



Millvale House
L E V I N

June 2016

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Family Newsletter

A message from Dianne and Rhea

It is hard to believe that Autumn is already behind us and mid-winter is fast approaching! We remind you that the cold and flu season has also arrived and ask that you and your family refrain from visiting if you have any symptoms. An infection can spread rapidly through our frail elderly residents and make them very ill, and even lead to death.

This year we have once again farewelled both residents and staff, and have also met new friends and families and we warmly welcome them to our Millvale family.

In March, Millvale had its scheduled surveillance audit which went well.

Shortly there will be some changes in the management structure here at Millvale, and we are all looking forward to the appointment of a new Facility Manager. Alongside this we will also be having a Registered Nurse in each home between 7 am and 10 pm.

Recently, we had our hallways and common areas brightened by striking new artworks. These include pictures depicting Levin in bygone days, as well as more modern pictures with bursts of bright colour that have been much admired. We have enjoyed some lovely discussion and reminiscence about the old Levin pictures and how our town has changed over the years.

Thank you to families who have joined us in celebrating the special occasions on our Activities calendar. We hope you had as much fun as we did, and enjoyed sharing these precious times with your loved one.

There was much preparation for St. Patricks



Day with decorations being hung up for the occasion, Irish Music and books with beautiful photography and interesting written information. Easter, Anzac Day and Mothers' Day were also special occasions which we celebrated with craft activities, reminiscence, interesting facts and stories.

Good progress has already been made in planting this season's veggie garden, and we invite everyone to join us in this shared project.

We warmly invite you to attend our Mid-Winter Family Gathering on the 30th June 2016 from 2-3pm, and remind you that you are always welcome to share special time with your loved one here at their home.

We remind families living outside the Levin area that they are welcome to visit out of our normal visiting hours if this is more convenient. Please just give us a phone call first.

Lastly, we would like to thank our families and friends for allowing us to look after their loved ones. It is a privilege and a great pleasure.

You are warmly invited to join us for our

Winter Gathering

Thursday 30th June 2016 2.00-3.00 p.m.

“Magic Moments” to share with you



We love to share moments of magic and wonder with the people we care for

Today a resident came and asked me for the Compliments Book. When I asked her why, she replied, “I want to say that caregivers should be paid \$1000 a day!”

A female resident said to me, “You are a nice lady; I will pick you a flower.” I thanked her and told her that she was also special to me.

When I was assisting a resident she looked up at me and said, “For sure you will be in heaven. I like you.” I told her thank you, I am here to look after you.

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.

Falls prevention programme

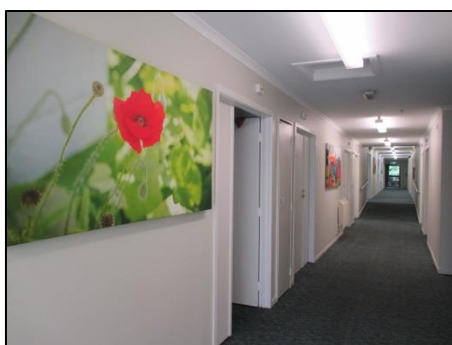
A major project in our current business plan has been a falls prevention programme which we have implemented at Millvale.

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 Millvale, 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 Millvale 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.



Bold and beautiful: striking new artwork brightens our walls

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 delegate the day to day running of each of our facilities to the local manager. They are the front face of the home. 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. Millvale House 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.



Tending vegetables brings joy and a sense of peace



Cards offer opportunities for sequencing, matching and reminiscence

Improving the service we provide

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.

We are in the process of addressing some suggestions put forward at a recent meeting with family members, as follows:

Family Support

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

Speaking with someone about the complex issues of having a family member with dementia can be an enormously valuable and liberating experience.

At Millvale House, we encourage family members to talk with Sally

Subsidy application process – have a 'navigator' to assist with this

There is a wheelchair available for walks-outings – publicise this

Use of home names rather than 'HDU' and 'Hospital' needs to be encouraged

Who will take over as EPOA if current EPOA passes away? Provide guidance with this as part of Advance Care Planning process

Lack of awareness of availability of support person – publicise this

Loved one's photo and names being used in the newsletter if appropriate

How to find our Facebook page (<https://www.facebook.com/Dementia-Care-NZ-346399398748273/>)

Please remember that you are always very welcome to pop in and chat with us about any suggestions or concerns you may have,

Gifts of love ...



... in your hands for safekeeping.



Residents enjoyed making hand-woven baskets at Easter time

Perris who has been counselling for 15 years and enjoys teaching the art of wellbeing.. Sally is available via phone if you would ever like to chat or need some support. Discussions are informal and confidential, and take place in a loving and supportive manner.

There is no charge for this service.

Sally's phone number is 04 9042546.