



Admatha
CHRISTCHURCH

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In this issue:

- A message from Sue and Maria
- Free online course on dementia
- Visiting our Website and Facebook page
- The benefits of hip protectors
- A hand-picked team
- A word from Alison Hume
- Concerns and complaints: your gift to us
- Caring for possessions

Family Newsletter

A message from Sue and Maria

Together we warmly welcome you to our first family newsletter of 2014.

Firstly, we would like to extend a very special thank you to families for joining in and celebrating Christmas and New Year with their loved ones and staff. We really appreciate the expressions of thanks and support given during this time. It was a privilege to experience this special time together.

February marked the third anniversary of the Christchurch earthquake. It is strange to reflect that so much time has passed since this catastrophic event that changed all our lives.

As I sat and watched the service to commemorate the anniversary of the earthquake, so many memories came flooding back and I found tears swelling up in my eyes. Not only at the sadness of loss of life and devastation but also the wonderful help and support we received from families and staff. I'm still amazed at how others come into help even though their own houses and lives were in disarray. The strength and purpose shown by all was something I will never forget.

As we head into the fourth year I ask that we all continue to support the many people that continue to suffer loss, and ongoing issues with EQC and insurance.

As a sign of respect and recognition of the anniversary residents and staff had lots of fun decorating road cones again this year, with very interesting results!

Mother nature delivered another reminder of her power with the recent 'superstorm', which unleashed torrential rain which quickly pooled on the lawns and driveways. We are well used to swinging into 'civil defence mode' now, have systems in place to deal effectively



with most unforeseen events. Our residents enjoyed being snug and dry inside and watching the ducks paddling about on their impromptu lake!

We have been sad to say farewell to three of our staff members, Jean, Shirley and Nikita, who have decided to stay at home and be full-time mothers to their newly arrived babies. It has been fun having the new mums pop in to show off their baby boys – a reminder of the wonder of new life as we share the equally precious twilight years with our residents and families.

We would like to remind you that Pam Barrett's family support meetings restart in March, taking place every second Wednesday at 11 a.m. at the Lodge. We have yet to finalise dates for our popular and informative family programmes Orientation for Families and Sharing the Journey, but will notify you of the dates as soon as they have been decided.

Thank you for sharing your loved ones with us. We wish you many wonderful times together during 2014.

Free online course on dementia

Have you ever wanted to go on a tour through the brain? See how everything works? The difference between Alzheimers and dementia? Well, the university of Tasmania offers a free on-line course on Understanding Dementia. The course content is easy to understand and is open to anybody and everybody from family members to care staff, RNs and managers.

You have the opportunity to plant YOUR thought trees in the Understanding Community Garden – this is where your ideas and thoughts are planted.

How would you answer ...

- My quality of life is enhanced by ...
- How would I like to be told a diagnosis of dementia? ...
- If I had dementia I might show my frustration by ...
- If I had dementia I would want the people caring for me to ...

The course is broken down into 3 sections:

- The Brain – how it works (and you go on an interactive tour!)
- Different stages of dementia and the behavioural and Psychological Symptoms of dementia
- Palliative care and therapies

I have learned so much and have had fun while learning! It has given me the opportunity to step back and look and think, and then understand why our residents react the way they do.

I would highly recommend you to enroll and do the course – it certainly has rekindled the fire in my belly and reignited my passion for the work I do.

Sandra McArthur – Senior Home Manager



A residents helps sweep up after the recent storm

Visiting our website and Facebook page

Our recent EPOA Survey revealed that while many families visit our website when they are first investigating care options, few people are aware of our Facebook page or visit it on a regular basis

We have made some exciting changes to our website recently, and warmly invite you to hop online at www.dementiacare.nz and explore! It has been restructured, updated and made much more user-friendly, now including video clips of staff and a 'live' link to our Facebook page.

The Facebook page can be accessed by clicking on the link at the top right

of the website. Our Facebook page is current, topical and updated on an almost daily basis. By 'liking' our page you will ensure that our postings will come directly through to your own Facebook home page for you to enjoy.

Our page has regular contributions from our team, ensuring that updates cover a variety of subjects including staff and facility news, activities, magic moments, and links to informative articles about dementia.

We would love you to leave us a message on our page, or comment on any posting you find of special interest!



The benefits of hip protectors

Hip protectors are a product designed to reduce the risk of serious hip injury as a result of a fall. They work by absorbing the impact as well as diverting impact away from the hip joint into the surrounding soft tissue. While there is no guarantee that wearing hip protectors will protect the wearer against sustaining a severe injury, research has shown that they can reduce the risk of sustaining a hip fracture by as much as 84%.

This is good news for our residents who, because of their age and dementia diagnosis, are at higher risk of falling. For this reason families are usually asked whether they would like to purchase Hip Saver hip protectors for their loved one. We encourage you to consider the benefits of providing hip protectors for your loved one as a means to reduce their risk of serious injury.



Handmade Christmas table decorations

A hand picked team

Occasionally family members and visitors express surprise at the age and multicultural makeup of our staff team.

Each member of our team has been hand-picked with great care. Many are registered nurses in their own country, with the courage and initiative to start a new life far from home and family. Every staff member is chosen because they have what we call 'knack' in working with people

with dementia. They know how to love and care for someone as if that person is their very best friend, and they are passionate about working in this way. Our staff are loving, capable and experienced. We are enormously proud to have such committed and professional people working with us. Their cultural diversity, energy and dedication enriches us all.

A word from Alison Hume

Howard Thurman once said: "Ask what makes you come alive, and go do it. Because what the world needs is people who have come alive."

I regularly meet with members of our team talking about our vision and values and facilitating sessions on how to be with each person we care for as if each person is our best friend. At these sessions we share stories of rich moments we have seen residents have. We sit around the table and the staff I am with light up as they tell their stories.

We have a special book in the staff room that we use so that we can share these very special moments we

witness. When I look at this book I am blown away by the amazing things that just happen. At the end of each story the staff member who writes the story usually writes how they feel. The book is full of comments such as "it was an amazing moment for me", "seeing this made me cry", "Wow", "I was so touched when this happened", "we laughed together". This work that we do is very fulfilling and enriching for each one of us.

We are very fortunate to be doing such meaningful work. It is indeed a great privilege to be caring for the people who live here. We love what we do!



A special birthday celebration at Admatha Lodge

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.

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 staff member, or put in our suggestions box.

Please ensure that any verbal complaint is made directly to either Sue or Maria. 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.



Aromatic water therapy: the magic of flower petals, water and a candle flame

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,

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.



Jelly making is a favourite activity which many residents are able to enjoy

We promise we will give your loved one the very best of care.
 We promise we will appreciate, respect and love your special person.
 We will be honest, open and trustworthy.
 This is the work we have chosen to do.

– Alison Hume and Jim Haines, Directors