

## Newsletter May 2017

Sorry a bit (very?) late, but here it is: the first newsletter for 2017.

Going a bit back in time, but we had a successful Christmas party. Positive comments were received about the Christmas party being in the afternoon so we'll do the same this year. No major events on Christmas Day.

### Staff

A few changes. New caregivers Claire and Lynnaire. Welcome aboard. Claire replaces Joanne who has taken up the role of housekeeper instead of care giving but will still be doing some care giving too. Lisa has resigned and Lynnaire is replacing her.

### Renovations

Since the last newsletter we have put in a new deck at the back door. The old narrow sloping ramp has been replaced by a wider flat deck. The door frame has also been lowered to eliminate the raised threshold which was hard to get across with a walker. New roof on kitchen and dining room. You will also note that some painting work has been done. We painted kitchen cupboard doors and replaced door handles. The place is starting to look fresher.

### Animals

We have some new baby additions in the chicken department. Things can be hap hazardous at times. The chicken feeder lid does come down fairly heavy. Some of the babies have found out to their detriment. Also spending the night in the pig house carries risks. Pigs Glen and Brook are fairly solid as some other babies would be able to testify had they lived to tell the tale. Tai doing well at agility - won a trophy. Sharon very pleased!

### Sun Shelter

Residents like to sit in the car park near the road and enjoy the view and watch the traffic go by. Sharon has been nagging for a few years to have something there where they can sit without getting blasted by the sun. We have now built a sun shelter with some new park benches.

The shelter has a plaque 'In Memory of Beth Hargreaves', whose family kindly made a donation towards it.



*Sun May 7: Feeding hay to .alpacas*

### Hearing Check

Wolfe Hearing came to the rest home in Feb to check and suction residents' ears. It is good practice to have this done every six months to stop the build up of ear wax. They also did a check up of residents hearing aids.

### Clothing

Please ensure your relatives have enough warm clothing as the nights and days are getting colder. Also please name all clothing items clearly. It makes it so much easier to sort out washing for 20 residents. If any problems, we do have iron-on tags which work well.

### Mind Aerobics

People with mental agility tend to have lower rates of Alzheimer's disease and age-related mental decline. Researchers coined the term 'neurobics' for tasks that activate the brain's own biochemical

pathways. During many of our day-to-day tasks, the brain is on autopilot. Neurobics stimulates the areas of the brain that are not used to work.

Ways to use 'unused' parts of the brain is brushing your teeth with your other hand (over your shoulder!), take a different route to work or choose your clothes based on sense of touch rather than sight.

Peter's suggestion: use your garden spade upside down or hold the paint brush by the bristles when painting. If anything, it will definitely stimulate your %#@R vocabulary!

## Survey

We've had a better response from our Relative Survey this year as it was done person-to-person. RNs interviewed the next of kin or first contact about their thoughts on the rest home. Results attached.

## Phone Calls

A reminder that when a resident receives a phone call during activities or a meal, we will ask the person to ring back so the residents are not disturbed. If they receive a call on their cell phone we will ask them to leave the room or ask them to ring the person back so other residents can carry on with the activity.

## Activities

Hello to you all.

Didn't manage to get out and about as much as we would have liked. We did go to Kaiua for our annual fish and chip lunch in February and the weather stayed fine for us. We had a lovely day with and ice cream to end the trip before returning home. We are fortunate that we are able to borrow the Waiuku Cosmopolitan bus for our trips, so with our own bus makes it easier for sightseeing and accessibility. We have a winter lunch outing planned and of course some entertainment. We will have our regular Movie days usually monthly, showing a film requested by our residents.

We are now having a regular story telling afternoon where I read a book and this usually leads to a discussion afterwards, which is always a delight for me as I get to experience the lives of your wonderful family members. We also have a discussion topic once a week which always ends in laughter with some of the experiences shared.

It's always so lovely to meet you all when you come visiting and suggestions to our Activity Programme are always very welcome. Until next time.

Best regards, Corinne.

Last Sunday we had a trip to an alpaca open day just down the road. Very informative. Sharon wanted to have a couple for the rest home paddock, but Peter not too keen, as it will be muggins who will have to look after them.

That's all. Kind regards from Peter and Sharon and the team at Glenbrook Rest Home.

Feel free to forward this email to friends or family. It is also available on our website [www.gbrh.co.nz](http://www.gbrh.co.nz).



## Annual Relative Satisfaction Survey Mar 2017 - RESULTS

This year we have taken a different approach: during the Month of March RNs surveyed relatives when they visited, or when they spoke to them on the phone. 12 relatives interviewed. Results below.

<p><b>Staff, Management, Medical, Doctors, Complaint Process.</b></p> <p>All wonderful systems and reporting. Thank you.          All good. Please remember my name! lol          Great (2x).          Wonderful staff and management. All Mum's needs have been met with care and kindness. We appreciate all you do for Mum - thanks!          Very good (2x).          Excellent!          Excellent (2x).          Satisfactory. Plus.</p>
<p><b>Care and Assistance, Privacy, Dignity, Rights.</b></p> <p>Fantastic.          Seems all good.          Great (3x).          Wonderful care. All staff are very respectful, full of fun and so caring. Such a welcoming place to visit.          Very good.          Excellent!          Excellent (3x).</p>
<p><b>Food and Nutrition.</b></p> <p>Mum has put on weight and been monitored beautifully so she returns to good health.          Very good (2x).          Great.          Great meals. Mum always says how good the meals are. The meals are like home cooked meals and have lots of veges and fruit.          Need to cater for Mum's diet due to medication. <b>Has been discussed with daughter.</b>          Great!          Excellent (3x).          Very happy.</p>
<p><b>Activities.</b></p> <p>A really good variety of activities and outings.          Great.          Good.          N/A. Has own interests.          All good.          Mum enjoys the activities and outings. There's always something happening!          Very good.          Good if she would take part!          Excellent (2x).</p>
<p><b>Cleaning and Laundry.</b></p> <p>Good (3x).          Great.          Lovely tidy room and nice and clean. Small issue with laundry sometimes getting discoloured. <b>Washing loads are relatively small and it is not viable to wash colours separately. Best solution is for relatives to take any delicate times of clothing home to wash.</b>          Very good.          Excellent (4x).          Fine - no concerns.          Lovely.</p>
<p><b>Grounds, Buildings, Safety, Security.</b></p> <p>Beautifully maintained and refreshed.          Mum feels the location is a little remote. Misses her independence. Daughter's view is that the grounds + buildings etc. are lovely.          Great (2x).          Nice. It is so good that Mum can have her own little garden 'patch' and lots of pot plants.          Very good.          Excellent (4).</p>
<p><b>Any other comments relative/friend would like to make?</b></p> <p>No problems for all of the above.          Very lucky to have Mum here. Such a high standard of care and it feels like you all have such a genuine interest in Mum's well being.          Happy with all staff &amp; care.</p>