

Family Newsletter

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A message from Sharon

Winter is upon us with our first frost arriving, and our deciduous trees having now shed all their leaves. Some of our rest home residents still like to wrap up warmly and stroll through our lovely grounds. It's lovely to go out from the cold into the inviting warmth of our homes, where we are often greeted by the delicious smell of home baking.

The last two months have been busy and productive ones here at Lindale:

We've had two new staff members join the team: myself, Sharon Powick as Operations Manager and Marlene Wallace as Diversional Therapist. Both of us have a long background in working with Dementia Care NZ in other facilities and fully uphold the Visions and Values that are so important to the wellbeing and care of your loved ones. Marlene is working full time in our dementia rest home.

Family support meetings will begin soon and we will send a letter out to invite families to attend these sessions.

All family members are welcome to attend our 3 week (3 x 1 hour sessions) Orientation for Families programme. We discuss the paperwork in resident's files, learn more about the dementia process,



answer questions, have guest speakers and much more. The sessions will be held on Tuesdays from 1.30-2.30 p.m. on the following dates: 24 June, 1 July, 8 July. Please let us know if you are able to attend.

The building of our new wing is progressing well and is a hive of activity. The landscaping will be continued to include paths out toward the farm park so the animals can be enjoyed by all.

We plan to hold our Mid-Winter Gathering on June 20th to which you are all welcome. We will also combine that with the naming of our homes which have now been chosen.

It's so nice to see you coming to visit your loved ones and to get to meet you all. If you have any concerns then please feel free to come and see me and have a cup of tea and a chat.



You are warmly invited to join us for our

Winter Gathering

Friday 20th June 2:30-3:30 p.m.

Activities at Millvale Lodge



The delicious afternoon tea prepared by residents and staff for Mother's Day

It is wonderful to walk outdoors and to the gardens with our residents on crisp sunny days. Together we have been harvesting four or five different varieties of fresh crunchy lettuces from the raised vegetable gardens, together with fresh herbs and celery. The cook Barbara lets the diversional therapists know what ingredients she needs each day, and we all take great delight in harvesting and delivering the fresh produce to the kitchen. Nothing tastes quite as good as food made from fresh veggies you have grown and picked yourselves!

We now have the Dominion Post newspaper delivered daily for our residents, so newspaper reading is becoming part of the regular activity programme. Lexi our golden Labrador loves to help carry the paper to the homes, but is reluctant

to pass it over, much to the amusement of the residents as quite a game follows!

For Mothers' day we planned a special afternoon high tea for the residents and invited families. We baked slices and cupcakes with the residents, and staff and residents set up a table with flowers, teapots and cups and saucers along with the slices and cupcakes. It was a great success with the residents and the families. Everyone enjoyed reminiscing about their own treasured china for special occasions and residents were proud of the yummy food and decorations, a result of their hard work.

All our ladies felt loved and appreciated on their special day.

Podiatry service strongly recommended

Caring for our residents' feet is more specialised than you may first think. The risks of infection and pain caused by incorrect technique and the importance of assessment by a professional are important issues to consider in relation to the feet of our residents.

For this reason our facilities have accessed specialised podiatry services to assist staff to care for residents' feet.

There are many benefits to making use of a specialist podiatry service. The following services are provided:

- General toenail care
- Treatment of painful or problem toes
- Removal of corns or calluses
- Overall assessment of foot health, especially with regard to circulation and nerve function

- Specialised care of "at risk" feet, e.g. diabetic care.

This specialised care is arranged for residents, and the account passed on to the resident (with the exception of diabetic foot care). Generally podiatrists see our residents every six weeks. We believe that this is well worth the extra fee, as many elderly people suffer from painful or problematic feet.

If you choose not to make use of this service, we cannot take responsibility for cutting residents' toenails. This will need to be organised by the family, and we will request that a disclaimer is signed and kept on the resident's file to that effect.

Please discuss this with the registered nurse if this is the case.



Walker- and wheelchair-friendly paths enable residents to enjoy our park-like grounds

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



Caring for clothing

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

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 where possible.

We also ask families to take responsibility for the labelling of their loved one's clothing with proper name tags. The following company provides printed tags from \$12.50 for 3 dozen:

Wilson Name Tapes, Masterton
Ph 06 377 1837.



Communicating with families

Communication with one other is very important, especially when it involves residents in our care – your loved ones. 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 an error occurs. 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.

Accompanying loved ones to appointments

Our residents attend outpatient appointments for many and varied reasons, all of which serve to improve their lives in one way or another.

All of our residents require an escort to these appointments. Please don't be surprised to receive a phone call from one of our RNs asking you to escort your loved one to such an appointment.

Having a family member escort a resident is a good option for residents as at these appointments your loved ones health and family history is discussed and there are decisions to be made. If you are happy to attend the

appointment but feel concerned about how you will manage your loved one, please do not hesitate to discuss this with the registered nurse. He or she will arrange for a staff member to go with you.

If the time of the appointment does not suit you please discuss this also with the RN and they will liaise with the service provider to change the time if possible.



Raised beds make it easy for residents to take active part in gardening activities



Lexi the Labrador poses in front of the children's playground

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