



Millvale House  
W A I K A N A E

March 2020

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# Our Home

## A message from Katherine and Jocelyn

Greetings! What a lovely summer it has been for everyone. Join us as we welcome the New Year with happiness and positivity.

We enjoyed a wonderful festive Christmas celebration with our residents and families at our traditional Christmas Family Gathering. One of our regular music entertainers rendered familiar songs that everyone enjoyed listening to and singling along with. Some visitors danced with the residents and staff as well. One of our staff presented a cultural dance and our team of Registered Nurses together with the Clinical Manager also showcased their dancing skills. A delectable selection of food, which was prepared by our cook with the help of some staff, was served to everybody.

The staff bade the past year farewell and welcomed the new one with a simple gathering at which the Clinical Manager and the RN team expressed their gratitude to all the staff for all their hard work and support for what has been a year full of changes.

As 2019 came to a close, we have said farewell to some of our staff who have moved on for family reasons. We wish them nothing but success in their future endeavors. We also welcomed new members of the team, Mark (caregiver) and Olivia (home assistant), who have been trained by our senior staff and whose progress is monitored and supported by the Clinical Manager.

We have welcomed 2020 with building improvements. The hallways, laundry and office walls were repainted. New curtains were put up to add to the homeliness of our facility, while Brian continues to do a great job in the maintenance and upkeep of our gardens.

As always, we have a focus on the ongoing education of our staff team during 2020. Simon, our Education Coordinator, will be



doing several education sessions on site and online. The Clinical Manager has also started to book sessions to be presented by allied health services.

The activities for this year will be focused on promoting enjoyable interaction between our residents as well with other members of our local community. Our live music entertainment will now be held once a month, with staff and residents joining together for a popular Karaoke activity. Visits to the weekend market will continue as long as the warm weather holds. Our usual activities such as ball games, quizzes, movie watching, and pampering also continue on a regular basis.

We would like to share the following beautiful 'magic moment' with a resident, as reported by a member of our care staff team:

"When I handed a drink to one of the residents he suddenly said to me 'You look so tired, sit beside me for a while.'

We would like to take this opportunity to express our heartfelt gratitude for the support you have always given to us. We are looking forward to share many more precious moments with our residents and their families for the coming months. We wish you a happy, healthy and prosperous year ahead.

## 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.



Recently we accompanied a small group of residents on an outing to the nearby weekend market. We had a wonderful time browsing around the stalls and admiring the fresh produce and wonderful organic vegetables.



## 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**

**Andrew Sheard**

*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

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.



Feeding the birds together in the sunshine



Friday pancake baking

**An invitation to our Facebook page: "Millvale House Waikanae"**

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 Katherine or Jocelyn. 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.



Ron enjoying a visit from Fern, our regular therapy dog

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.



Our live musical entertainment gets everyone up and dancing

**If you would like to receive our newsletter via email, please email your name and email address to [amy@dementiacarenz.co.nz](mailto: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](mailto:vicky@dementiacarenz.co.nz)