that we consider installing air conditioning in our rest homes for use in the warmer months. This has in fact been done at some of our rest homes, but is not an unqualified success and has itself led to complaints. People experience temperatures differently, and older people in particular tend to feel extremes of cold more than those of heat. Temperatures which active younger people find distressingly hot are not experienced as such by everyone, especially those who are not mobile.

We have complaints of 'drafts' from residents who do not enjoy the sensation of cool air indoors. Everyone has different preferences. People of our residents' generation are not usually used to air conditioning, as this was not common in family homes of their era. They are accustomed to being hot in summer and cool in winter. It is generally not harmful for them to experience seasonality in this way, and may even provide opportunities for conversation and reminiscence.

Our care staff, under the guidance of our Registered Nursing team, are aware of the effects of hot weather on the elderly and of the importance of ensuring that this is appropriately managed. Measures for doing so include the following:

- Take residents out into the garden area and let them enjoy the shade under the trees
- Ensure residents are wearing loose, light clothing
- Keep doors and windows open, especially door to the outside garden area
- Keep fluid rounds regular, and encourage residents to drink often
- Keep fans on and air circulating as much as possible

Rest assured that we will do all we can to keep our residents happy and comfortable during the summer months.



Enjoying a BBQ on a warm day



A lovely trip out together to the local museum.

The importance of flu vaccination

As summer draws to an end we ask you to begin thinking about the annual influenza vaccination which is offered free of charge to all residents.

We strongly advise EPOAs to take advantage of this to protect their loved one from the serious effects of the dangerous strains of influenza which are

prevalent every winter.

There is a very clear correlation between those residents who struggle with persistent ill health over winter, and those who did not have the flu vaccine.

Please choose to vaccinate this winter, and help your loved one stay well!

Our amazing staff team

Reflecting on the blank page before me I see faces pass across it like a slideshow: the faces of our staff.

Real faces of real people I work alongside, chat with, and pass by each day.

Some of them are so young it astonishes me. Some are older.

Some are Kiwis, some from other countries close by, and some from far across the world.

Every single one of the faces I see is smiling.

One of the things that brings me most pleasure in my role is receiving positive feedback from residents and family members about our staff. At least once a week a letter, a card or a returned survey is received by our admin team praising them. "Do you know how wonderful your staff team is?" I am often asked. In fact no-one knows it better than Jim and I do. Why? Because we are around and about a lot, and our job is to notice things.

It's the job of the facility manager to be the boss, the 'face' of the rest home, the contact person for family members, and to know each and every resident individually. It's their job to lead the staff team, to recognise their achievements, to mentor, coach and guide them. It's

Andrew Sheard

their job to ask them to do things, and to thank them when they do.

A long time ago I was the Operations Manager of not one but two facilities, and I miss the close contact with staff that brought.

Most of all, I miss it being my job to say "Thank you." Thank you for taking the time to explain that this is a lemon soufflé dessert and will taste delicious. Thank you for stopping work for a minute or two to join a game of balloon catch. Thank you for pausing to sit down and listen – really listen. Thank you for sharing a joke and laughing together. Thank you for keeping our home bright and shining. Thank you for singing when you work. Thank you for bringing your own home, your culture and your family to work with you, invisible but always present. Thank you for your warmth, your care, and your generosity in sharing your time, energy and love.

Our staff are awesome and I am privileged to work alongside them.

Thank you for letting us know that you appreciate them too.



Browsing the books at our local library



Slipping on some festive headbands for our Christmas family gathering

An invitation to our Facebook page: "Aberleigh Rest Home"

Have you visited our Facebook page yet? If not, we warmly invite you to pay a visit and 'like' the page by clicking the button below the bannerhead. Any future posts will then come straight to your newsfeed.

In response to family suggestions we have a strong focus on using the Facebook page to provide fresh, topical stories and photos about life in our home. Stories include outings, cooking and baking, gardening,

special occasions, staff changes and other items of interest.

With permission, we use photos of residents and family members to honour them and the energy and love they bring to our home.

We love receiving comments on the posts to keep the page fun and interactive.

It's your forum, so please come on board and join us!



Concerns and complaints: your gift to us

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.

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,

Please ensure that any complaint is made directly to either George or Maja. If they are not available then the complaint can be made in writing on a complaint form to ensure that it goes through the correct investigation and resolution process. Complaints forms are readily available in the entrance foyer. If you have trouble finding one, please ask a member of staff.

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.



At our Christmas Family Gathering we were lucky to be entertained by the Castaway Ukulele band

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.



We were delighted to have an end of year visit from a local preschool

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