

# *Kumeu Village Rest Home*

## Welcome to our Memory Assist House



## INFORMATION FOR FAMILIES

## ***WELCOME TO OUR HOME***

### **Philosophy of Care**

The care that we provide in this home is based on the principles supporting the Eden Alternative, together with the latest interventions in clinical and dementia specific care. The Elders in this home live according to what they see around them and do their best to make sense of it despite having no or little memory of how or when they came to be there. Their behavior is based on their perceptions and is driven by their current cognitive ability. We respect their decision-making. We do not tell or imply that they are wrong. Our mantra is 'Does it really matter?' – the important thing is that they feel comfortable, safe and reassured.

### **Visiting**

When you come to visit our home, you will notice a sign-in book on the table in the main foyer entrance. Please sign in and out, as in the case of an emergency we need to know who is in the home. You are welcome to visit at any time of the day and night and we encourage you to make this your home also, we only ask that you try and avoid lunch and dinner time as this can distract Elders from their meals (unless you book in prior and we can set up a table somewhere separately). Extended family and friends are welcome to join you and we encourage families to become part of our Care Team and to continue to take an active role in your loved one's life. A family/whanau room is also available for you to use for family time and if you need to stay over for any reason.

### **Personal Cares**

We encourage rehabilitation by empowering Elders to retain their independence and do as much as possible for themselves. Showers are offered daily. These will either be offered morning or evening depending on their preference. But at times the Elder refuses with reasons that make sense to them, for example:

"...I did not milk the cows tonight so I am not dirty", "I had a bath this morning before I left home". We respect their wishes always, but use diversional techniques to make sure their hygiene is top priority.

## Medical Information

Our clinical team have an open-door policy and encourage you to discuss any health, rehabilitation or clinical matters. As a medical team, we are committed to providing excellent quality care for your loved ones, either with medicinal support or alternative means to provide a happier and less agitated state of mind. Please do not hesitate to discuss any medical or health concerns with our Registered Nurses or our Clinical Manager, Alka. Alternatively, our on-site Doctor can be contacted during the weekly clinics or for an acute episode.

## Meals

If you would like to stay and have a meal with your Elder at our home, you are most welcome. Just let us know the day before or phone Reception directly. The cost depends on what you order from our menu. Lunch is the main meal of the day, served at 12pm onwards, and Dinner is served around 5pm onwards. Meals are offered with 2 choices or you are welcome to inform our chefs of meals your loved one may prefer, we are happy to accommodate meals choices. Items from our extra menu are available between 9am-11am, 1pm-4pm.



## Social Customs

Many of our Residents are used to having an alcoholic drink before tea or in the evening in their own homes. We are happy for them to continue this custom as long as it does not interfere with their medication.

Families are welcome to bring in a bottle of their favourite alcoholic beverage and we will name it and put it aside for that person. It is nice for Elders to sit over a sherry or wine or have a beer at the table with their friends. Happy Hours are put on some afternoons with drinks and nibbles served along with entertainment. Family are welcome to join us for a drink or help themselves to non-alcoholic beverages, tea, coffee, etc. kept in our communal kitchen.

## **Scheduled Activities**

Every month we produce a calendar of events. Copies can be picked up from Reception and are emailed to family members if an email address is supplied. There are often activities such as musical entertainment, arts, crafts, interest groups, bowls, games, etc., which Residents love to attend. It is sometimes difficult for staff to find one on one time to accompany all our Residents to individual activities. To broaden our Resident's experiences, we encourage family/ friends to take their loved ones over to the allocated lounge and enjoy the entertainment or activities with them if they so choose.

Other scheduled activities include; chimes, music and movement, church, exercises, flower arranging, preparation for parties/events, arts and crafts, games, walks, gardening, animal husbandry, entertainment, cooking, van trips, etc.

## **Unplanned Activities**

A large part of our crusade in the prevention of boredom, loneliness and helplessness is based around encouraging Residents to assist with the daily running of the home, and to partake in 'normal' activities of daily living – just as they would if they were still in their own home. Washing dishes in their own MAH Kitchen, meal preparation, folding linen, cleaning, caring for others, playing host, tending to animals and plants and making household decisions are all tasks that encourage independence, movement and improve communication, motivation and mood.

## **Can You Assist Us?**

We have built up a good resource of various games which have been donated. We have draughts, scrabble, Chinese checkers, bowls, quoits and some others. Pieces go missing regularly so donations of games which are no longer needed at home are very welcome. Knitting is an enjoyable activity for many of our Residents, so donations of needles, wool and crochet hooks are very useful. Also, if anyone has young plants or seedlings that can be donated so that we can hold regular planting sessions, we would be grateful for this. Importantly, if you have an idea or suggestion that you think your loved one may enjoy please discuss it with our staff. We also love when family and friends come in

to take different activities that their loved one enjoys, and share this with other Residents.

### **Reminiscing**

Some of our Residents have little or no short term memory. We do not ask nor expect them to know what they did even half an hour ago. However, their memories of their childhood are often clear and vivid. Therefore we aim to center our conversations around people/places/events from the past or else commenting on what is actually going on in the present. For example, play a game of cards or dominoes and talk about that, or go for a walk and talk about the garden. Round table discussions with a group of Elders can be very interesting; for example: talking about where they grew up, or their schooldays or rearing their family.

### **Incident Protocol**

Any time that your Elder is involved in a notifiable incident such as a fall or other accident, the first contact family member will be phoned as soon as possible. Records are kept of all phone calls to families, and all incidents or accidents are recorded and held on file.

### **Evening Agitation**

Also known as Sun-downing, this is a tendency to become emotional and agitated in the evenings. It often takes the form of wanting to go home to Mum, looking for the children or spouse, or just feeling lost. There can be hallucinations of seeing people from their past or disturbing events can replay in their minds. Packing up of belongings is a common symptom, or wanting to look up phone numbers of family so they can ring and be collected. The Elders are given reassurance and support if they are ever agitated.

While Elders are encouraged to have their own belongings and furniture around them in their rooms, too many items or an excessive number of clothes can complicate the sun downing behavior and also it can be difficult to ensure that they stay in the correct room.

## Comfortable Behavior

This is what we like to see, it shows that the person is feeling 'at home'. However, it may not be what you are used to seeing them do previously/normally.

For example, a Resident:

- collecting a pillow for another Resident asleep at the dining table
- asleep on someone else's bed
- sweeping or vacuuming the floor
- leaning on the kitchen counter peeling an orange
- carrying an armful of clothes or a blanket around
- making (or stripping) someone's bed
- talking and tending to a baby doll
- washing up
- serving food to another Resident



## Things Go Missing

This is a fact of life in our Home. There are many reasons, but basically:

1. Residents do not remember where they put it; the item could be in any room in the house.
2. Another Elder may have picked up the item and taken it to their room or be using it.
3. They have put it away in a 'safe' place in their own room.

Permanently naming everything greatly helps the staff to restore items to the right person. Some Elders go into other rooms and find clothes that they like to try on. We do try to oversee this and clothing items are usually sorted out and returned to their rightful owner at the end of the day. It is helpful if families can check wardrobes and drawers when they visit the room of their Elder and bring out items which do not belong there or take home items which require mending. It is not advisable to bring valuable or fragile objects into Memory Assist House.

### **Tips for Awkward Moments**

When you are visiting Memory Assist House you may find that other Residents will be attracted towards you. They will perhaps want to sit nearby and talk to you, and ask questions they may even want to hug or kiss you as they would a loved family member or friend visiting. They usually believe that you are visiting their home, or that they are visiting your home, and behave accordingly. If you are finding the situation difficult just refer to a staff member. If you desire privacy it is best to move to a quiet area, to your Elder's bedroom, or out of MAH.

### **Promoting Independence**

Allowing the Elders in Memory Assist House to live their lives as normally as possible may carry more risk than a traditional institutional home model. The doors to the garden are open to allow walks in the fresh air. We encourage use of walking aids but do not insist on their use. Some Elders are able to make their own hot drinks. Food preparation can involve the use of sharper utensils. However, this type of activity generally involves a low degree of risk of harm. We do our best to ensure this is balanced against the positive benefits of independence and meaningful activity. Our philosophy in the Home is to provide an environment where people can go on living their lives as fully as possible. We also encourage the use of protective clothing – such as hip protectors (which can be purchased via our registered Nurses) to reduce the risk of hip fractures as a result of falls.

### **Family/Friends Support**

Having a family member needing to live in a memory assisted unit can be distressing and difficult for everyone involved. We have set up an informal relaxed support group for families and community members living with and caring for people with dementia. If you are interested in being part of this – please let one of our care team know or talk to Reception.

## *Finally.....*

It is the aim of Our Home to enable our Elders to go on living their lives with love and support around them. We view our role as 'Care Partners' alongside the Elder, their family/whanau and friends – and recognize that everyone's input is vital in ensuring we create an environment where our Elders can live their best life. We warmly welcome you to the Memory Assist House, Kumeu Village family.

Kindest regards,

## *The Memory Assist Team*



## THE EDEN APPROACH

The Kumeu Village Care Philosophy is based on the Eden Alternative Principles. We are aiming to work through the pathway to becoming an Eden Registered Home.

- The ten principles of the **Eden Philosophy** are listed below.
- Each is followed by an explanation of how they are supported within **Memory Assist House**.
- There is also a 'you may see' section for each with examples of how you may see this principle in action with the special **Kumeu Village flavour**.

Principle 1     The three plagues of **loneliness, helplessness and boredom** account for the bulk of the suffering in a human community.

The home is designed so that the Residents are drawn out of their rooms to sit with others and participate in joint activities. We run it as much as possible as a family home so they can join in the normal daily tasks and feel they are contributing by doing meaningful activity. As well as planned recreations, spontaneous things happen as the mood or moment dictates.

*You may see – staff and Elders dancing together – an impromptu tea party organized by the Elders only half an hour after the 'official' afternoon tea – an Elder breaking into song at the dinner table.*

Principle 2     Replace the institutional point of view with a **Human Habitat model** where life revolves around close and continuing contact with plants, animals and children. It is these relationships that provide young and old alike with a pathway to a life worth living.

Families are encouraged to treat Memory Assist House as if it were the home of their Elder. Visitors are welcome any time, children and babies are to be shared around. We will have a vege garden in a raised bed also a flower bed in the courtyard for ease of tending.

*You may see – Elders coming in from weeding with muddy fingers – droopy flowers lying on a shelf – bread thrown out to the birds – the cats looking*

*surprised at the pile of carefully crumbled bread which has appeared in their bowl – a group of ladies gathered around a visiting baby singing a lullaby.*

Principle 3 Loving companionship is the **antidote to loneliness**. Elders deserve easy access to human and animal companionship.

The Elders are always supported in their efforts to be in contact with their surroundings and with each other. The staff take the time to be friends and accept as well as give care.

*You may see – one Elder feeding another at the table as though she was feeding a young child – two Elders walking hand in hand through the garden in the early evening – two friends skillfully deadheading roses together – an Elder sitting on the couch stroking the cat – someone’s grandson teaching an Elder to play an electronic game – a group of Elders and staff having a discussion about how Easter was celebrated in their childhood.*

Principle 4 An Elder centered community creates opportunity to give as well as receive care. This is the **antidote to helplessness**.

During their daily cares the Residents are encouraged to do as much for themselves as possible, under supervision where necessary. They choose where they want to be and what they want to do. Their natural inclination to help one another is encouraged. Unless there is a danger to themselves or others there are no restrictions.

*You may see – your Elder wearing a cardigan upside down – combing another person’s hair – handing around a plate of biscuits – feeding a pot plant with a cup of tea – an Elder having his back rubbed with enthusiasm by two others.*

Principle 5 Create an Environment that is varied and spontaneous in which unscheduled, unexpected or unpredictable interaction can take place. This is the **antidote to boredom**.

Because of the special nature of the support need in Memory Assist House this is very important. There is no immediate past for us here. The present is often placed 50 or 60 years ago when Mum was expecting us home for tea. The

communication is therefore based on one of three topics. 1. The commonplace and recognizable activity such as food preparation and other household tasks. 2. Entering into their reality with reassurance. 3. Using humour and recreation. *You may see* – A walker piled high with belongings ready to be collected ‘by taxi’ to take them home to Mum – all their knick-knacks carefully wrapped in hand towels – a Resident looking through the phone book for their Mum’s phone number – an Elder laying the table for tea at 3.30 in the afternoon – a group suddenly gathering around the piano where a visitor has sat down to play.

Principle 6      Meaningless activity corrodes the human spirit. The opportunity to do things we find **meaningful** is essential to human health.

As much as possible the Residents are encouraged to participate in the normal pattern of running a household. They are given an opportunity to hold onto the skills they have by daily practice. Giving is a gift to the giver as well as to the recipient. Staff welcome the opportunity to learn from the Residents.

*You may see* – an Elder pick up a broom and begin sweeping the dining room floor after a meal – another may stack the dishes on the bench – another begin to wash the dishes in the sink – another wipe the tables down – another sit comfortably and take out her knitting.

Principle 7      De-Emphasize the role of medication and work to pursue a holistic approach to **understanding needs**, rather than managing problems.

We understand the confusion and fear and feeling of being lost and abandoned. We know the importance of hugs and reassurance when we have these emotions. TLC is always the first remedy and is often enough. Memory Assist House tries to keep anti-psychotic drugs to a minimum so that Residents can experience and enjoy their life to the maximum.

*You may see* – your Elder suddenly become tearful when you are about to leave – a sudden act of aggression – a Resident banging on the door – staff gently distracting them – frequent cups of tea served with reassurance and love.

Principle 8 An Elder-centered community honours it's Elders by de-emphasizing top-down bureaucratic authority, seeking instead to place the maximum possible decision-making authority into the hands of the Elders or into the hands of those closest to them. **Empower teams** to make decisions and find the answers.

Memory Assist staff form close relationships with all the Residents and welcome input from families of the Elders. All information and all concerns are recorded and acted upon either by the staff or management or the nursing team.

*You may see – staff at handover times discussing each of the Residents and their emotional and physical wellbeing on that day – staff will record any concerns or messages from you, the families, in the communications book so all of the team can become aware of them.*

Principle 9 Creating an Elder-centered community is a never-ending process. Human growth must never be separated from Human life.

Kumeu Village management is committed to educating the staff on the Eden Philosophy and also takes this a step further by supporting the Spark of Life movement. Spark of Life is a way of nourishing the life in people needing memory support. We see our Elders as people who deserve our respect, admiration and love. We listen to them with our hearts and we attempt to nourish their souls.

*You will see – sparkling eyes and genuine interest in life. You will see LOVE.*

Principle 10 **Wise leadership** is the lifeblood of any struggle against the three plagues. For it, there can be no substitute.

We are very lucky to have leadership which has driven the development of Memory Assist House from the beginning. Our home was purpose built and the care team is given a thorough induction prior to starting in their roles. Staff education is ongoing and fully supported by management.

*You will see* – staff qualifications on the board by the front door. A passionate and caring team of people all working with the best interests of the Elders in mind.

*What we like to see* – new Residents ‘unfolding’ as they settle into Memory Assist House – taking on responsibilities such as checking the doors to the garden are closed and the curtains drawn in early evening. Rearranging the furniture so they can settle down in front of the hearth or TV. Browsing the bookcase and choosing a book of poetry to delve into for the evening. Elders reclaiming their lives.

*You will see* – a household full of strong individualistic Elders going about their daily living, making the same kind of choices, and carrying out many of the tasks that they were used to in their own homes.

We look forward to sharing our Eden journey with you and welcome your suggestions, ideas and feedback and hope you will enjoy becoming part of our extended family.

### ***From the team at Kumeu Village***

