

Newsletter March 2015

Hello everyone. Here we are again with a newsletter. Summer is coming to an end. It has been a warm and dry one, hasn't it?

Staff

Another Paula has joined us as caregiver. We've got two Paulas now. Welcome to our team.

Taking out Residents

Just a reminder to let staff know when you take out a resident. We need to know at all times where they are. So please let us know! Imagine how you would feel if we did not know where your beloved one is. They may also need to take medications with them if out for a meal.

Change of Season

I know it is hard to believe but winter is around the corner so can you please check your relative's wardrobe to ensure they have nice new warm clothes and also enough underwear, etc.

Animals

Toby's agility career unfortunately has come to a premature end. Just before Xmas he developed a back problem and half his body was paralysed. Major surgery was needed and he was given 50% chance he would walk again. Luckily he has come through it relatively well. He is walking in a haphazard way, is not in any pain and has learned to cope with his limited abilities. Overall still a happy dog. Recovery can take up to a year. Watch this space.

Kune kune Glen had the 'vet dentist' come around recently. Glen was put into a deep sleep and had his tusks shortened as one of them had curved around and was going to grow into his cheek. At the same time he had his hooves 'manicured' as well. He's good for another 100,000 ... sleeps.

We're running low on chickens. If someone has any surplus laying ones, we're happy to have them.

Annual Relative Satisfaction Survey

With this newsletter is enclosed the Annual Relative Satisfaction Survey. Please complete and return ASAP in the enclosed reply envelope. Comments can be brief, or long. If a comment is negative, please do include suggestions as to what we can do to improve. Your name would be helpful too so we can ask for clarification if needed. As we said on previous occasions, all surveys not returned will be deemed 100% happy with everything we do!

Previous surveys have always been disappointing in numbers returned. To improve this, all returned surveys will go into a draw for \$50 cash, provided ALL surveys have been returned by March 31. To enable us to notify the winning return, please write a word, number, or combination, at the right hand top of the survey form. Make sure to remember it yourself. This 'code' will be used to announce the winner.

Staff Study Day

We are holding a staff training day on Thursday 19th March. This is an all day event. Could you please minimise phone calls as we will have only skeleton staff on. Thank you for your cooperation.

Rest Home Philosophy

We plan to change our philosophy from 'Our Home is Your Home'. We were thinking of 'Glenbrook Rest Home - Where Every Resident Counts'. It sounds nicer and fresher. There will be no change in what we do or how we provide care however. Being at the 'receiving end', do any of the relatives have suggestions for a philosophy that best reflects Glenbrook Rest Home?

Kind regards and all the best from Sharon, Peter and the team at Glenbrook Rest Home.

Activities

Hello everyone. Hope you all had a lovely Xmas and New Year. Seems so long ago now.

We have had a few afternoon trips out in the van locally and our rest home trip to Kaiua last Tuesday March 10. It was a lovely day and the fish and chips were enjoyed by all. Such a treat! And we all had an ice cream before returning home.

We have our regular entertainers once a month. Colin King is here on the last Tuesday of every month and Parvati Ericson comes for a sing-a-long with us on the first Tuesday of the month.

We will be having a residents meeting over the next few weeks to plan our next outing.

All the best to you all. Corinne.

PTO

April 16th 2015: Conversations that Count Day

Talking about death and dying is hard. Most of us will not die suddenly. We all potentially have lots of time to think, talk and plan for our future and end of life care. Yet for most families this conversation does not happen, or if it does, then only when someone is very unwell. Many people don't spend their last weeks and months doing what they value in a place they call home. They are undergoing treatments they would not have chosen given the choice, away from their homes in a hospital or high care facility, isolated from their families by visiting hours or distance. Many don't get to say what they want to the important people in their lives, don't get to say I love you, thank you, sorry and goodbye.

Advance Care Planning helps us think about and share what is important, it helps us think about and plan what treatments we do and don't want, it helps us clarify how we want to be cared for as we approach the end of our lives.

This year 16th April will be Conversations that Count Day, a national initiative led by a co-operative of hundreds of people across New Zealand's health system that is encouraging us to have a 'Conversation that Counts'. That is, talk to those we care about and with those who will care for us as the end approaches about what we would want for ourselves.

The theme will be 'Start a Conversation'. We want to encourage people to start having conversations with their family, friends and wider social networks. We want people to feel confident to start conversations about what matters to them and what care and treatment they would want in the future. Visit our website www.conversationsthatcount.org.nz to find out more, download our poster or email one of our postcards to someone you care about to help to get the ball rolling.

To find out more about Advance Care Planning, access our e-Learning modules or watch the moving and very informative film *Living for Today, Planning for Tomorrow*, visit www.advancecareplanning.org.nz.

