

## LODGE RESIDENT FAMILY (WHANAU) MEMO

In this memo (panui) is:

- Information about the Certification Audit – 26 and 27 March
- Invitation to the Lodge Resident Whanau Meeting 17 April at 3pm
- Seasonal influenza Vaccination 11 April
- Coffee Club – second Tues of month
- Well Elder Counselling Service
- Reminder to raise any issues or concerns you have.

### Certification Audit on site next week 26 and 27 March

Auditors will be on site next Tuesday and Wednesday checking our compliance with the Aged Related Residential Care Contract and Nga Paerewa Health and Disability Sector Standard 2021.

The auditors will be on site for two days and can check on over 200 criteria under the following groupings – resident rights; workforce, quality and risk; resident care (pathways to wellbeing); safe environment; infection control; and restraint elimination.

One auditor will spend a lot of time looking at our Quality and Risk Management Systems – including how we manage feedback, monitor health and safety etc. The second auditor is very clinically focused and will observe handover between shifts, observe medication rounds, review clinical records, incident and care planning.

The clinically focused auditor likes to meet with residents and families – to hear directly how you find our services how you find the services. The draft audit plan has these interviews occurring on Tuesday morning approximately between 10am and midday.

**Invitation to Lodge Resident Whanau Meeting 17 April at 3pm in Main Dining Room opposite reception.**

This happens face to face (kanohi ki te kanohi) twice per year in April and October.

In this meeting we will share the results from the Resident Whanau Survey at the end of last year. Update you on the Certification Audit findings and any actions we need to take.

It is an opportunity for you to hear what we are doing and to ask questions, make suggestions for improvement. Last year we started Resident Only meetings,

facilitated by the Lifestyle and Leisure Manager where we update residents on what is occurring in the Lodge and asking them what things we can do to improve their stay with us. We will be able to share with you what we have done with their feedback.

We will update you on the progress with the Totara Wing build. You will also have the opportunity to speak with and ask any questions of: Yvette - Activities Lifestyle and Leisure Manager; Sinan Executive Chef; Shyamli Clinical Manager.

## Seasonal flu vaccination for residents on 11 April

Seasonal influenza is a serious illness which kills over 500 people each year. It is possible to have the influenza virus in your nose or throat, be free of symptoms, and pass it onto others.

We operate an opt out system for flu vaccination. If you DO NOT want your family member to receive the flu vaccination, please let the Clinical Team Leader or Registered Nurse know by Friday 5 April 2024.

On 11 April we will be offering all Lodge residents vaccination against seasonal influenza. The pharmacist from Kapiti Lights Pharmacy and vaccinates all residents unless we have heard back from you if you are choosing for your family member to 'opt out' of vaccination.

## COVID booster will be in May

Every six months we offer a COVID booster to staff, residents and regular visitors. We last boosted in November 2023, therefore we will be offering COVID vaccination in May. I will send an email update closer to the time when the date is confirmed.

## Build of Totara Wing has started - slowly

I am sure when you visit the site you can see the building site that will be Totara Wing. Totara Wing will have 14 care suites that will join to the Matai Wing. It is planned to take 12 months to complete. The site map and building plan remains at the back of this memo for you to refer too.

Residents in Kauri now have much more limited access to the garden and the perimeter fence is solid wood. The COVID cases has delayed the 'Paint the Fence' project until April. If you have time or resources (old paint, brushes, drop clothes) or skill (artistic flair) please get in touch with us as we are keen to have residents, staff and whanau contribute to the design and painting of the fence.

## COVID cases

Thank you for your cooperation wearing masks over the past two weeks. We only had two residents and two staff who tested positive for COVID. The COVID positive residents are now symptom free and the staff are now back at work.

That the infection did not spread is credit to quick recognition and isolation of the positive residents, your cooperation, and staff action with additional cleaning and mask wearing. As we are not able to effectively isolate residents in Kauri House (dementia unit) the staff working there wore full PPE for the two weeks (N95 masks; gowns and gloves).

## Clothes labelling

For those of you who do not know because the labels are now generated in-house we are not currently charging for this service. A reminder if you are bringing in new clothing items for a resident please put them in a bag and clearly write which resident they are for.

## Coffee club – second Tuesday of Month

We know the transition from being at home to move into permanent care can be challenging and takes time to adjust for both the resident and family.

We have a Resident Family Coffee Group. The purpose of this is to offer fellowship and social support to the family members of our residents.

The Resident Family Coffee Group  
meets on the second Tuesday of the month at 10am  
in the Apartments East Lounge.  
All are welcome.

If you want to know more contact either Lorraine Patchett 021 1611 433 or Lesley Williams on 021 0609692

## Well Elder Counselling Service

*Well Elder Counselling Service* provides confidential professional counselling for older people to help work through challenges as we age. Challenges such as relationships, loss of friends and family, where we live, memories, coping with the daily demands of life, anxiety, grief, or depression. Their service is often free, and they can be contacted on (04) 380 2440 or Email [administrator@wellelder.nz](mailto:administrator@wellelder.nz)

## Talk to us if you have any concerns

We know from time-to-time issues can arise, or you may have questions, or concerns. We have an open-door policy, so please pop in for a chat, or ask your questions.

We would much rather know something is bothering you early, so we can intervene, explain, or resolve things while they are small.

If you cannot find someone you can send us an email or fill in a Feedback Form (at the nurses' stations and in the main corridor beside the green feedback box). You can even ask a staff member to fill in a Feedback Form with the request that we contact you.

## What matters most – it is people

I am constantly reminded that it is the caring relationships we have with residents and their families and our staff are the most important thing for the Trust. There is a Maori whakatauki (proverb) which sums up very well

*Q: He aha te mea nui o te ao | What is the most important thing in the world?*

*A: He tangata, he tangata, he tangata | It is the people, it is the people, it is the people.*



HOW TOTARA WING WILL SIT ON THE SITE



# FLOOR PLAN OF TOTARA WING

