



Leighton House
GISBORNE

October 2013

2 Cheeseman Road
Inner Kaiti
Gisborne 4010

Phone: 06 867 7697
Fax: 06 868 6352

e-mail:
ocleightonhouse.co.nz

Web:
www.demnetiacare.nz.co.nz

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Family Newsletter

A message from Teresa and Jill

Kia Ora and warmest greetings from us both!

Our first formal Leighton newsletter since the new management took over Leighton House a few months ago seems the perfect place to properly introduce ourselves.

Teresa has worked at Leighton House for 15 years. She started off as a caregiver on a short term basis, but loved caring for and interacting with our residents so much that she stayed on permanently, and has now been promoted to Operations Manager.

Teresa sees Leighton house as a second home and family.

Jill has been Clinical Manager at Leighton for 16 months. Jill loves the people who live here and the staff she works with. The wide open spaces, freedom the residents have, fun and laughter make Jill's job special to her.

Our friendly hands-on directors Jim and Alison have made and continue to make improvements to Leighton House. The home is going to be recarpeted and the repainting is now almost complete. Our residents are loving the bright new look.

As we plan ahead to the introduction of hospital care later this year we now have 24 hour registered nurse cover, with new RNs Edah Minozah, Prue Dequilla and Kathleen Labrado joining our team.

Sandra Glassford has joined our diversional therapy team and activities are now offered 7 days a week. Most of you will have known Sandra out in the community as the Enliven day-care Co-ordinator.

Leighton House will soon have its own



van to transport residents on outings and appointments. Our residents are eagerly anticipating its arrival.

New furniture has been ordered for the bedrooms, with more to come soon. This includes drawers, new beds and headboards.

A notice board has been installed at our entrance to keep families up to date with upcoming events. There is also an activities calendar for the month informing visitors and residents of planned events and excursions.

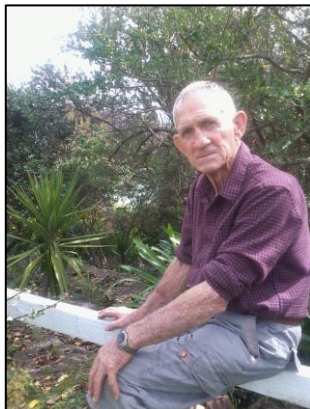
We warmly welcome the following new staff to our team: Gail Gibson, Emmy Colquhoun, Tina Rutene, Preet Lail, Merle Turipa, Henri Lee Broughton (our part-time student handyman) Henri has a 'resident day' on Fridays for any personal jobs, so if his help is needed please leave a message with staff to put in the maintenance book.

Please remember that our door is always open and we will be happy to discuss any questions or concerns you may have.

We look forward to sharing many happy times together in the summer months to come.

Glen's gift for gardening

Donya Nee



Glen at the entrance of his 'bush trail'

On my first trip to Leighton House in beautiful Gisborne, I was honoured to meet Mr. Glen Gordon, who gave me a grand tour of the magnificent gardens.

I love my gardening and thought I was a bit of a plant buff...until I met Glen.

Glen, a long-standing resident of Leighton House, can be found at most times of the day passionately tending the intricate flower and vegetable gardens, creating masses of visual delight and ensuring the beds are pristine. But I soon found out that his passion for plants extends beyond the veg patch and flower beds.

On our tour of the river side, we started at the Miniature Carminia or 'climbing Rata' and tasted its lovely nectar. This Rata can grow up to 30 feet and attaches itself to other large trees like a parasite. This version has been adapted by the nurseries to behave itself and stay within smaller confines.

We then moved on to the Hebes and a unique white flowering miniature Rata known as 'perforata' due to the microscopic holes found on its leaves. What is the common thread here? These plants are all natives. Glen's passion and impressive knowledge is in the area of native flora and fauna.

What was to ensue was an energetic, intriguing and knowledgeable tour of Glen's work here at Leighton. I learnt so much about native plants and their uses, including how to find the red seed of the Native Ash and eat it! This

tree was popular for carving tools with.

Glen sure knows how to 'survive in the bush' as my Grandad would have said.

Glen showed me the Tawa, a lancewood cross (Psadu Penix), the huge Totora growing next door, a Karamu tree and a beautiful large Kowhai tree. We stopped at 'Glen's nursery' where he is raising a number of young natives in plastic pots, most of which have been self sown.

Then I followed Glen to the edge of the grounds just above the river and there it was ... Glens native trail. A cleverly carved-out track with steps that amble down towards the river where you are surrounded by none other than 'natives' (and the odd rogue Chrysanthemum!)

Over the years Glen has pulled out the weeds and removed all of the scrub as well as dug out the track himself with a spade, the result being a peaceful river bank 'native trail' for all to enjoy at Leighton House.

Thanks to Glen and his passionate interest in native plants, his unwavering energy and hard work, we can all enjoy a little piece of bush track, for those that are as fit as Glen that is!



One of our many magnificent magnolia trees



We are on Facebook! Visit our website at www.dementiacarenz.co.nz to link to our Facebook page. 'Like' us and receive regular updates on our activities, news and views and links of interest!

Planning for excellence

As we move towards the end of the year a number of significant projects forming part of our annual business plan are now well underway.

These include important initiatives such as falls prevention and a reduction in staff and resident incidents and injuries.

We have a significant focus on medication, comparing the use of antipsychotics both within our facilities and hopefully with comparable external agencies. Our aim is to continually strive to achieve the best balance for each resident, with the least possible medication our constant objective.

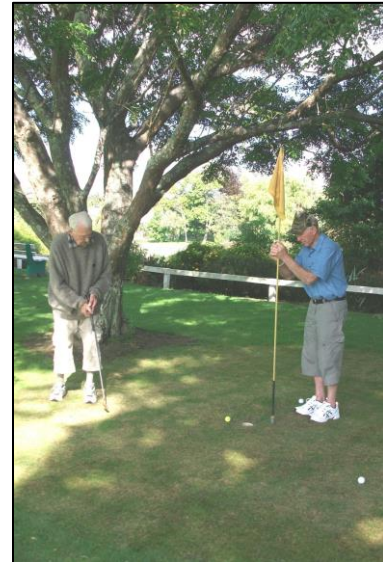
As always, our activities programme is high on our list of priorities, with a renewed focus on familiar, homely

activities which are age-appropriate and lead to a sense of purpose and fulfillment.

Staff education has taken place recently in falls prevention, protection and prevention of pressure areas, and abuse and neglect.

In our facilities specializing in dementia care, a new role of BPSD (Behavioural and Psychological Symptoms of Dementia) Advisor has been created to provide a specialised 'go-to' person for any concerns or challenges relating to residents.

An organisational continence specialist is also soon to be appointed to assist our staff team in the continuing quest to maintain continence and enhance the personal dignity and quality of life of our residents.



Residents Derek Simpson and Glen Gordon making good use of the putting green

Summer's on the menu!

With daylight saving comes summer and the introduction of our summer menu.

As well as taking the dietary requirements of our residents into account, the menu devised by our dietician changes with the seasons. The hearty soups, stews and hot puddings that provide warmth and comfort in winter give way to lighter, more summery seasonal fare featuring fish, pasta, chicken, cold meats and salads, sandwiches, savouries and quiches.

Desserts remain a highlight of every meal, with ice cream and fresh fruit salads, mousses, jelly whip and crumbles being among the favourites.

Fresh home baking is always on offer for morning and afternoon tea and supper.

Please remember that there is an open invitation for you to join your loved one for a meal.

A special request

Our organizational accounts team in Nelson has asked us to bring your attention to the importance of giving the resident's name as a reference for any payment, whether on an account or an Automatic Payment.

If any other name is given, such as the person making the payment or the EPOA, for example, it can take time to identify which resident the payment applies to, and there is greater potential for confusion and mistakes.

Thank you for your assistance with this.



A delicious home-baked cake celebrating the new fortnightly Happy Hour

Heading away?

Please remember that if for any reason you are heading away, it is essential to leave our RN with contact details (whether a cell phone, close family member or email address) so that we can reach you if we need to for any reason.

Concerns and complaints: when things don't go according to plan



A recent highlight for us all was a recital from a local harp player

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 provide an 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 senior staff member, or put in our suggestions /complaints box.

Please ensure that any verbal complaint is made directly to either Teresa or Jill. 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) is 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.

Actions from takeover audit

When an aged care facility is sold the Ministry of Health requires that the buyers arrange an audit prior to taking over. This audit occurred in May 2013. One of the findings of this audit was that action should be initiated in respect of a survey conducted in 2012 by the previous owners, and feedback provided to families. This now needs to be rectified.

We are now providing you with feedback and taking the following actions:

1. That residents/family felt they were not given a clear explanation of an incident, and what was being done to prevent a reoccurrence.
Action: it is our policy that family be notified of all incidents unless

otherwise indicated in the resident's care plan

2. That residents/family were not totally familiar with the complaints process.

Action: A session on the Code of Rights, Advocacy and Complaints is to be provided to residents

3. That residents/family were not happy with the amount of exercise provided, or the frequency of outings

Action: Our Monthly Activities Calendar template has regular exercise sessions incorporated into it. A van has been purchased so that more frequent outings can be scheduled.



A representative of Gisborne Gymnastics shows off impressive skills to residents