



Millvale House
W A I K A N A E

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In this issue:

- A message from Deidre and Roxanne
- Magic and Healing Moments
- Planning for Excellence
- Summer's on the Menu!
- Courses for Families
- A Special Request
- Heading Away?
- "Our Thanks to You"

Family Newsletter

A message from Deidre and Roxanne

Warmest greeting from the new management team at Millvale House!

Following the recent promotion of our much-loved Clinical Manager Marjorie Nillo to the position of Regional Clinical Manager (North Island), we are very excited to welcome Roxanne Rosquita to Millvale as our new Clinical Manager.

Roxanne qualified as a Registered Nurse in the Philippines, where she spent two years working as a medical surgical nurse and teaching nursing and English literature at university level before emigrating to New Zealand. Since obtaining her NZ nursing registration Roxanne has worked for 3 years in aged care.

Roxanne says that what she loves the most about working with people with dementia is making a difference through the simple things, through assisting people to gain everyday happiness. She cherishes the moments she shares with residents and loves to see them happy. She loves sharing their journey, and is excited to be able to support our vision and values in creating a home where creating magic moments and connecting with residents is highly



valued.

We would also like to share with you the exciting news about our new sister facility, Millvale Lodge Lindale, which will be opening late this year. This will offer a country home environment with residents free to wander safely through the park-like surroundings without feeling confined. The environment will be soothing, peaceful and enjoyable for residents and their visitors.

It has been a busy few months here at Millvale with a Queen's Birthday celebration in June with the movie "The Queen" screened and a special cake decorated with a crown.

Our Midwinter Family Gathering was attended by 15 family members who enjoyed the entertainment, afternoon tea and dancing.

In July Fish & Chips from the chippie and a van outing to the beach were

highlights for our residents, with our popular Sharing The Journey course for families held in August.

Spring was marked by a special visitor: a lamb brought in by a staff member for residents to experience hands on touching & bottle-feeding .

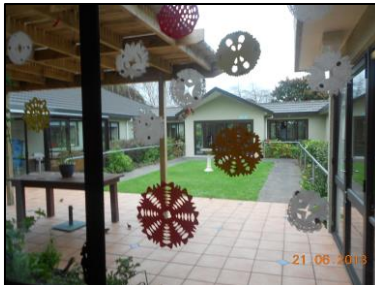
The 52nd Wedding Anniversary of a resident, our Volunteers Afternoon tea and Cuppa For A Cause event (which raised \$69.00 for a great cause) have been other recent highlights.

Photos of residents have recently been put up above their doors, and Rimu paneling put up in the main lounges.

And in our lovely gardens, tomatoes and strawberries have been planted to welcome summertime in!

Magic and Healing Moments

Every day we are privileged to experience special moments with the people we care for, moments which remind us of the power of living 'in the present moment'. There may be no 'cure' for dementia, but these moments affirm that there is definitely joy, empowerment and healing. We keep a 'magic moment book' to record these in, which you are also welcome to use. We would like to share some of these special moments with you.



A 'wind mobile' made by our residents as a diversional therapy activity

A simple thing: coming in to work to find three residents enjoying the new birdfeeder in the garden.

Seeing a new resident settle quickly after expressing his need to visit his wife at another facility. Being part of organizing this to happen and seeing its beneficial effects for him was wonderful, as he began to feel more at home here afterwards.

A visitor walked into our home and said what a lovely atmosphere we have here, so happy and friendly.

A resident's wife expressed how relieved she is feeling that her husband is here and settling in so well. She feels he is relaxed and happy after a difficult time leading up to coming here.

A male resident really liked singing along to the ukulele – his favourite song "Yellow Submarine" one to one in his room.

The daughter of a new resident cried with relief and happiness at the sight of her Mum so settled on her arrival at Millvale ... she said, "I haven't seen Mum like this for more than two years ... so relaxed and enjoying herself at our 'Cuppa for a Cause' afternoon tea party."

A female resident introduced me as her 'special friend' to the new registered nurse Marilyn – which was magic for me because I have often felt I was not making enough of a difference to this particular resident. She then accepted her evening medication happily from me.

While I was replacing light bulbs in the lounge one of our male residents came up to me and held the chair I was standing on. He did not leave until I had finished all the bulbs.

At one point he tried to hold me steady, as if he was afraid I might fall.

A heartwarming moment of bonding when two male residents were seated together in conversation, one holding the hand of the other.

I was walking in the hallway when a male resident greeted me and gestured to me to follow him into his room. He went straight to the wall where a family picture was hanging. He pointed to the picture and said "These are the girls," and "This is Mum" and "That's me!" I was so touched by the way he was still able to recognize his family and how much the picture meant to him.



A homemade bird feeder has provided enjoyment for feathered visitors as well as residents!

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 addition, 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. Jomarie is our BPSB Advisor at Millvale.

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.



Many hands make light work!

Summer's on the menu!

With daylight saving comes summer and the re-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.

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



A colourful game of carpet bowls in the sunny lounge

Courses for families



Making chocolate chip cookies

If you are new to Millvale House you may not be aware of the two short courses we run for family members, Orientation for Families and Sharing the Journey.

These courses are a free, fun and supportive way of introducing you to many of the practical aspects of having a family member in residential care, and of understanding more about the dementia journey. People who attend the courses find them both enjoyable and enriching.

Please pop in and speak with Deidre to find out more about the courses and register your interest!

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.

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.

It will also give you peace of mind while you are away, knowing that we are able to notify you immediately if anything unexpected should occur.



A walk to the park: expectant seagulls wait for breadcrumbs

Our Thanks to You

A poem for our volunteers
by Diversional Therapy Team Leader
Helen McLeane and our
Millvale Levin residents

Thank you for the gift of time,
You've given us so often,
The kindness of your voice and care
Has helped our journey soften.

Your smiling face, the words you share,
Can touch our hearts and minds,
And while we may not often say,
We love that you are kind.

You share your joy, your song, or words,
Or maybe just a smile,
And on a day when life seems hard
You stop and stay awhile.

There are no words to capture
and value what you do.
Today is just a little chance
To show our thanks to you.

At times our lives are busy,
Or we seem far away,
But always know you've left a mark
And on our heart it stays.

Please know how much you mean to us,
And trust these words we say,
You've made a difference in our lives.
A gift we can't repay.

We wish you love and happiness,
And joy in all you do,
Our world has been a better place
Because it's shared with you.

