



**Admatha**  
CHRISTCHURCH

June 2014

34 Averill Street  
Christchurch  
8013

Phone: 03 385 1286

Fax: 03 386 3240

e-mail:  
[om@admata.co.nz](mailto:om@admata.co.nz)

Web:  
[www.admatha.co.nz](http://www.admatha.co.nz)

***In this issue:***

- A message from Sue and Maria
- Winter Gathering invitation
- "Ginger Theme Week"
- Introducing Maria Yaran, Clinical Manager
- Being a friend – Alison Hume
- Looking after winter woollies
- Communicating with families
- EPOA Family Survey

# Family Newsletter

## A message from Sue and Maria

Together we warmly welcome you to our Autumn newsletter of 2014.

We would like to thank family and friends for their best wishes, chocolates and flowers shared with residents and staff over Easter, Anzac weekend and Mothers' Day. We hope you enjoyed the special activities and fun we had during this time. Lots of special photos have been placed on the noticeboards for you to enjoy.

With autumn turning into winter, winter ills have become very prevalent again, with many of us suffering colds and coughs. We ask that if you are unwell you refrain from visiting your loved one, as we all try to keep our residents well and happy. As usual, every resident has been provided with the opportunity to have a flu vaccination, and our entire staff team has also been offered a free vaccination to help keep them fit and well throughout the winter months.

We would like to remind you that Pam Barrett's family support meetings take place every second Wednesday at 11 a.m. at the Lodge office. Everyone is most welcome to come and discuss any issues you are having difficulty with, in an independent and supportive environment.



**ORIENTATION FOR FAMILIES:** All family members are welcome to attend our 3 week (3x 1 hour sessions) information programme facilitated by Maria and Sue. Many new families find this very valuable. We discuss the paperwork in resident's files, learn more about the dementia process, answer questions, have guest speakers and much more. We do unfortunately have to limit the numbers attending so if you are interested please ring Sue as soon as possible. The sessions will be held on Wednesdays from 2-3 p.m. on the following dates:

Session 1 – June 25<sup>th</sup> 2014

Session 2 – July 2<sup>nd</sup> 2014

Session 3 - July 9<sup>th</sup> 2014

We would love you to join us!



*You are warmly invited to join us for our*

## Winter Gathering

*Admatha Lodge: Tuesday 17<sup>th</sup> June 2.00 - 3.00 pm*

*Admatha Home: Wednesday 18<sup>th</sup> June 2.00-3.00 pm*

## “Ginger Theme Week”



Pleasure in simple things:  
dunking a gingernut

Recently at Admatha Dementia Care we celebrated a fun week called “Ginger Theme week” as part of our Activities Programme.

The tastes, smells and memories were enjoyed by all.

Some of the events held during the week included: Ginger beer tasting, which brought back many wonderful memories of making home-made ginger beer with our families, using the “ginger beer bug”, exploding bottles in the cupboard and that wonderful taste!

Making ginger slice, ginger kisses and gingerbread men, a big part of our New Zealand baking past, the wonderful smells we all were greeted with, and of course the fun of decorating.

How can we forget dunking our own NZ ginger nuts into our favourite hot drink – just don’t leave it too long in the cup!

Remembering and singing the Ginger nuts song:

“Gingernuts are so spicy,  
Made from old English recipe,  
There’s no Gingernuts taste quite the same,  
Ask for Griffins Gingernuts by name”

Colouring in ginger bread houses and reminiscing all added to a great week with many great stories shared and enjoyed.

## Introducing Maria Ylaran, Clinical Manager

It is an honour to be able to speak directly to you all. I would like to introduce myself and talk about my vision and priorities for my role as Clinical Manager.

As you probably know, I started working as the Clinical Manager at Admatha Dementia Care in October 2013. I feel privileged and humbled to follow the footsteps of Ruth Babonnick, who is the Regional Clinical Manager, South Island. As Clinical Manager, caring for people who have dementia, I am passionate and enthusiastic and I welcome the personal and professional learning curve to come.

I started my nursing career in 2007 in the Philippines. I moved here to Christchurch and worked as a Registered Nurse at Avonlea Dementia Care for 2 years. I have done training

and education to further my knowledge in dementia and other nursing health-related courses.

I bring with me my dedication to work and my love of serving others especially the elderly. I would like to lead as a good example to the team in terms of looking after our residents with dementia. I enjoy and always look forward to having wonderful moments with the residents. I do encourage family to approach and talk with me if you have any questions regarding your loved ones. I want to promote wonderful care of your family member. I’m very happy to be in a position to do this.

I look forward to meeting you all, and developing a close and trusting relationship over time.



Celebrating autumn with  
'pumpkin week'

## Being a friend

I am greatly privileged to facilitate some of our education sessions on the Best Friends Approach to Care – our flagship programme that underpins our vision and values. Every member of our team participates in the course soon after joining us.

We always begin session two by talking about our own best friends. Each member of the group is invited to share what their best friend offers them or what special quality he or she has. People share the things they most treasure about the special people in their lives, such as: she is always there for me ... he accepts me no matter what ... I can talk with her about anything ... he knows much about me and sometimes knows what I need without me having to ask ... she forgives my mistakes ... he makes me laugh.

We then go on to talk together about how we can be like a very best friend to our residents. To do this we are totally accepting of our residents, being there for them no matter what. It was Thomas Merton who said: "The beginning of love is the will to let those we love be perfectly themselves."

Lately I have found myself thinking about the importance of friends in my

life. I have a few thoughts to share with you.

The German root of the word friendship means "place of high safety". We feel very safe when with a wonderful friend. We feel warmth and love when with a friend. Friends soften our world and they help us to open the door to our souls.

To be a true friend to another, we must be exactly who we are. We need to attend to our own inner growth. When we do this, we bloom and there is much to share.

Have you ever had a friend say "You don't seem quite yourself today" or "You acted out of character today"? We human beings are constantly growing and changing, breaking patterns of how we used to be. As friends it is necessary to work at our love for each other so that we know each other more fully as the days go by.

I disappoint myself and others often but I keep on trying to make sure my presence is a gift of love.

Being a friend is a most wonderful thing.

*Alison Hume*



## Looking after winter woollies

Occasionally, no matter how much care is taken, a woollen jersey or cardigan slips through to the laundry and shrinks beyond recognition.

This is upsetting for all concerned, especially the family member who has hand-knitted or chosen the gift with love.

All care is taken in laundering clothes. However, woollen clothing may be

safer hand washed by family. When buying new woollen clothing please buy machine washable items.

We would prefer you supply non woollen clothing that is easily washed.





## Communicating with families

Communication with one other is very important, especially when it involves residents in our care. We are often asked how our communication system works. There are two main reasons for a registered nurse (RN) contacting family. One is open disclosure after an incident has occurred, and the other is to impart information regarding a resident's change in condition.

We are committed to providing safe, quality health care to our residents. Sometimes, despite our best efforts, there will be times when a resident sustains an injury, is harmed, or becomes unwell. In these instances, it is important to ensure that full and open disclosure to families occurs. The

RN will contact the resident's EPOA (Personal Health and Welfare) to inform them of the incident. It is then the EPOA's responsibility to inform other family members.

Multi-disciplinary team meetings with families occur one month after admission and every 6 months thereafter to fully inform you of your loved ones general condition and care. Again, an invitation to this meeting will be given to the resident's EPOA. The EPOA can extend the invitation to other family members if they wish.

In addition, you are always welcome to come to us with any concerns that may arise from day to day.



Residents are encouraged to engage in activities they have enjoyed in the past

## EPOA Family Survey

Thank you for taking time to complete the EPOA surveys this year. We are happy to report 61% of surveys were returned. This was pleasing as it provides us with an overview of how we are doing in your eyes.

97% of respondents said that they would recommend this facility to a friend. 90% felt we had a friendly atmosphere and that the staff were approachable.

On analysis of the results we found that we did not meet families' expectations in the following area:

- EPOA Survey Question 14: Some respondents were not entirely happy with the work carried out by the diversional therapy team for their loved one.

One quality improvements has been raised as a result of this survey. We

are now working to improve on these aspects of our service.

We take all comments extremely seriously, and raise Quality Improvements where appropriate. We would like to remind families if at any time they would like to make suggestions on how we can improve our service, our manager is always available or if you prefer to write your suggestion down we have what we call 'Quality Improvement Forms' which we use to make changes to the way we do things.

Please remember that this survey is anonymous. If you have something you are really unhappy about, it is important that you come and discuss it with a manager so that we can address it.



Activities Team Leader and Weekend Manager Kim Prasad has recently become a qualified Diversional Therapist. Congratulations, Kim!

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