

Aberleigh Rest
Home, Blenheim

Tasman Rest Home
& Dementia Care,
Nelson

Millvale House,
Levin

Millvale House,
Miramar

Millvale House,
Waikanae

Millvale Lodge,
Miramar

Avonlea Dementia
Care, Christchurch

Admatha Dementia
Care, Christchurch

Leighton House,
Gisborne

14 Browning Crescent
Stoke
Nelson
7011

Phone:
03 547 6842

e-mail:
[admin@dementiacare
nz.co.nz](mailto:admin@dementiacare.nz.co.nz)

Website:
[www.dementiacarenz.
co.nz](http://www.dementiacarenz.co.nz)



Precious moments with special people

Every day members of our team create magic moments for residents and are enriched themselves as well. At each facility we keep a Magic Moment Book in which members of the staff team record and share these special moments. Reading the stories reminds us all of the value of the moments we share with these delightful people, many of whom have dementia.

Here are two stories from Admatha Dementia Care in Christchurch:

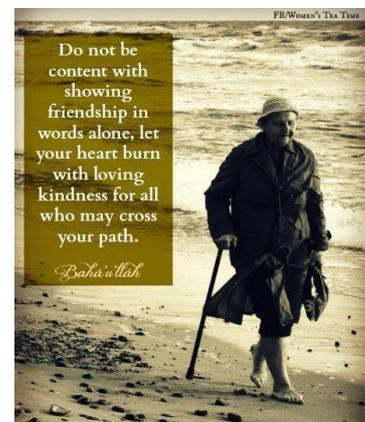
Some residents were watching the Royal Wedding on DVD. One of the residents started to cry quietly. A staff member put an arm around him and asked him if he was okay. He said "I just remembered my wedding day. I love my wife so dearly." Such a lovely memory for him and an amazing moment for the staff member.

A resident was quite unsettled and agitated one morning. I went up to her and asked "How can I help you?" She replied, "I don't know where I am or what I need to do. I am so tired." I thought. Oh, how can I help this lovely lady? And so I brought her out to the lounge facing toward the garden, sat beside her with a Home magazine and browsed through it, talking about the pictures. Afterwards she turned to me with a lovely smile on her face, held my hands and said, "Oh darling you have made my day, thank you so much for sitting with me."

A story from Tasman Rest Home and Dementia Care:

On Christmas day, a resident received a phone call from her son who lives far away. This is a really lovely lady who has dementia. She was really enjoying the chat. One of the staff members was lingering around, so that she could help with the phone if needed. She heard the resident telling her son that she was at her Grandmother's house

for Christmas dinner. Clearly this lady felt very comfortable, secure and loved



A story from Aberleigh:

Yesterday afternoon I was walking past a residents bedroom. In her room were 2 other ladies. The three of them were talking about old songs and they were singing together! Three ladies who had become friends had a great time together all afternoon.

A story from Millvale House, Waikanae:

A female resident has been much more communicative and settled in recent weeks. She especially enjoys one to one time in the afternoons. Yesterday we walked in the garden with another new resident. The three of us held hands and the first resident suddenly said, 'I love you dear' and gave me a kiss."

What wonderful times people have when they feel loved and when they are with someone who, in that moment, is their very best friend.

A warm welcome to Sonia Pratt

It gives us enormous pleasure to introduce you to Sonia Pratt. Sonia is our General Manager. This is a new position we are shaping to assist us with our growing organisation. Jim and I continue to be fully engaged and very passionate about what we are creating and we are very excited about welcoming Sonia to lead our teams. Her presence in our team will free some time up for us all to ensure that our vision and values stays at the forefront of all that we do. Sonia comes with much experience in leadership and management and also in Older Persons Health. She started with us in February and is already making a difference. We are fully behind her and will give her all the support we can. A big “welcome” to Sonia.

- Alison and Jim

Sonia says:

I am so excited to begin this new phase of my career working with Alison and Jim and the team at Dementia Care NZ. We have a unique opportunity to enhance the lives of older people and this is something I am extremely passionate about. This role gives me an opportunity to consolidate my work experience, personal values and technical skills.

Supporting ‘at risk’ children through Pillars

The special group of our business associates who together support Pillars, the charity which works with children who have a parent in prison, is now embarking on its second year.

The number of Pillars Friends has grown from an original 11 in 2013 to more than double that number a year later.

Our group donation provides meaningful intervention to the lives of

I’d like to introduce myself to you, and hope that in time to come I will have the opportunity to meet you personally. My career began with roles in operational services, human resources and finances. In my late twenties I completed a Bachelor of Applied Science (Health) degree at Massey University and have since held positions in aged care services including needs assessment, service coordination, health promotion, project management and facility management. Lifelong learning is important to me and over my years in the health sector I have completed a number of certificates and hold a Graduate Diploma in Management from Canterbury University. For the last six years I have been fortunate to hold senior leadership roles and influence the delivery of quality services.

I live on the beautiful Kapiti Coast and my office is at the Millvale Lodge Lindale, overlooking the beautiful Nikau Valley. I’m grateful for the warm welcome I have received to DCNZ, and am really looking forward to getting to know all the staff, residents and families who make up this wonderful community.

the most vulnerable at risk children, covering the direct cost of a qualified mentoring coordinator, social worker and activities for children and their mentors for a period of a year.

Pillars Friends gathered together again recently and were delighted to hand a cheque for more than \$43,000 to Pillars founder Verna McFelin.



Sonia Pratt



Verna McFelin and Alison Hume celebrate the positive outcomes achieved through the Pillars Friends' donations.

Falls mapping: a pilot study

In February 2014, four managers from our organisation participated in a Regional Collaborative Workshop involving 3 DHBs to Reduce Harm from Falls in Aged Residential Care.

A part of the session was allocated for facilities to discuss and share changes in their falls prevention management tested in their facilities to prevent falls incidents. Most of the falls prevention ideas presented were things that we already do within Dementia Care NZ. However, a presentation on location and timing of falls really stood out for me. Right there and then I thought, I will take that idea home!

Location mapping uses the floor plan of the facility to mark the area in the facility where a fall occurs. The location of the fall is marked every time a fall incident is reported. The data is collected monthly to get a better picture of patterns or trends.

Time mapping marks on a clock face the specific time when a fall incident has occurred. This gives the staff a clear picture of the high-risk times in the facility.

These concepts were not new to Dementia Care NZ. We analyse our falls incidents in relation to location and time already. The mapping technique makes this information visual to all staff and:

- Creates a sense of ownership and accountability for the staff.

Outstanding audit results

We congratulate Millvale House Levin and Millvale House Waikanae on achieving the maximum 4 year certification in their recent audits.

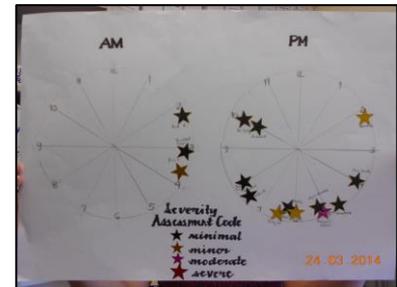
Avonlea Dementia Care was awarded 4 year certification for the second time in July 2013, while Aberleigh Rest Home and Admatha Dementia

- Encourages staff to be more vigilant and proactive in falls minimization and prevention
- Provides an added opportunity for the staff to be involved in analysing the incidents and gives them added opportunity to be involved in developing strategies to minimise falls incidents.
- Helps the Clinical Manager and the Health and Safety officer to develop a robust falls prevention plan which will focus on the underlying trend as evidenced by the location and time of falls mapped for a specific resident.
- Encourages a collaborative team approach to reach one common goal that is to prevent falls and reduce harm from falls.

We have initially trialled this mapping system at Millvale House Waikanae, where it has been met with a very positive response from staff.

The next step will be to share the idea at our newly-formed Clinical Governance Group to decide how to make use of it organisationally.

Marjorie Nillo
Regional Clinical Manager
(North Island)



The cluster of stars on the Time Map clearly shows that most falls occur during the 'sundowning' period between 4 and 8 p.m.



Rusty the miniature horse delights a resident at Leighton House, Gisborne

Care also have 4 year certification.

Five of our nine rest homes have now achieved this highest standard.

We are proud of the wonderful staff teams whose hard work and commitment is reflected in this exceptional result.

News from our facilities

Aberleigh Rest Home, Blenheim

The past few months have been busy ones here at Aberleigh, with our three new homes, Koromiko, Ngaio and Totara, now completed.

Aberleigh now provides four levels of care: rest home, dementia rest home, hospital and dementia hospital. We are currently the only facility in Marlborough offering hospital dementia care, and also the only one offering a complete continuum of care. This means that our residents will never need to move on if their care needs change. With this transition, our staff have undergone additional training to equip them to deal positively and effectively with the challenges of these more specialised levels of care.

Leighton House, Gisborne

We have recently undertaken a special audit to enable us to provide hospital care at Leighton House. This is now in operation in addition to the existing rest home care.

A registered nurse is now on duty 24 hours a day seven days a week.

The addition of hospital care to our services means that if our residents become more frail they will be able to stay at Leighton instead of needing to transfer elsewhere. It is important that residents can stay here in the place that is their home, with the people who know them well and know just how to care for them. It brings a measure of comfort to residents and their families and friends knowing that they will not have to move.

Avonlea Dementia Care, Christchurch

We are very excited to announce the changes to the Aroha home which is in

the process of being converted into a small hospital for people who have advanced dementia. This represents the final step in Avonlea's journey towards the goal of offering a complete continuum of care. Once this is a reality it will mean that once a resident joins us here at Avonlea there will be no reason for them to leave us if their care needs change.

Millvale House, Levin

We have an exciting and innovative project currently underway in our garden area at Millvale House Levin. The decking has been extended and the garden area re-fenced. Under the leadership of our Diversional Therapy Team Leader Helen McLeane, the team has submitted ideas for items they would like to see in our planned 'sensory garden'. We look forward to providing a beautiful new garden that can be enjoyed by all.

Millvale Lodge, Lindale

Millvale Lodge Lindale, our new facility on the Kapiti Coast, is now open. By mid-April Millvale Lodge will offer general rest home care, dementia rest home care, hospital care, dementia hospital care and chronic health conditions care.

We are delighted to have our first residents already happily settled and enjoying the tranquility of the Lindale Valley and peaceful rural surroundings.

The time ahead will be exciting for us all as we watch this unique facility take shape around us and our vision become reality: a unique environment offering some freedom, space to maintain fitness, see the stars and the trees, interact with animals and create a sense of home.



A shady place to relax and watch the grandkids play on the adjoining playground, Millvale Lodge, Lindale



The stunning new entrance of Aberleigh Rest Home, Blenheim



Our residents are enjoying the benefits of the new shade sails at Tasman Rest Home and Dementia Care, Nelson

Positive focus on maintaining abilities

Working quietly away over the last few months has been our inaugural Continence Advisor Jess Goodman.

Jess is a young and energetic registered nurse based at Avonlea Dementia Care, one of our Christchurch facilities.

The primary objective of this new role is to be the key co-ordinator and adviser for all facilities of Dementia Care NZ in relation to continence.

Jess is well equipped for her new role, having completed a three day course in continence management at CPIT.

Her new role is a challenging one for Jess but a fantastic opportunity for her to ensure that continence care is delivered with independence dignity and respect. Continence issues are sensitive in nature and can be very distressing to residents and family.

Jess will be travelling on a regular basis to visit all the Dementia Care NZ facilities throughout the country. There will be a strong staff education focus in her work.

Thus far she has given training to staff on the urinary system and on caring for someone who has episodes of urinary incontinence.

Jess is to be congratulated for her enthusiasm and assistance to develop and progress this new position.



Jess Goodman

A focus on social media

Our recent EPOA Survey revealed that while many families visit our website when they are first investigating care options, few people are aware of our Facebook page or visit it on a regular basis

We have made some exciting changes to our website recently, and warmly invite you to visit us at www.dementiacarenz.co.nz and explore. The site has been completely restructured, updated and made much more user-friendly, now including video clips of facility managers and a 'live' link to our Facebook page.

The Facebook page can be accessed by clicking on the link at the top right of the website. Our Facebook page is

current, topical and updated on an almost daily basis. By 'liking' our page you will ensure that our postings will come directly through to your own Facebook home page for you to enjoy.

Our page has regular contributions from our team, ensuring that updates cover a variety of subjects including staff and facility news, activities, magic moments, and links to informative articles about dementia.

We would love you to leave us a message on our page, or comment on any posting you find of special interest.



Fresh roses from the garden and homely activities at Avonlea Dementia Care, Christchurch:

Reflections on the work we do

Alison Hume

I have been spending some time with some little people in my family. They are so fresh and new. So full of potential. They amaze me continually – they learn so fast! Being with them has inspired me. Each of us, no matter our age, can experience the birth of newness in our lives time after time. We have the potential to grow and develop every day. We can change our mindset whenever needed so that we start afresh, make choices, and change the way we live our lives. We are dynamic, vibrant people.

Howard Thurman said:

“Don’t ask what the world needs. Ask what makes you come alive, and go do it. Because what the world needs is people who have come alive.”
Working with people who are older, many of whom have dementia, and some of whom are in the final stages of their lives gives us growth, inspiration, love and much gladness. Our work makes us feel alive!

During “Vision and Values” and “Best Friends Approach to Care” sessions that all our staff participate in, people share their stories of rich moments they have seen residents have. The group invariably comes alive as they tell their stories. Our staff team at each facility has a “Magic Moment” book that stays in the staff room; a book for members of the staff team to record and share the special moments they have shared with the residents. When I look at this book I am blown away by the amazing things that just

happen. Reading their stories is a highlight for me – it always makes my day! Members of our team are indeed creating magic moments for residents. The other thing I notice as I spend time with members of the team and read their magic moment book is just how much joy the people who care for our residents get from being with them. The magic moment book is full of staff responses like:

“It was an amazing moment for me”.
“Seeing this made me cry”.
“Wow”.
“I was so touched when this happened”.
“We laughed together”.

When we create magic moments with people we enrich ourselves as well. These wonderful moments bring delight to us all.

I am reminded of Ralph Waldo Emerson who said that:
“Happiness is a perfume you cannot pour on others without getting a few drops on yourself.”

We are very fortunate to be doing such meaningful work. It is a great privilege to be caring for the people who live in the homes we have created for them. We love what we do!



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