

April 2009

Newsletter

Eckhart Tolle in his book "The Power of Now" shares this story:

A beggar had been sitting by the side of a road for over thirty years. One day a stranger walked by. "Spare some change?" mumbled the beggar, mechanically holding out his old base-ball cap. "I have nothing to give you," said the stranger. Then he asked: "What's that you are sitting on?" "Nothing", replied the beggar. "Just an old box." I have been sitting on it for as long as I can remember." "Ever looked inside?" asked the stranger. "No", said the beggar. "What's the point? There's nothing in there." "Have a look inside," insisted the stranger. The beggar managed to pry open the box. With astonishment, disbelief, and elation, he saw that the box was filled with gold.

I am that stranger who has nothing to give you and who is telling you to look inside. Not inside any box, as in the story, but somewhere even closer; inside yourself.

Each of us holds the most wonderful treasures within us. I love to discover the mystery that is each person. I think this is why I so enjoy the company of the people who live in the homes we provide. It seems to me that as people get older, each person's essence comes to the fore. People become open and real. They inspire me and enrich my life.

I took a few days off and did some thinking over Easter. Easter is all about new life. I am reminded that there is new birth in our lives time after time – a beautiful flower, a new child in the family, an exquisite shell found on the beach, a touch, a gorgeous smile, autumn leaves, holding hands, a moment of feeling close to someone.

Thank you for sharing your loved ones with us. Each person is very precious and I am committed to ensuring that each person is cared for in a very loving way.

With love

Alison Hume

News:

Operations Manager

I am very thrilled to announce that Kirsty Hart is now our operations manager of Admatha. Many of you will know Kirsty as she has been working at Admatha for a number of years. She has been working as our staff education co-ordinator. She comes to this new position with broad experience and heaps of enthusiasm. Please introduce yourself to her when you see her. She is the person to see if you are at all concerned about anything at all. Do not hesitate – you will find her very approachable.



Education Co-Ordinator

Simon Hamley has accepted the position of education co-ordinator. He is a registered nurse and has been working at Admatha. Many of you will already know him. He will be working with all staff, making sure they receive the training needed to care for your loved ones really well.

Business Support Manager

Len Hodge, previously our operations manager is now our business support manager. As such, he will mainly be assisting Alison and Jim in the operating of the business. This will be a big help.

Family Survey

Thank you very much for completing the family survey recently. We have now collated the data collected. Results are enclosed.

Eleven surveys were returned from Admatha Home and ten surveys were returned from Admatha Lodge. The results were very positive. Comments were very complimentary about the care.

As a result of the surveys, we are working on the following:

1. Diversional Therapy

We are very pleased to tell you that we now have the expertise and knowledge of Judy Cooper available for our Diversional Therapy team.

Judy has visited and met staff. She enjoyed meeting some of our residents also. She now coaches our diversional therapists once a fortnight offering exceptional skills and vast knowledge in diversional therapy. Judy Cooper led the work to establish the National Certificate in Diversional Therapy in New Zealand and is also the Manager of Motivational Therapies New Zealand.

We are honored to have her professional support and expertise on board.

2. Laundry

It has come to my attention that staff have stopped using the personal laundry bags that were purchased for each resident. The use of these will be reinstated. We will be ensuring that each resident has a bag. This means that small underwear items and socks will be put straight into the bag when clothes are removed. They will be taken to the laundry in the bag, washed and dried while still in the bag. The bag will then be taken to the appropriate resident's room. Only at this point will the bag be opened. The clean clothing in the bag will then be folded and put into the drawers. This should attend to the problem of small items of clothing going missing or going into the wrong resident's drawers/wardrobe.

We have three staff members delegated to wash woolens at Admatha. This should assist in having woolen clothing survive the wash. We do wash woolens in the washing machine on a special cycle. Please make sure that your loved one only has woolens that are machine washable. Any hand washing will need to be done at home.

3. Maintenance

I have asked our operations manager, Kirsty Hart to supervise our maintenance person more fully. We have a person here at Admatha each week to do maintenance.

4. Registered Nurse

Donna Jemmett our clinical manager has reinforced to our registered nurses the importance of making very regular contact with family members. I expect that you would hear from the registered nurse whenever your loved one experiences an incident, is unwell, is seen by the doctor, has a medication change etc. Please if you have a question or a concern, do not hesitate to initiate a discussion with the registered nurse in person or on the telephone.

5. Enclosed please find our complaints process and a complaints form. Do not hesitate to use this if there is anything at all that you are unhappy with or concerned about. Family feedback is very important to us – it helps us to improve our service. If you are unable to resolve a complaint, or are still unhappy in any way, then consider emailing me. My email address is hume.ali@xtra.co.nz. I definitely want to know if there is something you are still concerned about. Advocacy Services can be very helpful. Do not hesitate to contact them if you are in need of some assistance with a complaint. Their phone number is (03) 3777501.

Family Support

People with close connections to a resident of Admatha may find it helpful from time to time to share some of their struggles and joys with someone outside their immediate situation. Our family support person is available to you. She facilitates a monthly support group on the first Wednesday of the month at 11am, upstairs at the Home. Her name is Pam Barrett. I encourage you to be part of this.