

Aberleigh Rest  
Home, Blenheim

Tasman Rest Home  
& Dementia Care,  
Nelson

Millvale House,  
Levin

Millvale House,  
Miramar

Millvale House,  
Waikanae

Millvale Lodge,  
Lindale

Avonlea Dementia  
Care, Christchurch

Admatha Dementia  
Care, Christchurch

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## Healing moments that enrich us all

*Every day members of our team experience moments of connection with residents which bring joy and enrichment. At each facility we keep a Magic Moments 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 and the work we do.*

One morning a lady I was caring for told me she would like to wear her pearl necklace. Her face lit up when she saw it, and she told me that it had been given to her by the Queen. She said that when she was little she went to Buckingham Palace with her brother. The Queen approached them and gave Margaret her precious pearl necklace. It was lovely to see the joy her memories brought her, and how she treasured that precious possession.

- Aberleigh

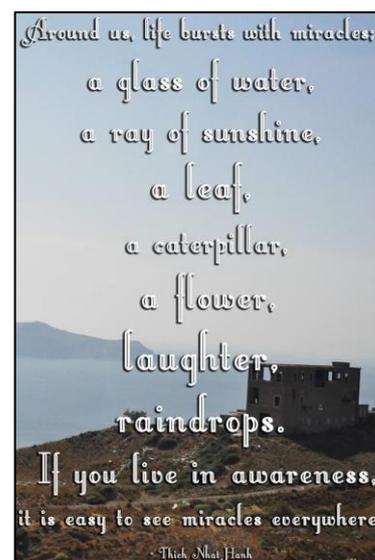
When ice creams arrive on Saturdays I always give one to a person who particularly enjoys them. Her face lights up and I get the biggest smile. At night time I love to tuck this resident into bed. Then I give her a hug and say 'sweet dreams'. She always hugs back and says 'Thank you dear. I love you.' To which I always reply, 'I love you too.' The smile on her face as I turn the light out really touches my heart.

- Avonlea

A gentleman who uses a walking frame was standing near the gate in the cold. I invited him inside for a cup of tea. When we turned towards the door he lifted one of his hands from the walking frame and placed my hand where it had been. Sharing his walking frame, we went inside together.

- Admatha

A woman and I were reminiscing about kind people in our lives and she



said, 'You should always remember to compliment people'. She went on to explain that compliments are easy to give if you keep your eyes open, and that too many people go around with their eyes closed.

-Waikanae

A gentleman was joking that his ears were wagging because the girls in the room were talking so much. I said that he should feel sorry for our partners. He replied, 'It's surprising you still have partners, the amount you talk!' with a big grin on his face!

- Waikanae

A lovely moment watching a very special man show off his marching skills. Just seeing him stand up straight smiling while the other residents clapped along was very special.

- Admatha

## Encouraging staff wellbeing

This year for the first time Dementia Care NZ is taking part in The Wellbeing Game as an organisation.

The competition runs from Monday, 6 October to Friday, 31 October 2014. The goal of the game is to become more mindful of your own self-care, focusing on activities that increase your wellbeing and accumulating points for taking part in them.

Wellbeing is a concept that has two main elements: feeling good and functioning well.

The day to day use of the 5 Ways to Wellbeing (Connect, Give, Take Notice, Keep Learning, Be Active) is proven to increase health and wellbeing in individuals. Results

have included greater creativity, higher productivity, better social cohesion, increased happiness and life satisfaction as well as reduced physical illness and mental distress.

At DCNZ we are always mindful of the emotional welfare of our staff team in the emotionally challenging work they do. It is for this reason that we provide access to an independent staff support person at all of our facilities.

Through our Facebook page we have opened the DCNZ Wellbeing team up to family members and other supporters who may wish to join us, as well as to staff.



## Wellness support

We have recently created two new positions. The people taking up these positions have a role in the support of our Diversional Therapy teams in the North and South Island.

Helen McLeane and Donya Nee will work closely together as Wellness Support Advisors, assisting the diversional therapy teams in meeting the needs of our residents through meaningful and creative activity programmes in each facility.

We have identified key staff members in each facility with skills and experience in focusing on the behavioural and psychological symptoms of dementia (BPSD). These staff members are our BPSD support people. Our Wellness Support Advisors will work closely with these

support people in meeting the needs of people with dementia in managing BPSD.

The Wellness Support Advisors will also provide nonviolent crisis intervention training to staff, enhancing the care, safety and wellbeing of all on a daily basis.

The new appointments will promote a holistic approach in meeting the needs of our residents on an individual basis and ensure staff are supported, guided and empowered to meet these needs in a professional, caring, homely and loving manner. We look forward to developing these roles further as time progresses.



Helen McLeane: Wellness Support Advisor, North Island



Donya Nee: Wellness Support Advisor, South Island

## Come into my World

Among our greatest organisational strengths are our outstanding staff team and comprehensive ongoing staff education programme. The cornerstone of this is our Best Friends Approach to Care course, which teaches staff to connect with each person as they would a very best friend. A 'best friend' accepts you as you are, believes in you, respects you, really listens to you, jokes with you and loves to hear you laugh.

We have recently developed a new education programme building on the Best Friends Approach to Care course, which we have called Come Into My World. This is based on the premise that to truly appreciate the experiences of a person living with dementia, it may be necessary to leave our own reality, suspend disbelief and enter another world: the world of the person who has dementia.

The programme incorporates many of the principles of Virginia Bell and David Troxell's 'best friends' approach, and also includes some new skills. It explores possibilities and encourages staff to share knowledge gained in their own journey in caring for someone living with dementia.

Skills and approaches include using reminiscence to help the person retrieve previous coping mechanisms, using genuine eye contact, matching and mirroring emotions, looking for meaning within the context of conversation. Role play is used to enhance learning during the programme.

The course encourages staff to explore their own reactions and behaviour, and develop new approaches and strategies to help them enter the world of the person living with dementia.



The homely activity of cleaning shoes provides a valuable opportunity for reminiscence – Tasman Rest Home and Dementia Care, Nelson

## Fundraising for Alzheimers Marlborough

Recently the Alzheimers Association held a number of fundraising 'Memory Walks' in various centres throughout New Zealand.

Dementia Care NZ staff teams in Nelson, Levin, Kapiti and Blenheim took part, volunteering their time to raise money for and awareness of dementia.

With the dual goal of raising awareness of dementia and growing our Facebook membership, we ran a Facebook advertisement featuring a photograph of our Aberleigh Memory Walk team, pledging a donation of \$5 for every 'like' the advertisement received.

In this way the public was able to take part in the Memory Walk in a 'virtual' way, and raise funds for Alzheimer's Marlborough at no cost to themselves.

The advertisement was targeted to Facebook users living in or just outside Blenheim, over the age of 35. The campaign generated 244 new 'likes' for the DCNZ Facebook page, and resulted in a \$1220 donation to Alzheimer's Marlborough.

We use our Facebook page to communicate information about the global impact of and advances in dementia research and care, options available, and also what our organisation offers in terms of care.

The campaign represented an opportunity to work more closely with Alzheimers Marlborough, as well as to make a meaningful financial donation in support of the Memory Walk.



The Aberleigh Memory Walk team



Maja Yu (Operations Manager, Aberleigh) and Alison Hume (Director, DCNZ) present a cheque to Roger Brown, President of Alzheimer's Marlborough

## Homely care in Kapiti

Millvale House Waikanae has recently been the focus of a significant reconfiguration project in terms of redecoration and an extension to the existing levels of care.

The reconfiguration will mean that from early October 2014 we are able to provide general hospital/rest home/continuing care service delivery to meet individual needs, in accordance with our organisational goal of providing as complete a continuum of care as possible at each of our facilities.

This means that residents who become more frail and require this more specialised level of care will no longer need to move, but can remain at Millvale House with the people who know them well and know just how to care for them. This brings much comfort to residents and families.

The new continuing care hospital will be a small homely environment with only 15 beds. Dementia Care NZ's trademark 'small home' care is unique in today's aged care environment where multiple-bed retirement villages and large hospitals have become the norm. Set in a leafy suburb among family homes, Millvale House Waikanae offers all the benefits of a home rather than a hospital.

The open plan living area opens onto a delightful sheltered courtyard and established gardens resonant with bird

life. A piano, a bookcase, and an abundance of fresh flowers are reminiscent of the family homes familiar to our residents. Visitors are often greeted by the smell of freshly baked muffins or cheese scones wafting through from the kitchen.

The single bedrooms are decorated in a simple way, and residents are encouraged to bring special things from home to personalize them. Rooms have an outlook over the garden, just as they would have at home.

The atmosphere at Millvale House Waikanae is relaxed, homely, friendly and welcoming.

A short drive away, Millvale Lodge Lindale is making steady progress as the planned development of this unique rural 'country lodge' continues. The facility now provides all levels of care from rest home to hospital level dementia care, with general hospital/continuing care also available. Residents and families are enjoying the fruit trees and vegetable gardens, and with the arrival of spring daffodils, baby lambs and ducklings abound in the neighbouring fields of the tranquil Lindale valley.



The living area of the new home at Millvale House Waikanae leads out into a sheltered courtyard



The living area of the continuing care home is warm and welcoming



Beautiful established trees frame the new entranceway of Millvale House Waikanae



Fruit trees, raised vegetable gardens, a children's playground and a friendly Labrador named Lexi – just a few of the special touches that make Millvale Lodge Lindale unique.



## Doing what we can

**Alison Hume**

I have been feeling a deep concern about recent events in our world. The uprising of terrorist groups is of particular concern. All living beings are dependent on each other. I have shared my thoughts with a number of people lately. All people I have talked with have expressed worry and have said things like, "I don't know what I can do about it" or "there is nothing I can do." I too have been feeling similarly. Powerlessness threatens and we need to remind ourselves that we affect each other. The choices we make and the things we do count. Collectively, our efforts add up. We can create a more peaceful world.

Our Vision and Values at Dementia Care NZ include a statement at the very end:

"In these ways we enrich each person, the community and the world."

I meet with every staff member and talk about the importance of giving care that is congruent with our Vision and Values. Always, we talk together about how we can make a difference to the world by giving loving care just where we are. We must never underestimate the impact we can have.

DCNZ is shaped by our people, our residents, their families and our staff team, drawing on beliefs that have come from all over the world. What an opportunity: to know each person really well and to be with each person as if that person is our very best friend.

This means that we:

- try to understand each other and accept each other,
- hold each other with deep respect,
- enjoy each other in every possible way.

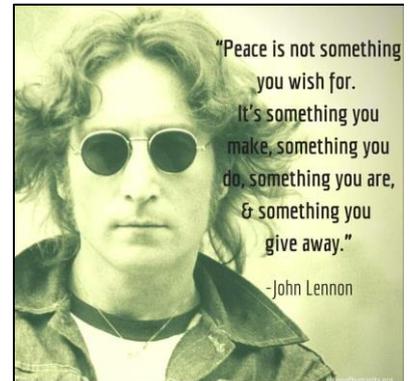
The small homes in which we offer care to residents and our close knit

staff teams help us with this. As with a family, our residents and our staff team are able to help each other to manifest who we are in the world. We experience exhilarating moments of full aliveness as we watch our residents and each other rise up again and again. We aspire to great things, and compassion and love abound. As Rumi says "When you do something from your soul you feel a river moving in you, a joy." But, we are flawed – if you are anything like me, I have these inexpressibly beautiful moments, and then it is very possible, in the very next moment, that I will do something hurtful. It takes some understanding to realise that this is part of our humanness and this too is to be expected and accepted.

It is my belief that by actively appreciating and loving the people we are closest to day by day we will find more compassion and care about humanity everywhere. Transformation will occur through love. Hazrat Inayat Khan says "There is no greater power to inspire than the power of love. The desire for service, gentleness, tolerance, kindness, forgiveness, all come from love."

It was John Lennon who said "Peace is not something you wish for. It is something you make, something you do, something you are and something you give away."

May we have peace in our hearts.  
May we have peace in our world.



## News from Pillars Friends

Pillars Friends met again in September. We had a lovely time together. Lisa, now an adult, met with us. Her father went to prison when she was very young – she told us her very powerful story. It was a story of stigma, exclusion, triumph and joy. She took us on a journey from a child who faced a lot of trauma through to an adult helping others in a similar situation. I believe everyone in the room was inspired by her and we were very privileged that Lisa shared her story with us.

### What is Pillars?

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 in this way since 1993, offering professional support and intervention with positive role models to provide the opportunity to experience another pathway.

For more information please see:

[www.pillars.org.nz](http://www.pillars.org.nz) or  
[www.facebook.com/Pillars.inc](http://www.facebook.com/Pillars.inc)

### How does Pillars Friends work?

Pillars Friends is a group of people who supply Dementia Care NZ with goods or services. Each member of Pillars

Friends makes an annual donation of \$1,000 or more to Pillars and gets a receipt.

Our collective donation has covered the direct cost of a qualified mentoring coordinator, social worker and activities for children and their mentors for a period of a year. This is a very meaningful intervention to the lives of the most vulnerable at risk children in New Zealand. It is also a contribution that helps to reduce the crime rate in NZ and contributes to peace in our world.

It costs \$2,000 to establish a mentoring relationship between a child and a mentor for one year.

Pillars Friends meet twice a year to network, to find out how the children we have supported have benefited and to gain more information about the work of Pillars.

### Our progress and our goals

Pillars Friends was formed in 2013 and we collectively donated \$23,000 in that year. This year we donated \$45,400. Our goal for 2015 is to donate \$80,000. This will pay the salary for a PR/Marketing person to work for Pillars (a position that Pillars does not have currently). It is our expectation that this person will raise at least \$600,000 in the first year of work. This will enable the mentoring programme to be considerably extended. We are very excited about this.



We congratulate Verna and her team on Pillars' achievement in winning the Charity Award in the 2014 Champion Canterbury Business Awards



Pillars Friend and supporter Aaron Rackman from USL with Verna McFelin, Chief Executive and founder of Pillars

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