



Millvale House
W A I K A N A E

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Family Newsletter

A message from Deidre and Roxanne

Warm greetings and welcome to our first newsletter for 2014!

It is hard to believe that we are already quarter of the way through what promises to be a busy year.

Our Christmas Family Gathering was on December 18th and it was great to see everyone. This is always a special occasion which brings back memories and makes new memories of happy times. It is a great pleasure and privilege to share special moments with our residents and their loved ones at Christmas time.

We have had some comings and goings in our staff team, with several people from our team taking up new challenges in their lives. Jomari has moved to Millvale House Levin to take on the new challenge of Clinical Manager there. Nina has begun her work as a new registered nurse at Millvale Lodge Lindale which opened in February. We wish these people well as they start their new roles.

We had an important Certification Audit in December, and were delighted to hear the results recently: Millvale House Waikanae has been awarded the maximum 4 year certification. This excellent result reflects our robust quality system and also the exceptional calibre of our staff team. We were awarded 'Continuous improvements' in a number of areas in which our facility was recognized as operating above expected standards.

Our gardens are looking beautiful at the moment, with the removal of some of the trees on the driveway by our neighbour giving the approach a more open feel. Next door in the Liddle Estate since February we have 3 horses grazing the paddocks.



An influx of new residents late last year has meant an increase in one to one activities as we work together to help them feel settled and at home. Summer has also seen us getting outdoors more with our veggie garden, strawberries, and flowering plants all doing well. The ukulele sessions and ice cream project are both much enjoyed by residents.

Our usual fun activities such as ball games, fish 'n chips, happy hour and sing-alongs have all been much enjoyed, while our new musicians JB's (John & Bruce) have proved very popular with our residents and families alike.

Our popular course for new families, Orientation for Families, was held in March. Sharing the Journey, a course which explores the dementia journey and helps family members understand and accept the highs and lows of having a loved one with dementia, will be scheduled soon.

Thank you for entrusting your loved one to our care. It is a privilege to have you as part of our Millvale family. We wish you everything of the very best for 2014.

Magic and healing moments



Helping decorate the tree is an important part of Christmas to us all

Every day members of our team create and share magic moments for residents and are enriched themselves as well. These wonderful moments bring joy to us all. This is why we do the work we do! We would like to share some of these special moments with you.

“A female resident has been much more communicative and settled in recent weeks. She especially enjoys one to one time in the afternoons. Yesterday we walked in the garden with another new resident. The three of us held hands and the first resident suddenly said, ‘I love you dear’ and gave me a kiss.”

“A resident introduced me as her ‘special friend’ to the new Registered nurse Marilyn – which was special to me because I have often worried that I am not making enough of a difference to this resident. To know I was special to her made me so happy.”

“I was talking to two residents when another male resident came up and patted me on the shoulder, saying ‘There you are. I’ve been looking for

you. Would you come with me for a walk?’ Then he held my hand and we walked together for a while, As it was close to dinner time I asked if he would like to wash and change before dinner. He replied that that would be lovely. As I assisted him he was singing and smiling. Before I left he gave me a hug and a kiss, saying ‘Thank you for all your help.’”

“I was assisting a female resident to dress in the morning, and we were having a lovely conversation. While I was making her bed she suddenly asked me if I would miss her if she was gone. I stopped, walked up to her and told her that I would miss her. She smiled at me and said, ‘That’s nice to know because I would miss you too.’ Then she reached out and hugged me.”

What a wonderful time people have when they feel loved and when they are with someone who, in that moment, is their very best friend.

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.



Care and love go into creating special times at Millvale

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!



Live music is a highlight of our activities calendar

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 Deidre or Roxanne. 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.



No Christmas is complete without a visit from Santa!

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.



Residents and visitors enjoyed a delicious afternoon tea at our Family Gathering

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