

VILLAGE NEWS

The official newsletter of Fendalton Retirement Village



Hello Everyone

Welcome all to a new year here at Fendalton Retirement.

I know some of you got to visit family and friends over the holiday period which was wonderful for you to spend time with loved ones.

We warmly welcome our new residents from Elmswood Rest home who have joined us over the last couple of weeks. We love having you here and we hope you are settling in well.

We have some more residents arriving from Elmswood over the next few weeks plus some new residents from our own Fendalton Villas.



Village Activities

Kia ora koutou and welcome to a new year from the Activities team!

November was a fun filled month, as we celebrated Race day with a sizzling BBQ, drank bubbles as we watched the race live and cheered for our favourite horses! Our outfits vied with those competing in fashion on the field, our very own Felicity was actually on the catwalk and whilst she didn't get placed, she was definitely a winner in our eyes.



We also experienced the charm of the countryside with a visit from some newborn lambs in our lounge. Then off to Elmswood to take part in a farm visit where we had an opportunity to get up close and personal with fluffy bunnies, goats and Llamas and other loveable creatures. There were lots of cuddles and smiles.

Goulish goblins, enchanting witches and spooky skeletons showcased our resident's creativity and ability to dress to impress during Halloween. Prizes were won and lots of candy was eaten. We were surprised to find that Halloween actually started amongst the Celts of ancient Britain and Ireland and not in the US!



Christmas came and went with much cheer and goodwill and the usual overdose of Christmas carols! It was wonderful to welcome families back to the facility for our Carols and Cake evening. The turnout was tremendous and we all felt the Christmas spirit returning to our home after the difficult COVID years. Christmas parties, brass band concerts and church choirs helped make this a truly memorable time at our retirement village.



We've had a busy time since the start of 2024 and It's hard to believe how time marches on. We have lots to look forward to in the coming months including a trip to Maxine's restaurant to celebrate Chinese New Year . We kicked off the month with outings to the beach, Spencer Park and Redcliffs and an "Around the World" themed lunch. It was great to see so many residents dressing up and sharing knowledge of their cultures and food. A visit to a Buddhist temple was also a highlight. Our residents have also planted a garden and George is currently doing his best to keep the aphids at bay.



Complaints and Compliments Process

We welcome all feedback as it ensures we continue to provide a high level of service. There are several ways you can do this:

Complaints, Suggestions & Compliments forms can be found in the Community Centre, the entrance areas for the Hospital and Apartments, or at reception in the Rest Home. Alternatively, you can speak to Julie Currey (Facility Manager) or one of our senior staff who will pass it on for investigation.

We will respond in 5 working days, and if investigation is required will advise on the outcome within 15 further working days. All complaints are reported to our Quality & Risk committee, and are audited by the Ministry of Health.

Compliments are gratefully received and are recorded in our staff newsletters.

We are committed to working to a high standard at Elmswood and strive to always meet the Health & Disability Commission's Code of Rights.

If you are not happy with the services and support you receive, you can:

1. Talk to the person you are not happy with.
2. Ask your family member or friend to help you make a complaint.
3. Call 0800 55 50 50 and ask for a health and disability advocate or email advocacy@advocacy.org.nz
4. Call 0800 11 22 33 to make a complaint with the Health and Disability Commissioner.



"Use It or Lose It" Clinical Advice

I'm sure you have heard the phrase "Use It or Lose It" once or twice before. This stems from the growing scientific evidence that supports the benefits of exercising. Exercising not only promotes strength which we need to sustain our independence, it also helps heal our brain cells and promote our memory! One of the best exercises an older adult can do is the simple sit to stand from a chair or simply go for a walk. So go ahead, take a stroll and take your neighbour with you.

With Summer and hot weather here, it is the perfect time for tummy bugs like Norovirus to thrive. Our key infection control procedures will help limit any spread; with hand hygiene being the most effective method of controlling these. For any visitors, please remember not to enter our facility if you are at all unwell.

The Code Of Rights

The Code of Rights sets out your legal rights as a consumer of health and disability services with a purpose to provide protection and quality of service for consumers.

There are 10 rights in the Code of Rights and a poster of these rights is displayed at each of the entrances to the main building and at the Community Centre.

The 10 rights are:

- 1: The right to be treated with respect.
- 2: The right to freedom from discrimination, coercion, harassment and exploitation.
- 3: The right to dignity and independence.
- 4: The right to services of an appropriate standard.
- 5: The right to effective communication.
- 6: The right to be fully informed.
- 7: The right to make an informed choice and give informed consent.
- 8: The right to support.
- 9: Rights in respect of teaching or research.
- 10: The right to complain.



Retirement Village Code of Practice

When a resident purchases a Villa, Apartment or Studio they are protected by the Retirement Villages Code of Practice (CoP) which sets out the minimum requirements the operator must meet, or ensure are met, to fulfil their legal obligation under the Retirement Villages Act (2003). The code contains information that improves the residents protection and awareness, and provides a minimum standard that the operator must achieve or exceed.

A Word From Our Gardener

It's Summertime in the Fendalton Gardens!

I hope you all had a wonderful Christmas and New Year. With the new year kicking into gear, we are back to trimming and our other summer maintenance jobs in the gardens around the village.

Mark can be seen with his knapsack sprayer on his back, whether he's spraying weeds, the lawns or the roses. The early still summer mornings are perfect for this. Deadheading the roses is a huge challenge this time of year and keeping on top of them is quite the mission.

The Summer bedding plants have done so well this season, particularly around reception where we have added the lovely red geraniums to the beds at the entrance to the facility from Chepstow Avenue.

The gardening team have just put our bedding plant order in for next Summer. It's a pastel theme (my favourite!).

I hope you are all managing to keep cool on those very hot Summer days.

Mark and the Gardening Team.



Puzzle Corner

Word builder

How many words of 3 or more letters including plurals, can you make from the 6 letters below, using each letter only once? No foreign words or those beginning with a capital are allowed.



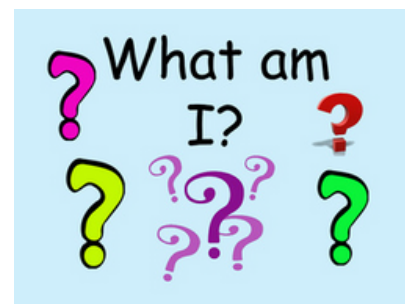
N M T E M O

Good - 10 Very Good - 15 Excellent - 17

Riddles

I jump when i walk and sit when i stand, what am i?

A kangaroo



If two fathers and two sons are in a car, yet there are only three people in the car. How can that be?

A grandfather a father and son.

What breaks but never falls, what falls but never breaks?

A Day and Night



		3		9		6	2
6		8	1		2		7
2		1			4		
			8		1		4 5
	1		3	4		7	6
4				5	6		1
						9	1 3
3			9	1		6	7
1	7			8		2	4

Fill each row, column and square with a number 1-9 with out repeating any number within the row, column or square