



Leighton House
GISBORNE

March 2014

2 Cheeseman Road
Inner Kaiti
Gisborne 4010

Phone: 06 867 7697
Fax: 06 868 6352

e-mail:
ocleightonhouse.co.nz

Web:
www.leightonhouse.co.nz

In this issue:

- Greetings from Teresa and Jill
- Representational Child Therapy
- 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 Teresa and Jill

Greetings, and a very warm welcome to our first newsletter of 2014!

Christmas seems a long time ago now, but what a special time it was for us all! The Christmas tree at the front door was absolutely stunning, and the Christmas family gathering, with its delicious afternoon tea and musical entertainment, was a highlight of the year for many. We all had lots of fun with the cut-out picture board of Santa and Rudolph, and a visit from the YMCA holiday programme and Santa were much enjoyed.

Other highlights of the festive period were the "Savvy Accapella" singing group, tea time carols with teachers and children from a local school, and the volunteers' afternoon tea with a live band, to name just a few!

Leighton House was also very lucky to have a resident Kereru in our trees singing his beautiful song to us for many days. This was greatly enjoyed by all who heard him.

We have had a few improvements to our home over the past few months. The painting is now complete and the carpeting well underway. Lovely new kitchenettes are planned for the East and River living areas, which will give our residents a little more independence so that they can make cups of tea and take part in cooking and baking activities, flower arranging and other enjoyable homely tasks. The kitchen units have now been delivered and are waiting to be installed.

We will soon be introducing new 'delicates bags' to the laundry. These bags will be provided for small, lacy,



delicate or easily lost items to be washed and dried in. We hope this will reduce the chance of your belongings being damaged or mislaid.

Leighton House now has a van for outings. The men's group has had a few outings and have thoroughly enjoyed these. The van has also meant that more residents can attend the Cosmopolitan Club activities on Monday mornings, and can be taken to appointments and on shopping trips.

Thank you very much to our kind volunteers for helping on Monday mornings.

As of 3 February 2014, Leighton House has been able to accommodate and care for residents requiring hospital care. Over time, the East Wing will become the area of Leighton House where residents who require hospital care will reside. We are very excited about this new level of care that we can provide. We are now able to care for people through life's journey.

We look forward to another wonderful year of happy times together, and thank you for choosing to be with us here at Leighton House.

Special times at Leighton House

Our lives here at Leighton House are full of happy times, fun and laughter, as the pictures in this newsletter show.

November 5th was “Melbourne Cup Day” which was greatly enjoyed by us all. Residents were visited by “Rusty” the miniature horse and there was a sweepstake with prizes. It was a day to remember, with smiles all round.

On the 29th of January 2014 residents enjoyed a BBQ lunch with families warmly invited to come along and share the day. A wonderful time was enjoyed by us all.

One of the recent highlights of our activities programme was our Valentine’s afternoon tea. Heart shaped chocolates, truffles and special table decorations were made for the occasion by our residents and activities team, and our residents enjoyed taking part on a team table quiz with a Valentine’s theme. The winning table was presented with Valentine heart chocolates

A special a birthday morning tea was held for residents who had birthdays

during Christmas week.

We celebrated a very special milestone with our dear Emily Ledger who turned 100 years old on 6th November 2013. What a great day she had! Picked up by a police car with the siren going, she enjoyed a very special celebration with family and friends. Our local newspaper The Gisborne Herald wrote an article about her long and happy life, celebrating a woman whose many interests have included volunteering, arts and history, tramping, nature and wildlife, and spending time with family and friends. Residents and staff shared another birthday celebration with Emily the following day here at Leighton House. True to tradition, Emily received a letter from the Queen congratulating her and wishing her well.

Noleen Hughes, who was born on Christmas day, turned 101 this year. Both she and Emily were presented with certificates from the mayor’s office in recognition of this special milestone.



Emily Ledger turned 100 on 6th November last year

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.dementiacarenz.co.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 residents and/or 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.

A hand picked team

Occasionally residents, 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.



Our stunning Christmas tree was admired by 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!



Delicious home made bonbons for Valentine's Day

Concerns and complaints: your gift to us



Sonja Howchow with Rusty the miniature horse on Melbourne Cup Day

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 Jill or Teresa. 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.

Caring for possessions

We would like to remind you that although we take the very best care possible with the possessions of our residents, occasionally things may be damaged or even go missing.

It is important to stress that we cannot be responsible for any loss of property which may occur.

We are aware that the laundry is an ongoing source of concern to many of you, and are doing our best to bring in some positive improvements. We know how important it is for garments to be returned to you in a condition you are satisfied with.

Please remember that 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.



This lovely family photograph has been shared with the kind permission of Noeleen Hughes

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