



Admatha
CHRISTCHURCH

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Family Newsletter

A message from Maria and Debra

Welcome to our June Family Newsletter. It is hard to believe that we are almost halfway through the year already! Winter has arrived after a fantastic Summer and Autumn. There is snow on the hills and the temperature has dropped considerably. We have had a great response to the flu vaccine this year for residents and staff and hope that this will keep the flu away this year.

Easter saw many family and friends in to visit their loved ones. It was so lovely to see how excited and proud our residents were to introduce their family members to us all. It's incredibly rewarding to be a part of those special moments.

We recently had an audit for certification. Although we are still awaiting the final result, the auditors' preliminary comments were uniformly positive, including:

- Staff were well supported, working as a team with great team spirit
- Impressive diversional therapy programme with new activities being trialled and evaluated
- Strong positive focus on residents' welfare and happiness
- Families well supported, and communication with families good
- Clinical documentation (especially care plans) was excellent
- Food was excellent, with residents' specific dietary needs catered for
- Health and safety systems robust
- Staff well trained, passionate, and provide truly personalised care



Overall, the Auditor's comments were outstanding and it was clear they were genuinely impressed with everything they saw. Our Visions and Values clearly shone through from the comments and as a team we are very proud of the positive results, and our wonderful staff team.

We have been carrying out renovations in both homes over the past few weeks. New carpet and fresh paintwork have made a big difference already, brightening all areas considerably. We would like to thank you for your understanding, and will try to minimise the impact on residents and visitors as we continue with our renovations.

We welcome all feedback both positive and negative so please feel free to add comments to the Compliments & Complaints box at each home or pop in and see Maria or Debra at any time if you have something you'd like to discuss.

Keep warm, healthy and happy over the winter season. We look forward to seeing you all over the next few months when you visit your loved ones.

You are warmly invited to join us for our
Winter Gatherings
Tuesday 26th July 2.30-3.30 - Admatha Home
Wednesday 27th July 2.30-3.30 - Admatha Lodge

“Magic Moments” to share with you

A resident’s grandson recently sang at the Sydney Opera House in “The Messiah”. He sang a couple of songs for us in the lounge, an amazing experience for everyone. Residents emerged one by one from their rooms to listen. I left the knitting we were doing as an activity on the table to get the camera to capture this special moment. I looked over at the table and a resident had picked up the knitting and done a couple of rows! Two magic moments simultaneously.

A resident’s daughter walked in to the lounge today. The resident broke out in to a big smile and said “That’s my daughter!” Everyone was uplifted by this moment of recognition. Then the resident added “Yes ...” and called her by name. Her daughter was so happy.

It was lunchtime and a resident was a little confused and standing by one of our caregivers asking him questions. He put his arm around her and started singing. She joined in at the appropriate time with the correct words to the song.

Three residents and I were seated around a table together. Another resident was struggling with her zipper not far away from us. One of the ladies called over to her “Can I help you with that?” She brought her top over and the helpful resident spent several minutes very patiently showing her how to engage the zipper. It was a lovely interaction.

A resident was unsettled on return from an outing. His daughter brought him out to the lounge and got out her guitar. The music worked wonders. He sang several songs, often solo, and gave historical background to them. It was so good to see him fully involved with his musical/spiritual self.

I was taking a resident to the lounge when the RN asked if she could give medication to him. He took his medication and asked me, “Is she a doctor, hope it’s not too late to ask that?” That moment made us both laugh.



Residents take pleasure in the creation of paper flowers

Falls prevention programme

A major project in our current business plan has been a falls prevention programme which we have implemented at Admatha.

A number of minimization interventions have been put in place as part of this project, which was launched in 2015 and has now been running for a year. These include the appointment of a Falls Coordinator, ‘falls mapping’ implementation, increasing staff awareness around falls minimisation through education, and maintaining a Vitamin D supplement register.

Falls Mapping is a graphic representation of the floorplan of Admatha, with colour coded ‘mapping’ indicating precisely where and when each fall occurs, as well as the identity

of the resident concerned. This enables us to identify the areas, times of day and people at greatest risk, and implement preventative strategies such as environmental improvements, closer monitoring and diversion.

The Admatha team has been working closely under the guidance of the Falls Coordinator to achieve the goal of preventing major falls while minimizing minor ones. Reductions of over 50% in both categories of falls has been noted, and we hope to continue to see improvement in this important area of care.



Cards offer opportunities for sequencing, matching and reminiscence

Using my time wisely

It gives Jim and me great pleasure to provide the resources enabling our managers to provide an excellent service to our residents and their families. We love to meet with our managers frequently and to see their growth and development. They are very well supported by our organisational team who are always just a phone call away, if there is any problem at all. We have delegated the day to day running of Admatha to Maria and Debra. They are the front face of Admatha. They are the people residents and their families love to meet often, have a chat to, and talk with if there is a problem or information to be sought.

I would love to know all residents and their families as I used to when our organisation was smaller. Now this is not possible logistically, and neither would it be helpful to the managers we have so carefully chosen. They need the trust and freedom to 'own' the home they run.

I believe my time is better employed facilitating programmes that guide our staff in providing care that clearly reflects our vision and values. I spend time with every new staff member,

Conversations that count

Knowing what is important to each resident takes the guess work out of how best to care for each person as the end of life approaches. The Advanced Care Planning Cooperative of New Zealand has developed an Advance Care Plan (ACP) document for use by those who are cognitively able. A person with a diagnosis of dementia may not be able to complete this. Instead, a Medical Care Guidance Plan can be completed on their behalf by their GP. It is important that the family have input into this.

We have developed a "Thinking about your loved one's quality of life" questionnaire to encourage conversations with residents and their

Alison Hume

talking about our vision and values, our expectations of and our commitment to them. A little later on, after they have been working with us for a little while, I again spend time with them, running a programme (in conjunction with Simon, our education co-ordinator) called "Best Friends Approach to Care". This is a simple, practical and effective application of our vision and values in day to day interaction and care. This close formative engagement with each member of our staff is the way I can have the greatest impact not only on each staff member, but also indirectly on each resident and his/her family on a moment by moment basis.

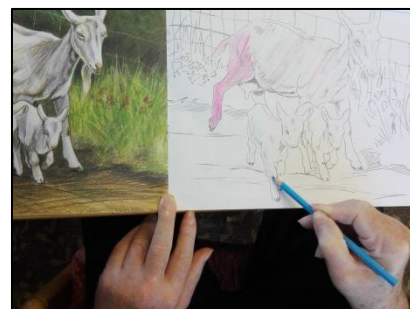
We very much want every resident to be loved and accepted as their true self. Admatha is their home, and home is, as Maya Angelou says, "the safe place where we can go as we are and not be questioned."

Our residents have a wonderful simplicity and compassion about them as they head towards the source of their being. If we pay attention, they offer us many moments of grace.

What lovely work we do! Thank you.

loved ones about what matters most to them in terms of their care and treatment at the end of their life. This document will be offered for discussion at your next multi-disciplinary meeting. It is also helpful in providing clarity around the services the facility offers as well as access to GP or emergency services. Upon return of the document it is important that we have a conversation to ensure we interpret the choices as intended.

Our registered nurses give a gift of acceptance, understanding and reassurance by sitting quietly listening, empowering families to identify what really matters most to their loved one at the close of life.



Skill and concentration are in evidence during creative artwork activities



Improving the service we provide



Recently residents have enjoyed rugging up and strolling amongst the established trees and looking at the last of the autumn leaves.

In early 2015 we launched a campaign focusing on caring for residents' personal belongings. This covered all items of value which are vulnerable to being lost, broken or damaged, especially during our laundry process.

A series of posters was displayed in the staff areas of the rest home as a reminder to caregivers that lost and damaged belongings can have serious consequences.

Over the past year we have been monitoring the occurrence of damaged belongings in each of our facilities, particularly with reference to the damage prevention poster campaign. We are delighted to report that the total number of lost or damaged items has dropped significantly due to the increased awareness. Damage in general has dropped 28% and damage to

dentures in particular has plummeted by a massive 80%. Shrunken clothing is also less frequent, with staff taking more care with identifying woollens, sorting washing and ensuring special instructions relating to delicate garments are followed.

Some useful suggestions have recently been received from family members. We will be raising Quality Improvements to address these:

Please remember you are always welcome to pop in and share your suggestions or concerns.



"Mrs Pumpkin", one of the two gorgeous pumpkins decorated for our annual competition between Tai and Awa homes.

Family Support Group

Having a family member with dementia can be hard, and it is often helpful to share your thoughts and feeling with others.

Every second Wednesday at 11am we hold a support group meeting in Debra's office for the families of residents at Admatha. Family members who attend find these sessions very useful and enjoy having a safe, confidential environment where they can share experiences and support one another on this challenging journey. The meetings are

facilitated by Pam Barrett who has the training, experience and skill to run this group. Discussions are informal and confidential, and take place in a loving and supportive environment. Feedback we receive about the meetings is very positive. Come along and join us. Morning tea is provided.

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