

Family Newsletter

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Welcome to Millvale Lodge Lindale

It is with great pleasure and pride that we introduce ourselves to you in this our first family newsletter for Millvale Lodge Lindale.

As Millvale Lodge is a brand new facility still in the process of development, we are currently hand-picking what will become an outstanding staff team. At present two key members of our Dementia Care NZ organisational team are at the helm: Marjorie Nillo (Regional Clinical Manager, South Island) and Sonia Pratt (General Manager). These two highly experienced and professional senior managers will be delighted to assist you with any questions or concerns you may have.

Our staff team works closely together to ensure that all we do is in accordance with our vision and values and within our policies, procedures and plans. We look forward to spending quality time with our new residents and family members as they join our Lindale 'family'.

In accordance with our vision and values, we will do our very best to create a warm and homely atmosphere here at Lindale, where each person is supported to experience each moment richly. Our vision is to maintain openness, honesty and integrity, and to build trusting relationships with residents and family members.

Millvale Lodge Lindale is run on the 'small homes' principle pioneered in New Zealand by Dementia Care NZ directors Alison Hume and Jim Haines. The facility is divided into 3 small homes. Each home will be completely self-contained, so that the residents experience a small cosy home with a calm supportive atmosphere. Residents are encouraged to take part in the running of their home if they wish, as



continuing with their accustomed roles has been found to assist people in maintaining a sense of purpose and value.

We look forward to providing every level of aged care, giving people the continuity of remaining in the place they call home with people who know them well and know just how to care for them. It brings a measure of comfort to residents and their families knowing that they will not have to move as their care needs change.

The time ahead will be challenging and exciting for us all as we watch this unique facility take shape around us. We believe it will be a wonderful place for people to live: a place where there is some freedom, space to maintain fitness, see the stars and the trees, interact with animals and create a sense of home.

The country environment and large grounds will extend the opportunities open to us to give each person their greatest chance of being physically healthy and emotionally the best they can be.

We welcome you with much warmth to Millvale Lodge Lindale.

OUR VISION

At Millvale Lodge we create a warm and homely atmosphere where each person is supported to experience each moment richly.

OUR VALUES

We strive to achieve this vision by promoting:

- The uniqueness of each person
- The immense value of each person
- Openness, honesty and integrity

In these ways we enrich each person, the community and the world.

Visiting our Website and Facebook Page

Our Website and Facebook page are fun, friendly and increasingly popular ways of staying in touch with us and keeping abreast of news and developments within our wider organization. We warmly invite you to hop online at www.dementiacarenz.co.nz and explore!

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!

Our Philosophy

1. Connecting with each person we care for as we would a very best friend means that people feel loved and important. A best friend accepts you as you are, believes in you, forgives your mistakes, really listens to you, jokes with you and loves to hear you laugh.
2. Families/whanau become part of the community we have. They are involved in their loved one's care. They are encouraged to share their in-depth and intimate knowledge of their loved one. There is much honesty and openness. This builds trusting relationships between us all. We know family, and family know us.
3. A small home that provides people with stability. Things seem familiar – a private bedroom with things in it from home, sunny spots to sit in, a garden.
4. Ensuring that people can continue with their old roles, if they wish, like collecting the mail, folding the washing, sweeping the floor means that they have a purpose in life. They can be involved in the running of their home.
5. Each staff person is someone with ability and with a potential for growth. There is much opportunity for every staff member. Each staff member can have a positive impact on residents, their family and their team.
6. As we work in these ways, people are more contented and participate in life more fully. They have their greatest chance at being physically healthy and emotionally the best they can be.

Millvale Lodge Lindale is part of Dementia Care NZ, one of New Zealand's trusted aged care providers.

Our nine facilities enjoy many benefits as part of a well established privately owned organization. Alison Hume and Jim Haines are hands-on owner/directors who are often seen at Lindale, and we are fortunate to have Sonia Pratt, our General Manager, based at Lindale. There is much support on a daily basis from the wider organisational team in the areas of staff education, quality systems, human resources, diversional therapy and clinical expertise. This organisational team works closely with the staff team at Lindale on a daily basis, providing guidance, support and practical assistance.

Orientation for Families

An important aspect of our organizational philosophy is providing support for the families of our residents.

Families are encouraged to attend two in-house courses developed to assist them in the challenging process of having a loved one in care.

The first of these courses, 'Orientation for Families', will soon be held at Millvale Lodge for the first time. The course is always well attended, and much enjoyed by the participants.

The informative programme runs for one hour per week over a three week period. It has been designed to help family members gain a clearer insight into practical aspects of the services we provide. It provides an understanding of the essentials of dementia care within the context of our organisational philosophy, and forges the beginning of a trusting, open and confident relationship into the future.

We will notify you when we have a date for the first Orientation for Families course. We would love to share this very special experience with you, and warmly encourage you to attend.

Helping us improve our service

At Millvale Lodge Lindale we are committed to a continuous improvement process, constantly evaluating the way we do things and looking for opportunities to do better.

We welcome suggestions, ideas, comments, criticism and complaints. To us, they are gifts which provide us with the opportunity to excel. We are very available to you, in our office, via email at om@millvalelindale.co.nz, or by phone on (04) 297 0059. Please do not hesitate to make contact with us with any compliments, ideas, suggestions, concerns or complaints.

Sonia or Marjorie are your contact people.

Complaints process

Complaint forms are readily available on the notice boards in all our homes. Please do not hesitate to use these if you have any issues of concern.

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 our staff room at each facility that we use so that we can share these very special moments we witness. When I look at these books 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!

Quality Improvement

Also on the notice board you will find quality improvement forms. Please use these if you have an idea or suggestion. Very often family have wonderful ideas that we have not thought of. We value your ideas and suggestions.

Advocacy Services

Nationwide Health and Disability Advocacy Service (0800 555 050) provide a free, independent and confidential service for anyone who needs assistance in making a complaint or resolving an issue. They will assist you with this process, coming with you to meetings etc. We have pamphlets available in the entrance areas.

Caring for possessions

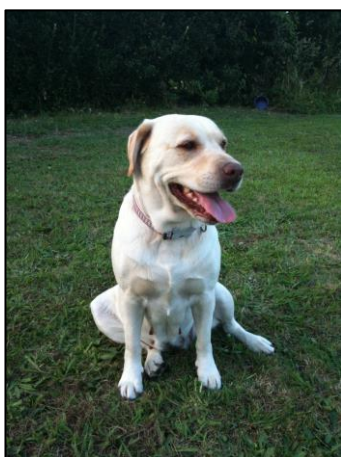
Occasionally we have incidents of treasured jewellery, especially rings, going missing. We would like to remind you of the importance of taking residents' rings away home with you.

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.



Lexi, our lovely Lindale Labrador

A team to be proud of

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.

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 also dementia diagnosis, are at higher risk of falling. Over the coming weeks you will be asked whether you would like to purchase Hip Saver hip protectors for your 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.

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