



Millvale House
LEVIN

Our Home



Warmest greetings from Aimee and Maria

Warmest greetings from the staff at Millvale House Levin. As we enter the winter season, we want to extend our warmest wishes to all of our families. May this season bring you comfort, joy and peace.

Visiting a loved one with dementia is so important. It helps maintain a connection with family and friends. It also helps to provide an opportunity to reminisce and share stories, which can help to provide a sense of familiarity and security for the person with dementia. We aim to make visiting as easy and pleasant as possible – just like visiting your loved one in their own home. We know visiting a loved one can be challenging. Come and talk with us if this is so. We will help the visit to be a little easier for you.

Our activity programme continues to be popular among residents, with some choosing to attend their favourite activities only, and many joining in whatever happens to be underway at the time. As always, homely activities play a very important part in our daily lives. These simple, familiar activities include baking, gardening, helping fold the towels, helping clear the dishes and wiping the benches after meals. It is wonderful to see the enjoyment and sense of purpose residents gain from taking part in the daily activities of family life here at Millvale.

In April, a small 'focus group' convened to discuss ideas on how to better support residents. The goal of the focus group was to brainstorm creative solutions that could be implemented to improve the lives of our residents. We'd like to express our sincere appreciation to all of the families who attended our focus group. Your time, effort and support are greatly valued and we hope you found the experience rewarding.

It is with great pleasure that we welcome our new staff members: caregiver Andy, who is a qualified and experienced Registered Nurse from the Philippines;

and Registered Nurse Rachel Louis, who is originally from India. Our staff are the heart of our home and we value the expertise, skills and experience they bring to the team. We know that our residents will benefit greatly from their presence and we are excited to have them here. We would also like to congratulate our Home Manager, Irene, for gaining her Level 3 NZ Certificate in Health and Wellbeing. We highly value the commitment of our staff to widen their knowledge about dementia and taking care of the elderly, and their commitment to further education in their chosen field.

We are currently looking for a suitable person to provide weekly musical entertainment to our residents, either on a voluntary or a paid basis. If you know anyone who would be interested, please ask them to get in touch with us.

We'd like to thank those who joined us for our mid-winter family gathering earlier this month. This is a wonderful opportunity to enjoy a lovely afternoon tea while spending time with loved ones. Often by learning more about our residents' families we discover how we can really be with the person, what interests they have had in their life, and their culture and values. All of this helps us to truly connect with and honour the special people we care for, as well as sharing the warmth of family and friendship in the heart of the winter season.

We wish you everything of the best for the months ahead, and hope to welcome you often here at our home.

We do things differently, and it works.

Greetings from Andrew Sheard

Thanks to everyone who came to our



Mid-winter Family Gathering



We join in warmly welcoming Rachel and Andy to our team!



Fun and friendship over a game of cards

I'm enjoying the crisp wintry days as I go around our homes at the moment. The cool weather makes the hearty lunchtime soup on our winter menu smell all the better. Please do join your loved one for a meal or even just a cup of tea when you come in to visit.

We have run focus groups at several of our homes over the past month or so. These sessions are great for providing us with some feedback on what we are doing well and what we can improve on. This is something we did regularly before COVID-19 so it is great to have these sessions back up and running.

Involving residents and their whānau in care is a priority for us. The conversations we have guide us in the development of policies, the delivery of care and the monitoring of care. Family are our partners in care and we value your input very much.

We have received some great feedback and very useful suggestions so thank you to everyone who has been involved in these groups.

Do take care of yourself over winter. The early mornings are darker now and it is getting dark in the late afternoon. It is a time to quieten, to take note of the beauty that surrounds us. It is everywhere.

When I am outside at night I like to look at the moon and the stars. In the first light of day I am amazed to see some jonquils already. Going outside, noticing the ever-changing landscape outside changes the way I feel in a positive way.

Ngā manaakitanga

Andrew Sheard



Enjoying some hot cross buns

Celebrating our wonderful nurses

Magic Moments from our homes

I was on my rounds when I saw N sitting alone in her room, I asked her if she needed help. She asked me if I could help her go to bed. I assisted her and tucked her into bed. She then asked me: "Can I give you a kiss?" She kissed my cheek and whispered "Thank you for helping me my dear."

One of our residents turned 92 in April. The staff had decorated the lounge for her birthday with purple balloons, which we knew was her favourite colour. She told her son that the staff had read her mind. She was so happy to see the purple balloons everywhere.

One resident wears a very pretty necklace when her husband visits. I complimented her in front of him about it and she blushed. It was a moving moment between them that made me feel good to be part of.

When I returned from a couple of days off over the holidays, J instantly recognized my voice and started to get very animated hearing me talk to her. Although she no longer talks, her eyes said volumes.

One of our residents in the lounge was really restless and upset. Then A came up to her and patted her head and sat beside her. She then held the resident's hand and massaged it while she sang to her.

A staff member assisted a resident who was feeling cold, fetching a blanket and making him comfortable. He thanked her and said: "You must be an angel. What kind of angel are you? Come and tell me something about yourself."

All around the world, 12th May is the day we celebrate our dedicated and hardworking Registered Nurses. They work long shifts; guide, supervise, inspire and mentor the care team; approach each day with love and compassion; liaise with and support our families; and put their all into keeping our residents and community safe and healthy.

People who dedicate their professional life to this, the most humane and selfless of professions, are characterised by their compassion, patience, sympathy for and empathy towards the people they serve. In our modern times, they also need to be highly knowledgeable and professional in their work. Nurses working at our nine rest homes undoubtedly demonstrate all of the above traits, and more.

Nursing is not a job, but a vocation. Working as an aged care Nurse is giving of yourself, heart and soul, working with others in a role that truly means something and makes a difference to the world, person by person and day by day. It is an important life pursuit.

On 12th May, we took the time to acknowledge all of the work our Nurses do throughout our homes, and say a genuine thank you.

To celebrate and show our gratitude, our homes held afternoon tea for our nurses and staff where they enjoyed a lovely cake and some home-cooked food and drinks. This was an opportunity to recognize our Nurses' unconditional services and letting them know that they are an integral part of our DCNZ team. It was their time, and also our chance to express our deep appreciation for all they do and are.

In addition, the directors and senior clinical team arranged a Zoom session to meet with the nurses and Level 4 RN support staff across all our homes to personally express their thanks and appreciation for all they do.

The history behind the 12th May Nurses Day celebration

International Nurses Day is celebrated around the world every May 12th, the anniversary of Florence Nightingale's birth.

Florence Nightingale was a celebrated English social reformer, statistician, and founder of modern nursing. She became well known for taking care of the wounded soldiers during the Crimean War, dubbed "The Lady with the Lamp" because of her habit of making rounds at night.

On this day, we felt privileged to thank all our incredible "Ladies of the Lamp" right across the DCNZ homes: for the hard work, dedication and the invaluable role they play in the lives of our residents and their whānau, each and every day.

Urmeem Rahman and Arrah Bagtang, Regional Clinical Managers

The importance of being different

Several times a year I facilitate sessions with our staff about cultural awareness and respecting diversity. Much of these sessions are spent discussing Māori and Pacific Island culture, as well as staff sharing information about their own culture. I am always struck by how people become more animated and alive when talking about their own culture. I shouldn't be surprised of course, because our culture is at the very core of our being. I encourage staff in these sessions to remind themselves how proud they are of their own culture when they meet a resident or colleague from a different culture.

Despite this pride in our individuality, some of us spend our time trying to 'fit in', trying to be the same as others, perhaps from a fear of being ridiculed. When I was young, which is a long time ago I agree, it was extremely important NOT to fit in, but to be as different as possible. It was common for the clothes, hairstyles and behaviour to be as unique as we could make them. Thinking about this and the sessions I help run has led me to wonder about the importance of difference.

Human beings need to accept and respect the differences in others. This is particularly important when providing care for our residents, whose differences become more apparent as they are living in a communal setting. Accepting our own differences is an important part of this process, as accepting ourselves is a way of learning to accept others. Similarly, respecting ourselves is a way of learning to respect others. And as we all know, loving ourselves (which can sometimes be the hardest thing of all) is a vital step in truly loving other people.

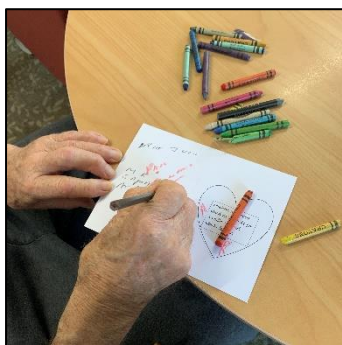
We live in a world where on one hand differences in gender, sexuality and culture are celebrated and encouraged, but on the other hand war and conflicts exist based on cultural differences are common occurrences. Isn't being different from each other what makes life so interesting? For us all to be the same gender, height, colour, age and culture would be dull beyond belief.

It's interesting to consider why humankind seems to have such an innately negative view of differences. We feel suspicious of them, and often, threatened by them.

This can be true of the behaviour of some of our residents who have dementia. Sometimes the actions of our residents may seem 'different', unexpected or irrational. Yet if we look more deeply into the reasons underlying the behaviour in the mind of the resident and seek to understand why it is happening, this can result in an 'aha' moment of real connection.

This is at the core of our foundation 'Best Friends Approach to Care' training. They teach us to look not for the ways in which we differ from one another, but the ways in which we are the same. Once we feel that sense of shared humanity, it sets us free to celebrate the differences in culture, appearance, attitudes and behaviour that make each one of us so unique and precious.

Simon Hamley, Education Coordinator



Making home-made cards to celebrate Mothers' Day



Congratulations to Irene on obtaining her Level 3 Certification



Residents enjoy contributing to the running of their home, as they have always done in the past