

Quarterly Update

news from Vincentian Home and Hospital
Summer 2017-18



Summer picnic

Preparing for Christmas always demands a lot of planning and preparation and then suddenly it's all over. Through December there were several events culminating with Christmas dinner. The staff working Christmas day, the residents and their visiting family members were treated to a wonderful lunch courtesy of the hard working Medirest kitchen team. This occasion is always enjoyable for everyone and we had more than the usual number of visitors this year. Earlier in the month the 2017 year was celebrated with the Residents' Christmas party where entertainment was provided by a wonderful children's choir singing Christmas songs.

Throughout October and November we continued to receive completed Satisfaction Surveys from residents and family members. Results were collated and a summary can be found at the end of this newsletter. Thank you to everyone who made the effort and completed the survey for us.

TRIBUTES

The Christmas New Year period is a particularly difficult one for family members when someone passes away over this time. For that reason our thoughts and prayers went out to the families of Noel Scahill, Robert Lowe and Ross Hogg, all of whom passed away around Christmas time. Although Robert and Ross had only been with us for a short time it was sad to say our final goodbyes. Noel had been with us for almost nine months and will be best remembered for his devotion to Woody, our cat.



QUALITY CARE SERVICES

The lead up to Christmas saw a number of our caregivers working hard on their Career Force qualifications so that they could relax over the break without the worry of study. Congratulations to Neetu Karki who is the first Vincentian caregiver to work towards her Level 4 Career Force qualification and who has now been awarded the “New Zealand Certificate in Health and Wellbeing Advanced Support”. We are all very proud of Neetu as it takes a great deal of work to gain this qualification. Two other caregivers, Adam Estuita and Katherine Macaligar have both gained their Level 3 qualifications and been awarded the New Zealand Certificate in Health and Wellbeing Health Assistance. A graduation ceremony is planned for March.

Since December we had been aware that we had entered the six month time frame within which an unannounced “spot audit” could be carried out. These audits are carried out in all residential Aged Care facilities midway between Ministry of Health certification periods and involve an independent auditor arriving through the doors one morning and staying for two days observing our practices and examining our documentation. This is what happened on the 25th and 26th January. Despite this being a busy and stressful two days it was wonderful to hear at the end of the second day that we had passed the audit with no issues being found. A formal report will be written over the next month or so but it was lovely to hear the auditor saying how attentive the staff were to the residents’ needs.

Towards the end of the year we compiled the results from the resident and family satisfaction surveys. On the whole there was a great deal of positive feedback which was lovely to read with 96% of residents and 97% of family members stating they were satisfied with the overall care received at Vincentian. A number of issues were raised where we could be doing better and we are slowly addressing these. A full table of the results can be found on the back page of this newsletter.

ENTERTAINMENT AND ACTIVITIES

December memories are all full of Christmas. The Residents party, baking shortbread stars for volunteer gifts, icing the Christmas cake, getting the decorations up, plenty of Christmas music and of course Christmas Day itself.

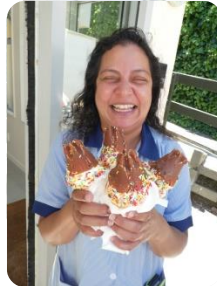
Throughout all these preparations there was still time, and some good weather in November, for a trip out to Palmers Garden Centre to enjoy the potted colour and smell all the herbs; a drive to Seatoun beach to sit and watch the children playing in the water and pre-Christmas shopping at The Warehouse. The highlight of the month was a glorious day for a picnic in Bruce's beautiful Palm Grove garden where 22 of our residents ate fish and chips either sitting under the pear tree or on the lawn. Grapes for dessert topped off a wonderful lunch.

November was also Melbourne Cup month and we celebrated with a mock Cup day, a great morning of hats, glasses of bubbly a sweepstake and a final mock horse race.



Our Residents and Families Christmas Party was held in early December and thoroughly enjoyed by all who attended. Our marvelous volunteers were acknowledged with small gifts, their shortbread packets made by the residents. We were then entertained by The Musical Stars, a diverse group of children singing and dancing to Christmas songs. Following this, Sue, the Manager had compiled a short video film of all the activities throughout the year before Michael Dunne from the Vincentian Board made a short speech and cut the Christmas cake.

This was only the start of December treats as once again everyone, both staff and residents and visitors, were delighted to have a delicious Mr Whippy ice-cream, a Christmas treat from Straight Flush plumbing, our maintenance contractors.



Cathy was away for the first two weeks of January and Kyra, one of our caregivers, did a marvelous job filling in for her. Kyra also very successfully filled in at short notice at the end of January when Cathy's daughter had her third child.

With Cathy away for a little over two weeks we only managed two outings. We took a drive around the south coast from Lyall Bay to Owhiro Bay stopping several times to take in the beautiful views. Everyone finally got out of the van at Owhiro Bay amongst the freedom campers and enjoyed chatting with some of them. Another sunny day saw a group of residents out to Breaker Bay where a good spot was found to sit and chat and take in the views. Friday afternoon Happy Hours it has been hot enough to sit outside and enjoy the cooling breezes under the sun umbrellas.

The crèche children were back in January and it was wonderful to see them so eager to greet the residents.



SPIRITUAL

We were very grateful to have Father Dennis take the Christmas Day Mass. Many family members, who had planned to come for Christmas lunch, also joined in the Mass so the lounge was overflowing. Sister Sue continues to visit on a regular basis and the residents draw great comfort from her visits. Koleta continues the Tuesday and Sunday Communion

Anglican services resumed late December when Richard returned from a month in Kenya.

DONATION

We are most grateful to the St Joans Charitable Trust who approved a grant to Vincentian of almost \$4,000. The purpose of the Trust is to: "...promote the care, maintenance, welfare and rehabilitation of elderly persons and to promote stimulation and encourage public interest in the total welfare and health care of elderly persons"

With the approval of the trustees the grant was used to purchase an air comfort chair. This is used to nurse very frail and unwell residents and provides pressure relief throughout the entire chair. In this way it enables residents who would otherwise be bed bound to be able to be brought out into the lounges for a change of scenery.

RESIDENT AND FAMILY SATISFACTION SURVEY

Residents, friends and families were recently invited to complete our annual "Resident's and Family Satisfaction Survey". As so often happens we had a lot fewer responses than we would have liked. In total 21 surveys were returned and the combined results are printed on the back page.

Suggestions for improvement included brightening up the dining area; tidying up the entrance gardens; washing the windows more regularly; replacing the worn sheets and towels; more entertainment on the weekends; updating the lounge room furniture; reducing the noise from other residents' rooms; better wireless internet access. As may be appreciated some of these areas are difficult to address, especially wireless internet access as various providers have found this impossible. We do have plans however to paint the dining room in a brighter colour and have already started replacing the sheets and towels. Residents with loud TVs have been asked to have these off by 10pm at the latest. A group of volunteers is being organised to tidy up the gardens and wash the windows. We now have Tony Muello and Sr Cabrini providing musical entertainment on a Saturday morning.

We did receive some lovely answers to the question what do you most like about the Home, a couple of which are reprinted below:

"The caring and helpful attitude of all staff, the gentle and sensitive way they interact with the residents. It has a lovely "family" feel."

"always being welcomed when we visit by staff. Being informed of anything we need to know about. Knowing that our relative is in the best of hands in a warm and caring environment."

Summary Resident and Family Satisfaction survey Nov 2017

R = Residents views

F = Family views

Categories	Excellent		Good		Fair		Poor	
<i>Care provided that is sensitive to your feelings</i>	R	50%	R	33%	R	16%	R	0%
	F	50%	F	42%	F	8%	F	0%
<i>Personal care given by staff</i>	R	24%	R	48%	R	27%	R	11%
	F	30%	F	40%	F	23%	F	8%
<i>Autonomy and choice</i>	R	18%	R	69%	R	11%	R	11%
	F	27%	F	45%	F	14%	F	8%
<i>Activities and lifestyle</i>	R	25%	R	59%	R	34%	R	11%
	F	21%	F	21%	F	25%	F	12%
<i>Medical and therapy services</i>	R	25%	R	45%	R	18%	R	22%
	F	25%	F	46%	F	10%	F	8%
<i>Accommodation and personal living areas</i>	R	44%	R	44%	R	11%	R	11%
	F	34%	F	48%	F	8%	F	8%
<i>Lounge/dining/outdoor areas</i>	R	24%	R	76%	R	0%	R	0%
	F	25%	F	46%	F	23%	F	8%
<i>Meals and dining</i>	R	18%	R	65%	R	13%	R	11%
	F	20%	F	55%	F	9%	F	9%
<i>Cleaning and laundry</i>	R	31%	R	63%	R	0%	R	0%
	F	40%	F	38%	F	9%	F	9%
<i>Communication and involvement</i>	F	34%	F	50%	F	9%	F	9%
<i>Wellbeing and overall satisfaction</i>	R	40%	R	56%	R	11%	R	0%
	F	48%	F	49%	F	9%	F	0%