



Millvale House
M I R A M A R

June 2016

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Family Newsletter

Warm greetings from Vulori and Jan

Welcome to our winter Millvale House Miramar Family Newsletter. It's hard to believe we are over half way through the year!

I am recently back from a lovely holiday in the Philippines. It was a joyous time during which I married my best friend and soul mate. Our love story started out in a good friendship and from there we have proved that love never ends. The presence of our family, closest relatives and friends added even more happiness to our wedding day.

I am happy to be back in New Zealand – our second home!

Our year so far here at Millvale has been a wonderful blend of van outings, happy hours, crafts and baking. Music has also been a priority and often as I make my way round our home it is to the sound of classical music being played on the radio or one of our talented visitors or staff members playing the piano or singing.

Our Activity Programme continues to be popular among residents, some choosing only their favourite activities to attend, and many joining in with whatever happens to be underway at the time! Our Happy Hours get a full house and our Saturday morning musical entertainment by our lovely pianist is wonderful to listen to. Those timeless classic songs seem to be retained for life.

Many thanks to those of you who joined the Orientation for Families in April. We will schedule the Sharing the Journey sometime soon and we will keep you



posted.

Our annual Mid Winter Family Gathering is scheduled on 30th June 2016 (Thursday) from 2.30-3.30 in the afternoon. Invitations will be posted shortly. We look forward to seeing you on that day and spending the afternoon with you and your loved one.

Our new winter menu is now in use.

Being the season of colds and flu we appreciate your understanding and cooperation in not visiting if you or someone in your home is unwell. Feel free to ring and speak to your loved one or have a message passed on to them if you are unable to visit.

Please remember that we warmly encourage you to pop in and share any ideas or concerns with us at any time. Keep warm and always remember you are

You are warmly invited to join us for our

Winter Gathering

Thursday 30 June 2016 2.30-3.30 pm

“Magic Moments” to share with you



A simple manicure is a wonderful source of shared pleasure and connection

When the song ‘Moon River’ was played, I was sitting with a resident assisting him with his cup of tea. He started humming to the tune, and held my hand and said, “Thank you, the tea was lovely!” Then he went on humming the same tune.

“That is my favourite movie!” one of our ladies exclaimed when she saw the movie being shown on TV. This resident loves to stay in the middle lounge after breakfast and watch whatever is played on TV. That day she was especially happy and very chatty about the movie she saw as it was her all-time favourite.

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

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.



A simple homely activity gives a sense of value and purpose

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 Millvale to Vulori and Jan. They are the front face of Millvale. 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 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.

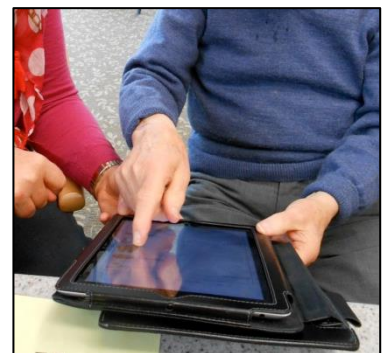
What lovely work we do! Thank you.

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.



Jigsaw puzzles never lose their fascination



Modern technology provides opportunities for meaningful connection

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 also in the process of responding to some suggestions put

Family Support

Having a family member with dementia is 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 Miramar, we encourage family members to talk with Sally 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.

forward at a recent meeting with family members, as follows:

Suggestion: Greater variety in terms of entertainment on the T.V.
Action: New movies, musical concerts and exercises to be downloaded on the USB. Staff to be made aware the new USB's with new films to be played alternately.

Suggestion: Some attention needed to shower and toilet areas, especially shower roses, seating and shelving in shower rooms, and handrails in the bathroom.

Action: Conduct an environmental review to address these suggestions.

Suggestion: Several family members are not aware of the Family Support Group at Miramar.

Action: Article to be included in the newsletter reminding families that Sally Perris is available as a Family Support person.

Please remember that you are very welcome to come and chat with us at any time if you have concerns of suggestions of any kind.



Ball games bring back old skills

There is no charge for this service.

Sally's phone number is 04 9042546.