

Aberleigh Rest
Home, Blenheim

Tasman Rest Home
& Dementia Care,
Nelson

Millvale House,
Levin

Millvale House,
Miramar

Millvale House,
Waikanae

Avonlea Dementia
Care, Christchurch

Admatha Dementia
Care, Christchurch

Leighton House,
Gisborne

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Stories of Healing

Every day we are privileged to experience special moments with the people we care for, moments which remind us of the power of living 'in the present moment'. There may be no 'cure' for dementia, but these moments affirm that there is definitely joy, empowerment and healing. We would like to share some of these special moments with you.

Babette – Aberleigh, Blenheim

A while ago I brought in a couple of old ice skates. They had belonged to my grandfather and are about 100 years old.

I went to Henk to show him the skates. Henk is from the Netherlands and came from the same area as my grandfather. His face lit up and he was so surprised to see the ice skates. He started to tell me about his ice skating years and he studied the skates for a while. I left Henk with the skates and when I came back he was still holding them.

It was wonderful to see how many memories the skates brought back for him.



Rhea – Millvale House, Miramar

A female resident in her nineties becomes very emotional and weeps almost every day. She expresses her grief about her husbands who have passed away and having no living children. Her living relatives are far

away in her native Poland. She is a Christian.

When this happens I sit with her for a cuddle and speculate with her that maybe God still has plans for her in this world. I tell her that my mum is very far away, 15 hours away by plane, so maybe God brought us together so she can be my mum here in New Zealand. She is comforted by these words every single time because it reconnects her with her Catholic faith which is the one remaining rock in her life.

Sharon – Tasman Rest Home and Dementia Care, Nelson

We recently had an enjoyable van trip with 3 residents from Aio, our home for people who have hospital level dementia. The positive reaction of the residents was very rewarding, and they were buzzing when they came home.

A few days later one of the gentlemen who had been on the trip recognised me. He can't express himself verbally, but he became very animated, portraying how much he had enjoyed the outing by miming how his face had been throughout the trip, mouth open in wonder, eyes wide and head turning from side to side to take in the passing scenery!

Seeing him successfully communicate his excitement and express his thanks was a wonderful experience.

'Growing' our staff team

"You have brains in your head. You have feet in your shoes. You can steer yourself any direction you choose." Dr Seuss

Reflection, self awareness, the acquisition of new skills and the ability to pass all of this on to others is seen as crucially important to the growth of our teams. Workplace coaching, developing our own and our team members' skills is helping us to be successful in the work we do.

One of the aspects of my role which I enjoy most is spending time with the staff teams at each facility as we travel around the country. It is a privilege watching our people develop and grow in skills and confidence.

I wrote in our last newsletter about "Change Your Questions, Change your Life" as one growth-inducing tool we have been using with the people in our team (see inquiryinstitute.com).

We are also using and enjoying the GROW model of coaching. This is an easy-to-use model of coaching developed by Graham Alexander and championed by Sir John Whitmore.

The use of GROW encourages and fine-tunes leadership tools in order to develop people and create a positive work environment. It is also a great problem-solving tool.

GROW stands for:

- Goal
- Reality
- Options
- Will do or Way forward



GROW Model John Whitmore's Coaching for Performance 1996

Some of us have used this structure when working with individual people at work over a long period of time. Over the last six months I have been working with this with key teams at each of our facilities. Members of the teams have been coming together, supporting each other in the use of this tool.

It is a dynamic, user-friendly way of coaching and it enables wonderful growth in people.

This is just one of a number of personal development tools we teach our staff to use to assist them in positively managing challenging situations which they may encounter.

Alison Hume



Kirsty Hart and Sue Denton share tips on visiting people with dementia at the Age Concern Positive Ageing Expo in Christchurch in September



Washing the dishes in one of the small kitchenettes at Millvale House, Miramar. Homely activities help people connect with valued activities they enjoyed in the past.

Leighton House, Gisborne, joins our group

In July this year we purchased Leighton House, a 50-bed rest home level facility in Gisborne.

Leighton is situated in spacious grounds with stunning views of the Waimata River and the two spectacularly-lit bridges which span it. Extensive decks and award-winning gardens give residents the opportunity to spend time outside and enjoy Gisborne's sunny weather.

We have been made very welcome by the Leighton House residents and family members, and have spent much productive and enjoyable time at Leighton getting to know residents, their families, and the staff team.

Implementation of our plans for the new facility is already well underway.

A new management team has been appointed from members of the existing staff team. These promotions have given us special pleasure, and it is good to see Jill and Teresa developing into their new roles as leaders of their staff team.

The home is receiving a facelift in the form of new paint and carpets, and the furniture will also be upgraded and renewed.

We will extend the services provided at Leighton. An audit is scheduled later this month to enable us to provide hospital level care. This will mean that as residents become more frail and require a higher level of care they will be able to stay on at Leighton House in the place

they call home, with the people who know them well and who know just how to care for them. It brings a measure of comfort to residents and their families knowing that they will not have to move.

We have appointed three new registered nurses to our RN team to support the provision of the more specialized level of care, and now have a registered nurse at Leighton House 24 hours a day, 7 days a week.

We have extended the activities programme, appointing a new diversional therapist to enable us to provide a seven day activities programme catering for individual interests and needs. Providing all residents with the opportunity to remain actively engaged in creative, recreational and social activities is one of our priorities.

The services of a physiotherapist have been engaged, and she comes to Leighton on a weekly basis to assist with any issues which arise. A dietician also visits monthly.

A staff support person from Vitae, an organisation who provides workplace support services, has been appointed to help with any challenges staff may be facing either at work or at home. Our experience in our other facilities has shown that this leads to a happier, more stable and contented staff team. This in turn is of benefit to our residents.



Leighton House, Gisborne



A harp player entertains residents at Leighton House



Christmas Wishes

We look forward to working together in 2014 to further the objective expressed in our Vision and Values to 'enrich each person, the community and the world'.

We wish you everything of the very best over the Christmas period and throughout the New Year.

News from our facilities

Aberleigh Rest Home

Specialised Dementia Hospital and respite care

Our renovations at Aberleigh in Blenheim are now nearing completion, with new services opening and the finishing touches taking place to the landscaping of the grounds.

We have opened a specialised hospital for people with advanced dementia. This is the only home in Blenheim offering this specialised level of care. This is exciting for us and very helpful to the community, as people needing this level of care will now be able to remain in Blenheim.

We are also opening more rest home beds for people with dementia and more general hospital beds.

We are offering a dedicated dementia rest home respite bed from December, and are accepting bookings from now onwards. This means that families/ carers are able to book respite care in advance, knowing that their loved one has a booked room in a well established home which specializes in care of people who have dementia.

Avonlea Dementia Care

The new small, homely hospital at Avonlea in Christchurch is now in full operation. It is wonderful to see our residents in the dementia rest home now able to stay here at their home as their care needs change.

In July Avonlea underwent a certification Audit. The audit was conducted over two days and we are proud to announce that we have once again achieved four years certification. In addition to this we gained continuous improvements (special recognition for initiatives over and

above those normally expected) in a number of areas including: Good Practice, Governance, Quality & Risk Management, Human Resource Management and Planned Activities.

We are all very proud of this result as currently only 10% of age care facilities in New Zealand have reached the 4 year certification standard. Avonlea was one of the first to do so four years ago.

Millvale Lodge, Lindale

Progress with the development of Millvale Lodge, Lindale, Dementia Care NZ's new 'country lodge' aged care facility on the Kapiti coast, is continuing at a steady pace.

We are aiming to open on 13th January 2013. We will initially be offering both general hospital and specialized dementia hospital care, extending this to other levels of care once the landscaping has been completed.

Although we will not be open, we are looking forward to engaging with people from the local community at the Kapiti Food Fair on 30th November, for which we have made our car park available for public use.



Cattle grazing,
Millvale Lodge, Lindale



Pleasure in small things:
farm visit, Admatha.
Christchurch

Planning for Excellence

As we move towards the end of the year a number of significant projects forming part of our annual business plan are now well underway.

These include important initiatives such as falls prevention and a reduction in staff and resident incidents and injuries.

We have a significant focus on medication, comparing the use of antipsychotics within our facilities and hopefully with comparable external agencies. Our aim is to continually strive to achieve the best balance for each resident, with the least possible medication our constant objective.

As always, our activities programme is high on our list of priorities, with a renewed focus on familiar, homely activities which are age-appropriate and lead to a sense of purpose and fulfillment.

In addition, a new role of BPSD (Behavioural and Psychological Symptoms of Dementia) Advisor has

been created at every facility to provide a specialised 'go-to' person for any concerns or challenges relating to residents.

An organisational continence specialist has been appointed from our RN team to assist our staff team in the continuing quest to maintain continence and enhance the personal dignity and quality of life of our residents.

As our group has grown we have identified a need for two Regional Clinical Managers, one in the North and one in the South Island, to lead our growing team of clinical managers. Two of our most experienced clinical managers, Ruth Babonnick (Christchurch) and Marjorie Nillo (Waikanae) have been appointed to these key roles. They, and the rest of our organisational team, will be supported by Megan Sendall, who has joined our group as a consultant.



A homemade bird feeder, Millvale House, Waikanae

Building a better future through Pillars

Together with a small number of associates, we have recently formed a group called 'Pillars Friends'.

Pillars is an organization that works with children who have a parent in prison. These are good children who have tremendous potential, but with limited resources, little support and few opportunities. Research shows that they are 7 times more likely to follow in the footsteps of their imprisoned parent if they don't get help.

The Pillars mentoring programme has been working with children like this since 1993, offering professional support and intervention with positive role models to provide the opportunity to experience another pathway.

We have worked with Pillars founder

Verna Mcfelin to tailor an effective group package. This provides meaningful intervention to the lives of the most vulnerable at risk children.

Our collective donation covers the direct cost of a qualified mentoring coordinator, social worker and activities for 10 children and their mentors for a period of a year.

Verna meets with us twice yearly to update us on their activities and progress, in a general way.

We are passionate about taking this opportunity to enable children of prisoners to have a positive future. This in turn will have a real influence on New Zealand society.



Pillars Friends

Special people and magic moments

Leighton House, Gisborne

Glen Gordon, a long-standing resident of Leighton House, can be found at most times of the day passionately tending the intricate flower and vegetable gardens, creating masses of visual delight and ensuring the beds are pristine.

Glen's passion and impressive knowledge is in the area of native flora and fauna.

On a recent visit to Leighton I was treated to an energetic, intriguing and knowledgeable tour of Glen's work here at Leighton in the garden which he has come to regard as his own.

We stopped at 'Glen's nursery' where he is raising a number of young natives in plastic pots, most of which have been self sown.

Then I followed Glen to the edge of the grounds just above the river and there it was: a cleverly carved-out track with steps that amble down towards the river where you are surrounded by native plants (and the odd rogue Chrysanthemum!)

Over the years Glen has pulled out the weeds and removed all of the scrub as well as dug out the track himself with a spade, the result being a peaceful river bank 'native trail' for all to enjoy at Leighton House.

Thanks to Glen and his passionate interest in native plants, his unwavering energy and hard work, we can all enjoy a little piece of bush track, for those that are as fit as Glen that is!

Donya Nee

Millvale House, Levin

A female resident in Levin chooses to spend a lot of time in her bed, and is very reluctant to speak. Some staff have only ever heard her say "that's enough" when she is finished eating a meal. She generally chooses not to answer questions and will sit with arms crossed and call out if seated in lounge until she is brought back to her room.

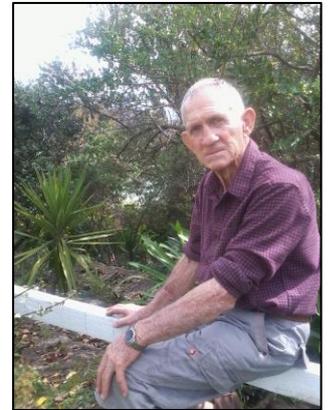
This lady recently celebrated her birthday here at Millvale House. Birthday banners and balloons were put up in the area where she sometimes sits in the lounge. The cook made a beautiful cake, and a card and gift were organized for her.

With a lot of encouragement this lady was brought out to join her fellow residents and staff in the lounge.

When this lady heard everyone singing happy birthday she absolutely beamed. She initiated blowing out her candles herself and even reached out to take the candles out of her cake so it was ready for cutting. One of our diversional therapists had noted that this lady will on rare occasions speak when shown photographs. The diversional therapist brought out a photo of the lady's mother and asked her about the photo. The lady spoke clearly for all to hear saying "That's my Mother!"

Seeing the delight on this lady's face as everyone celebrated her birthday and hearing her speak so clearly was a special and wonderful moment for those lucky enough to witness it.

Helen McLeane



Glen at the entrance of his 'bush trail'



Birthday pavlova, Millvale House, Levin

We promise we will give your loved one the very best of care.
We promise we will cherish, nurture and love your special person.
We will be honest, open and trustworthy.

– Alison Hume and Jim Haines, Directors