

Village Times

KERIKERI
RETIREMENT
Village

JUNE 2014



Betty Petrie - Village Manager

Welcome...

We had an especially busy time lately preparing for the tri-annual audit of our care facility. The audit is important because it gives residents and their families confidence

that we continue to offer an excellent standard of care.

We were very pleased with the feedback and have included some of the results.

While we're discussing achievements, some of our team have recently completed further study through an online course run by the University of Tasmania. They have put together some useful tips on how to cope when you're caring for someone with dementia.

Local Dietitian, Nicky Forsyth has

provided ideas on how to encourage better eating in people with dementia.

We've also included information on how to access respite care. It's important that if you are caring for someone who is sick or disabled, that you take time out to look after yourself and that you know there is help available.

Someone else who is always willing to help the village is trustee Paul Spooner. Read a little more about him on page 2.

Maintaining Resident Safety

Occasionally a family member makes arrangements to collect a care facility resident only to find that a friend has already taken them out. To prevent disappointment and to ensure everyone can be safely accounted for, we ask that you notify staff when you're taking a resident out.

It's also very important that you put your name and the resident's name on the whiteboard in the reception foyer (opposite the photocopier) with an approximate time of return.

This system prevents everyone wasting time looking for residents who are already out.

Just as importantly, it ensures that residents can safely enjoy outings and family gatherings with people they know and trust.

Please remember to pass this information on to friends and other family members.

WIN a Langham Blissful Bed

Anyone who has ever stayed at the Langham will know how blissfully soft and comfortable the beds are.

In memory of Executive Committee Member Grant Adamson, who passed away last year of a brain aneurysm, the Retirement Village Association of New Zealand is raffling off a Langham Blissful Bed.

The package includes a bed in your preferred size and a matching set of

sheets and pillowcases to the value of \$4800. The prize includes freight to anywhere in New Zealand.

Tickets are just \$5 each with all proceeds going to the Neurological Foundation to assist with research and treatment of neurological disorders such as aneurysms and strokes. We are proud to support this worthy cause.

Tickets are strictly limited and are available at reception until June 11th.



Welcome to... MEET THE VILLAGE'S NEWEST RESIDENTS



Daphne Bennet



Jenny Poore



Tony and Sue Little



Des and Liz Berry

Certification Audit

Kerikeri Retirement Village Care Facility has recently had a 3 yearly audit review of our services on behalf of the Ministry of Health. This review is a part of regular and ongoing health service licensing requirements under the Health and Disability Sector Standards.

Here's some of the feedback we received at the post audit summary meeting....

- The staff are friendly and cheerful. They seem well educated and supported
- The staff have a resident focused attitude
- The atmosphere is calm and happy all the time
- The facility is tidy and yet very homelike and cosy (especially the Tui Wing)
- The families and residents spoken to couldn't praise the staff enough. All the families were happy with the care of their loved ones and their comments were universally positive
- There is evidence of a comprehensive Quality Management system
- Civil Defence preparations are very good
- Restraint - practices are really good and infection control practices are going well
- Building - the facility is great and maintained to a very high standard. The maintenance staff provide an incredibly responsive service
- Kitchen - everything was great. The kitchen staff have a fantastic attitude to the residents needs
- Cleaning - very good, nice and clean everywhere.
- Activities - KRV has a great program , well delivered with help from a large group of volunteers
- Therapies - good service provided by the allied health therapists (Physio and OT)
- Gardens - beautiful, homelike and welcoming

The auditors were pleased to note that we have a well-run facility with an overwhelmingly positive result in the audit. We aren't completely perfect but the auditors were happy that we are constantly working on making improvements and were encouraging in their support of our efforts.

The full report of findings will be available on the Ministry of Health website near the end of June or early July.



I have been a board member since 2011 and am now a trustee.

I was raised in Whitianga but moved to Auckland to study architecture. I established my own architectural design firm in Devonport in 2001.

I've worked on a wide range of projects including a number of award winning homes in Queenstown, Auckland and Fiji's Yasawa Islands. On the commercial front I have had a long term involvement with South Auckland Hospice and several medical centres.

I continue to consult on these and other projects whilst living in Kerikeri. My wife Natalie and I moved here with our two children Jack and Imogen in 2010. We were drawn to the lifestyle, as well as the vibrancy of the community.

The move has allowed me to indulge my passion for gardening and fishing.

I feel the village fills a special place in our community. It needs ongoing support from the whole community to see it continue to thrive in future and I look forward to contributing.

Coping with Dementia

Registered Nurse Trish Strang and Caregiver Bernice Radcliffe have recently completed further study on dementia care and share a little of what they learned on the course.

Dementia is more than the occasional forgetfulness that most people suffer from, it is a progressive disease of the brain that worsens over time. It's often characterised by a change of character and apathy, amongst other symptoms.

We'd like to start off by saying to those of you who are unpaid 24/7 care givers with no job description, no procedures and protocols, and no option of resigning, we do not know how you do it!

Create a photo album and jot down a few details as this will help your loved one to reminisce. These life histories stimulate them to talk and often they'll come out with some incredible stories. It's also very useful if they go in to care as it helps us to get to know them better and gives us things to talk about that interest them. As well as pictures of close friends and family, try to include photos of their hobbies, places they have been and past pets.

In some stages of dementia the person you are caring for may use foul language. Try to ignore it. Bad language may be a reaction to an unmet need. If you feel you have hurt them then apologise. If they are asking endless repeated questions, say "tell me about it" ... and then take the time to listen.

Unless it could affect their safety, agree with what is said. You will never win by arguing as dementia may prevent the person affected from comprehending what you're

saying. Prolonged argument can cause such frustration that the person becomes physically violent.

Toileting can be a problem. They may not want you to take them to the toilet because "you are going to stand there and watch". Try to see it from their point of view. After all, would you want an audience? Be patient. Remember that their brain does not always get the message to say when they need to go to the toilet which can cause them to go at inappropriate times or places.

Don't say goodbye if you have to leave. They will want to know where you are going and why and whether they can come with you. This causes distress. Better to say "see you a bit later".

If you would like to know more, feel free to ask our staff. Or you can register your interest in taking a free online course by the University of Tasmania at <http://www.utas.edu.au/wicking/wca/mooc>

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Support for Carers

If you provide full-time, unpaid care of an elderly person then you'll know that it can be hard work. Finding someone to take over when you need time out can seem almost impossible which is why the Northland District Health Board funds short term care and support of the person you care for, while you take a break.

Here at the Village we offer a respite service covering all levels of care (rest home, hospital and dementia care). We provide a safe, homely environment and our caring, qualified staff will do their utmost to ensure the person we're caring for on your behalf, enjoys their stay.

Respite care is generally short-term but can be accessed on a regular basis for a pre-arranged time period. The amount of funded respite support you'll receive will be based on your needs and the availability of services and some exclusions do apply.

To find out whether you're eligible, you'll need to be assessed by the Needs Assessment Service Coordination (NASC) at Bay of Islands Hospital.

For more information call our Clinical Manager Jan Bennenbroek on 407 0070, or you can contact the NASC directly on 09 404 0280

Introducing the Purple Team



Akhila



Barbara



Carolyn



Kamo



Lillian



Liz



Robyn



Sheryl

Every resident of the assisted care and dementia care wings has a designated team of carers dedicated to their health and wellbeing. Each team is known by a colour and the residents' families are told who is in the team so they always have someone they can approach that knows their family member well.

The purple team is made up of nurses Robyn Williams, Akhila Peter and Carolyn Jeffs and care givers Barbara Slierendrecht, Lillian Urrutia, Kamo Peterson, Laurel Tamaho, Liz Spencer and Sheryl Eyre.

They're a close knit bunch who often get together to fundraise so that they can treat the residents under their care to extra outings and activities. The funds also go into buying niceties (lipsticks, nail vanish etc) to go into a pamper pack for those residents.

Below is a brief introduction to each of the dedicated ladies of Purple Team who share a special bond with the folks they care for.

Akhila was born in Kerala India. She has been a member of the Purple Team since July 2013. Outside of work Akhila enjoys travel, music and dance

Barbara was born in Aberdeen Scotland. She has worked here since 2005 and her interests include making jewellery and travel.

Carolyn is originally from Helensville but she and her husband and four children have lived in Pakaraka for

the past 24 years. She has recently joined us here at the Village.

Kamo grew up in Huntly. She started at the village in 2013. After hours she keeps busy writing poetry, playing guitar, singing and drawing. She also really enjoys meeting new people.

Laurel, who is a kiwi, moved to England for eight years. During that time she travelled extensively but after returning home joined us in 2012. Laurel loves dogs and enjoys renovating her home.

Lillian was born in Chile. She has a passion for tennis and getting involved with her grandchildren's activities. Lillian also started here in 2005.

Liz, who has been here since 2013, is into fashion. She keeps fit and active by working out at the gym, walking and bike riding. Liz and her husband enjoy a good old kiwi barbeque and the challenge of landscaping and developing their new property.

Robyn has worked at the village since 2008. She enjoys gardening and keeps fit by running and going to Pilates classes. Robyn also loves photography.

Sheryl has lived in Kerikeri for 14 years and during that time owned a photocopying business for about 8 years. Sheryl's hobbies are crafts, making cards, scrapbooking, mosaics and watching movies. Both Sheryl and her husband enjoy renovating the house.

Happy 99th Birthday!



Lynn helps her mum Doris Robertson prepare for her 99th birthday celebrations in June.



Selwyn Thompson and his wife Lois celebrated his 99th birthday in May.



Every Thursday our residents receive a visit from 29 year old Ziggy

Supporting Better Nutrition

Poor food intake and weight loss are symptoms experienced by nearly half of all dementia sufferers.

Evidence suggests that dementia related brain damage may impact on areas of the brain involved in appetite control and metabolism. Dietary habits may also be affected by other factors such as access to food, taste and feeding problems.

Whatever the cause, weight loss and malnutrition have a significant impact on the mental and physical symptoms of dementia and general health.

You can help to stimulate their appetite by:

- offering regular snacks and meals
- providing naturally soft food that minimises the effort of chewing and aids swallowing
- keeping food hot
- providing a relaxing environment
- getting the person to help with meal preparation
- eating with them to provide social stimulation

Don't assume that when they don't eat it's because they don't want to. They may not recognise food or be

able to feed themselves without assistance. They may also find it difficult to concentrate on the task so encouragement and persistence may help them to finish a meal.

Problems with co-ordination can be managed by chopping up food so they only need a spoon or fork, or providing nutritious 'finger food' such as sandwiches, fruit and mini quiches.

If full assistance with feeding is required it's important not to rush or force the person to eat. Help them maintain as much independence as possible and wait until they are calm and relaxed before offering food and drink.

Due to swallowing difficulties it is important that they are alert, upright, and comfortable before feeding is attempted.

Early identification of those at risk or suffering from malnutrition is vital to prevent and treat weight loss.

A registered dietitian can conduct a full nutritional assessment and provide a personalised nutrition care plan to treat and prevent weight loss and poor nutrition.

Nicky Forsyth - NZ Registered Dietitian

5 FACTS

ABOUT THE VILLAGE

Here are a few services you may not have known we offer.

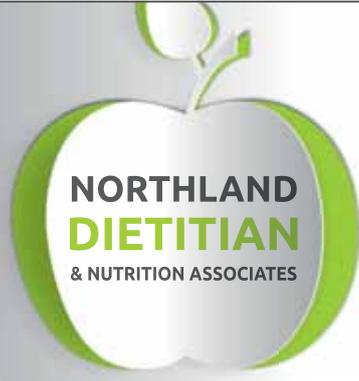
1. The Village has a hairdressing salon that is open to the public. Located by the Social Centre, it's open 9am – 4pm Mon to Fri. To book call 09 407 9870.

2. We have a card group that plays 500 every Mon and Fri from 9.30am until 12pm in the Wendywood Lounge. All welcome.

3. We have a part time registered Physiotherapist onsite who is also available to the public. Call 407 6447 to make an appointment.

4. We have recently installed free Wi-fi hotspots for our residents and their guests in the library area, around the Robinson Nurses station/lounge area and near the fish tank in the Paterson wing. See reception for the password.

5. Our gardeners propagate and sell plants at very reasonable prices. A small selection is available at reception or you can make an appointment with a gardener to view the full range in our nursery.



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DIETITIAN
& NUTRITION ASSOCIATES**

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- Mental health
- Weight issues

**Nicky Forsyth
021 059 9701**

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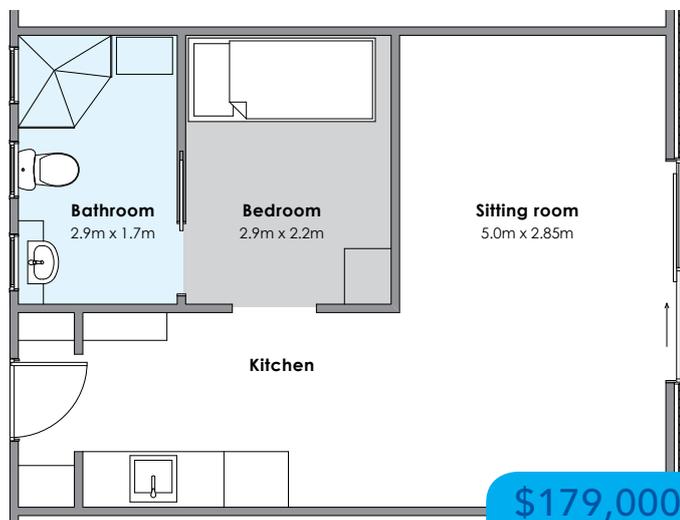
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- Generous sized north facing lounge and patio
- Modern kitchen and hob
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- Heaters in bathroom and lounge
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- Wardrobe in bedroom, storage cupboard in bathroom
- Non-slip flooring in bathroom and walk in shower
- Heated towel rail
- Grabrails for toilet and bathroom
- Car parking available



\$179,000

To view contact Frances on 09 407 0070
or email frances@kerikerivillage.co.nz

Diary Dates

Movie Wed June 11th, 2.30pm

Movie afternoon "The Glenn Miller Story" 2.30pm in the Social Centre

Lunch in Russell Fri June 20th, 11.30am

Lunch at Diggers restaurant, RSA Russell, bus leaves reception 11.30am

Afternoon Tea Wed July 9th, 2.30pm

Wendywood residents afternoon tea, in the Wendywood Lounge 2.30pm

Trip to Whangarei Fri July 11th, 9am

Trip to Whangarei Town Basin, Art Galleries and lunch, bus leaves reception 9.00am

Movie Wed July 16th, 2.30pm

Movie afternoon "Saving Mr Banks" 2.30pm in the Social Centre

Butler Point Trip

You have to admire the courage of the whalers. Six men in the middle of the ocean, harpooning a whale over three times the size of the boat.

We learned a great deal at the Butler Point House and Whaling Museum. It was an especially interesting visit for one of our residents, whose Great Grandfather, William Hingston, was the Master of the whaling ship Mary Anne in 1835.

The ships carried the whaling boats way out to sea rendering the whale oil and storing it in barrels. Often they did not return for years. The ships called in to the Point, Mangonui and Russell for supplies and repairs. Thanks to Jan and Terri for a very memorable visit.

