

Official publication of Age Concern Wellington

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OFFICE HOURS:

9.30am - 4.30pm Mon - Fri

Autumn 2017

**Age
Concern**

Wellington

He Manaakitanga
Kaumātua



Serving the needs of older people



Executive Officers Report

As I write this message the sun is streaming down outside, Wellington is full of tourists from two cruise ships in port and for a brief time it is possible to forget how wet and cold much of January was. The reopening of our office each January brings with it many phone calls from clients who have been lonely or have experienced some form of abuse over the holiday period, exacerbated this year by the aftermath of the earthquake. We are privileged to be able to help.

This edition contains a range of articles that cover an assortment of topics - forgetfulness, the new science of aging, a story about a conman who came to stay - a reminder to be on guard against plausible stories, security and a profile of one of our volunteer visitors. We hope you will enjoy the articles as much as we enjoy bringing them to you.

Our volunteers are the core of our visiting service and the time each visitor puts in to a weekly visit to one of our clients adds up over the course of a year to well over 4000 hours. We are always on the lookout for others to become visitors so if you can spare an hour a week we would love to hear from you.

If you are reading this and are not able to help as a volunteer, I would urge you to consider supporting us financially as a member or a donor. Nearly half our costs have to be met from donations, membership subscriptions and whatever grants we are able to secure each year. Every small contribution makes a difference.

Enjoy the sunshine while we have it.

Marion Cowden
Executive Officer



THE AGE CONCERN WELLINGTON CHARITABLE TRUST

Exists to enhance the wellbeing and interests of older people in the regional district of Age Concern Wellington (Inc), being generally the Wellington, Lower Hutt, Upper Hutt and Porirua territorial areas. The Trust will support provision of advocacy and services to older people in need of assistance and not reasonably addressed through conventional means.

The Trust seeks to create a strong capital base from which it can further its purpose in the short and longer term. This can be achieved through gifts and bequests.

INSTRUCTIONS TO YOUR SOLICITOR

To give a Bequest to The Age Concern Wellington Charitable Trust. Instruct your Solicitor to prepare the necessary documentation for a gift or bequest.

'I give to Age Concern Wellington Charitable Trust, PO Box 11-108, Manners Street, Wellington for its general purposes.'

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We hope you enjoyed the festive season and are looking forward to a busy fun-filled year ahead. Well, it certainly will be if you join us on a Driving Miss Daisy Outing!

At Driving Miss Daisy we can help with a lot more than simply driving you to appointments, or getting you from A to B. Soon after launching our service in 2009 we discovered that our clients wanted more than just the practical service that we offered - they wanted to continue with social activities, meeting people and having fun. So, we decided to add Outings to our service offering, and it is now one of our most popular and appreciated services.

If you have an outing that you'd like to organise we can create a tailor made experience for you. Perhaps you might like a trip down memory lane to, or a visit to a particular art exhibition or movie. Other quintessential outings might be enjoying an ice cream at the beach, a walk through a botanic garden or enjoy a local rugby game. You might even like to round out the experience with coffee or a meal at a café.

Many of our clients gather together a friend or two to share the experience - there's always plenty of fun to be had!

Driving Miss Daisy also regularly organises Outings for individuals to join - if you're interested in hearing about our upcoming Outings we'd love to hear from you. You'll have a wonderful time and these Outings are a fantastic way to meet new people.

Driving Miss Daisy is committed to helping our clients get out and about, so you can live life to the full and enjoy every moment. Remember that many of our franchise owners have fully equipped Wheelchair Vehicles, and all our vehicles can fit a fold down walker or wheelchair which is no problem at all. If you have an Outing you'd like us to co-ordinate for you please call us today to discuss - we look forward to seeing you soon.

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Lower Hutt - Andrew Dykes
(04) 568 2254 027 280 0668

Mana-Porirua - Jo Rangiwai
(04) 235 7985 021 503 520

Wellington North - Ange Morris
(04) 478 5535 021 256 6902

Wellington East - Ermanno Lubich
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“The Conman who came to stay” *

This was the front-page headline that appeared in the Dominion Post last month.

A 77 year old on the run from police charmed his way into several women’s lives and houses and although he promised to pay rent, he never did and they were all left out of pocket.

There was always a sob story to introduce himself with - his apartment had been flooded and he needed a place for a few nights, or his apartment had been damaged in the Kaikoura earthquake. He said he had insurance payments for his accommodation and that he could pay it to them instead. He never did and as soon as any doubt was cast on his stories, he disappeared and quickly moved on to his next victim.

This is different from internet romance scams where the scammer, often a young male in Nigeria, spends months grooming the older person before moving in for the kill with the sob story - the emergency requiring the secret transfer of a large sum of money which is never seen again.

This scam is in person, and although we the reader might think “why ever did they fall for that?” remember that conmen are instinctive psychologists and know which buttons to press. We are all flattered when someone says something nice to us and we all like to be loved and cared for. And we all like to be helpful, to think we are helping a poor soul in need.

(A similar in-person scam is the helpful person who knocks on the door and offers to do gardening. One notorious such gardener in Wellington’s southern and eastern suburbs would first befriend the older person, then move in with the sob story of hungry children or large unpaid power bills because of family illness.)

How can you protect yourself from these cons? This is difficult for those of us who believe firmly in the Good Samaritan principle that we help those in need.

I think it’s important not to rush into any decisions. Think through the implications of what you are about to do.

Talk it over with someone you know and trust - they might see the red flags that you might not be in the right head space to see. I’ve just read a book called *Wilful Blindness*** , and the author says that in the early state of infatuation, we all tend to close our eyes to any faults in the beloved, or minimise them or believe that love conquers all.

If this was your daughter coming to you with this story of what her boyfriend wanted her to do, what advice would you give her? What aspects of your daughter’s story would worry you most and does this apply to what is happening to you?

What would your father or husband say about this man if they were around to advise you?

What would be the implications for you if you never saw the money again? One of my mantras in discussing financial abuse with people is that “your money is yours to use.” Could you absorb a large loss of finances?

Consider some counselling for the issues that it has thrown up. Do you need more company or more meaningful activity in your life? WellElder is a superb service in the Wellington/Porirua area set up specifically for older people and there are also good services in the Hutt.

Phone me at Age Concern if you want to talk it through. I might be able to see the red flags that you are minimising.

Sheila Reed
EAN Coordinator

*Dominion Post 9/2/17

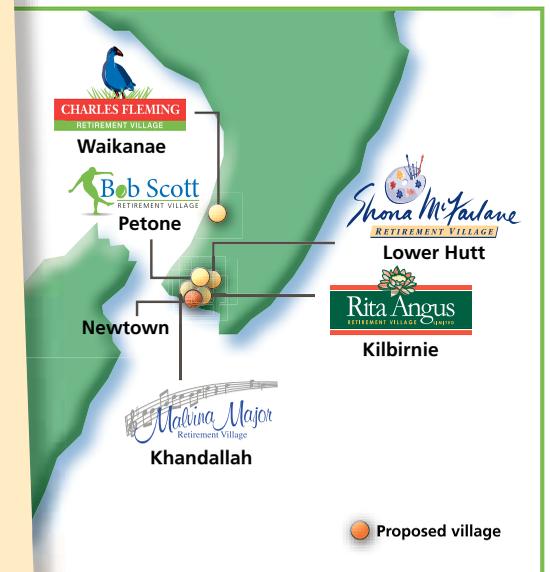
** *Wilful Blindness* by Margaret Heffernan



6 Friendly Villages

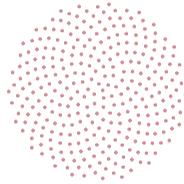
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WELLEIDER WORKS



WellElder is a specialist counselling service for older people in Wellington, Porirua and Kapiti.

SLEEP

Research is clear that older people frequently experience increased problems with sleeping.

WellElder counsellors often hear comments such as “Older people don’t need much sleep” or “At my age, I can’t expect to sleep well.”

But research also shows that older people continue to need at least the same amount of sleep as they have had in the past, in order to feel good and function well.

We all know the slightly spaced-out feeling we have after a poor night’s sleep, with our concentration affected and our well-being and energy-level impacted. So, if our sleep pattern continues to be disrupted, and we begin to dread the night hours, what can we do?

The starting point is a health check with your doctor. It is important that any underlying health problems

which may be contributing, are first addressed. Sometimes medications taken for chronic illnesses, for instance, have a stimulating effect, and there may be a less arousing alternative.

The use of “sleep hygiene” - a series of measures designed to promote good sleep - is the next step. The basic concept of sleep hygiene is that sleep is affected by what happens during the day and evening. Key areas to consider are food and drink, light exposure, exercise, regular sleep routines and the sleep environment.

Food and Drink

It is recommended that people go to bed feeling neither hungry nor over-full - heavy, spicy meals just prior to bedtime are to be avoided.

Cutting down of caffeine consumption can also be helpful. Many people are unaware that in addition to coffee, caffeine is present in tea, chocolate, cocoa and many soft-drinks. Limiting a small amount of caffeine to the mornings and substituting caffeinated drinks with decaffeinated coffee and herbal teas in the afternoons, can be helpful.

Alcohol is often regarded as a sedative, but the soporific effect is only at the beginning of the sleep period. As the night progresses, alcohol can be disruptive to sleep. Consider having just one drink in the evening, and no alcohol within three hours of bedtime.

Light Exposure

Light exposure, particularly in the mornings, is extremely important in regulating the sleep-wake cycle. Getting outside into full spectrum light (without sunglasses) in the mornings is ideal. If this is not possible, open the curtains wide and turn on the lights.

Exercise

Regular exercise and good sleep are co-related. 150 minutes of exercise per week is proven to be beneficial for health generally - regularity in this, as in other sleep-related behaviours, is the key. Late afternoon is an ideal time for exercise, as the consequent rise in temperature, followed by a subsequent drop 5-6 hours later, is beneficial.



However, any regular pattern of exercise is likely to be helpful, with walking, aqua-jogging, and cycling on a stationary bike. Yoga and tai chi are gentler forms of exercise, and the social opportunities from being involved in a group, are also beneficial.

Sleep Scheduling

How we schedule sleep also has an impact on its quality and quantity. There is evidence that the daily sleep cycle shifts forward with ageing, with people tending to go to bed earlier and getting up earlier. However, most people do not want to go to bed especially early, and finding stimulating activities to do in the early evening is often key to not dozing off. Watching TV with low lighting is a sure recipe for evening dosing, and this takes away from the need to sleep at night. Turning on bright lights, moving around during advertisement breaks, and sitting upright, all help us stay alert until bedtime.

Having a regular bedtime routine of pleasant relaxing activities, such as doing gentle relaxation exercises, or reading, act as a learned stimulus for sleep, and make for a transition from wakefulness. The idea is to re-establish sleep time as enjoyable.

Sleep environment

The environment should not be overlooked. Beds should be a cue for sleep, not conflicting wake-inducing activities. The bedroom temperature should be dark and quiet and the temperature comfortable and not too hot. We need to feel safe in bed, and clocks should not be visible.

And what if we wake during the night?

The idea is not to try too hard to get back to sleep, but just to allow it to come rolling in. Worrying in the night is a sure way of not getting back to sleep

- everything feels worse in the dark. Worrying about not sleeping compounds the problem!

Instead, get out of bed and do something quiet and non-stimulating until you are sleepy again. (Listening to talk-back radio probably does not come into this category - most people find it too agitating).

If worries keep intruding, note them down, and undertake to look at them in the morning.

Practising some breathing and relaxation exercises can be helpful to slow down your mind and induce sleep.

And if you would like support in addressing sleep difficulties or troubling thoughts and feelings, WellElder counsellors are available to give a hand.

Did you know...

- The average person falls asleep in 7 minutes
- 85% of plant life is found in the ocean
- 11% of people are left handed
- Lemons contain more sugar than strawberries
- Dreamt is the only word that ends in mt
- Toilets use 35% of indoor water use
- Koalas sleep around 18 hours a day
- The croissant was invented in Austria



Quality Care In Your Home

Staying at home in your later years is now an affordable and safe option thanks to the care and support Care on Call provides.

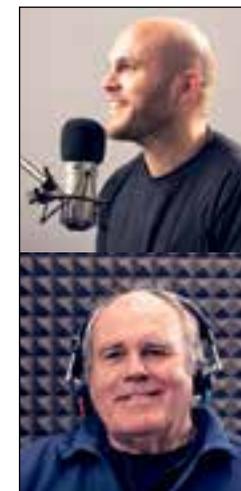
From a couple of hours of help around the home per week to full time care Care on Call has experienced, trained and thoroughly screened carers available to cater to your unique needs.

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The New Science of Ageing - looking and feeling younger

Professor Elizabeth Blackburn jointly won the 2009 Nobel prize for physiology or medicine with her work on telomeres. Telomeres are part of our chromosomes and can be likened to the protective plastic tips at the end of shoelaces (aglets) that keep our genetic material from unravelling, which is what leads to disease and premature ageing. Good cell renewal in our stem cells promotes health and feeling young - if cells don't have telomere maintenance the telomeres shorten and die. Professor Blackburn believes that it is our power to slow the cellular rate at which our body's age, thereby extending our youthfulness and reducing our risk of diseases such as cancers, diabetes, cardiovascular and Alzheimer's.

Chronic stress has been well documented as nibbling away at our telomeres, but it has also proven that negative thinking compounds the damage. So if you are always moaning about your awful luck, or assess yourself unkindly when looking in the mirror, you are biologically hastening your ageing. Behaviours to promote good mental health include focusing on what's in front of you and also distancing your thoughts from your negative emotions.

Traditional yoga that involves chanting and tapping fingers, kirtan kriya exercise has near miraculous effects. A UCLA study of people caring for a relative with dementia found that their telomerase increased by 43% after they practised it for 12 minutes a day for 2 months. The control group listening to soothing music boosted their telomerase by a piffling 3.7%.

It's no surprise that 45 minutes of cardiovascular exercise three times a week is good for

telomeres - even if people were under severe stress just 15 minutes of exercise - enough to break out in a sweat, was enough to substantially buffer the shortening or the effect on the telomeres.

Professor Blackburn lists a number of ways to hold back the years

- Keep calm - persistent anxiety shortens telomeres
- Don't internalise the bad stuff
- Be more responsible - linked to having good impulse control
- Don't be self critical
- Ditch bad relationships - toxic friends really are toxic
- Have more sex



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- Get to know your neighbours better
- Surround yourself with nature - leafiness is good for telomeres. Use sunblock outdoors.
- Retain a sense of purpose
- Go easy on cleaning products - cut down on exposure to pesticides and chemicals, so choose natural products if possible
- Break sweat
- Don't just pump iron - weights and resistance exercise should be in addition to cardiovascular workouts.
- Don't do too much - no need for marathons
- Don't worry about flabby limbs - improved metabolic health is more important than being thin.
- Avoid processed food - especially salami, pepperoni and eat bacon only occasionally. Also avoid food from vending machines - fizzy drinks, crisps, chocolates, sweets etc.
- Have that glass of wine, alcohol is fine in moderation as is gluten and dairy.
- Order an espresso - no need to suffer the hot water and lemon, a study found that up to 4 cups of caffeinated coffee a day increased telomere length and lowered oxidative stress, as did green tea
- Up your Omega-3 - oily fish, nuts, flaxseed, leafy vegetables. Don't rely on supplements.
- Don't yo-yo diet
- Ditch the plastic - don't microwave food in plastic containers, and avoid plastic drinking bottles.
- Take a deep breath - any practice that encourages mindfulness.
- Strike a warrior pose - kirtan kriya a form of meditation based on yoga principles has a dramatically positive effect on telomerase
- Think young
- Treat life as a challenge - don't anticipate a task as a threat - I'm not scared of making this presentation - I'm excited
- Don't ruminate
- Pressed for time - try micro meditation, aim for shorter breath inhalation and a longer breath out.

The New York Times Best seller list currently lists *The Telomere Effect: A Revolutionary Approach to Living Younger, Healthier, and Longer* by Elizabeth Blackburn and Elissa Epel, published by Orien Spring.

With acknowledgement to *The Times* newspaper.

Ann Dalziel
Community Support Co-Ordinator



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CARE AT HOME A SENSIBLE CHOICE

Deciding what support you need to maintain independence as you age can be challenging. Miranda Smith, owner of New Zealand's longest running private homecare agency knows how difficult these decisions are.

"Sometimes people in crisis contact us, other times our services are used to help someone recover from illness or injury. Whatever the reason, we believe that accessing the right support, especially for those living alone, is critical. Peace of mind comes with knowing the right care is in place".

The daughter of one of the agency's clients shares her experience when her mother was diagnosed with Alzheimers. *"Miranda Smith was reassuring and supportive and I was given the opportunity to meet and interview potential carers. Being able to still live in her own home, despite needing 24 hour care, meant my mothers dignity and independence were maintained. Miranda Smith Homecare has the personnel and experience to ensure supporting someone doesn't become a burden".*

Your security

In past stories we've talked about ways to keep yourself safe from internet and phone scams. This time I'd like to address something more important, and that's your physical safety. The daily news seems to constantly bring fresh stories of people being robbed or attacked. There's no doubt that things are not as safe as they were twenty or thirty years ago. You can't leave your door unlocked or windows open while you pop down the road to the shops, and leaving your car engine running while you duck into the dairy for milk is asking for trouble. Rest assured though, it's not all doom and gloom out there. Most of society is still filled with caring people.

However here are some tips to help keep you safe at home.

- Don't leave your valuables lying around. Specifically put your handbag or wallet away in a cupboard when you're at home. A common ploy for thieves is to come to the door and spin a tale about a car breaking down, or losing their dog. They might then ask for a glass of water to gain access to the house, and while you're distracted they swipe your wallet. Often people don't realise it's happened until they next go out.
- If you don't already have one, you might consider investing in a security door. These are usually wire mesh, lockable doors, that sit on the outside of your front door. That way you can open up to see who is there while still being safe behind a locked door.
- If you are particularly nervous about opening a door, then don't do it. It's perfectly ok to talk to someone through a window, or even a closed door until you're confident of who they are. If you feel that might be too rude, then as a suggestion take your phone to the door with you. Have a neighbour or family member on speed dial, and if at any point you feel threatened then call them.
- Don't leave the front door open if you're going to be working in the back garden. Unless you have a direct view into your house at all times then it's easy for someone to slip into the front, take a few things, and slip out again.
- Get to know your neighbours. Not only does it give you someone else to chat to now and then, it provides another set of eyes that can help keep you and your home safe.

Some of these things also apply to when you're out and about. If you drive somewhere don't leave your bag or wallet or phone sitting in plain view when you park the car.

On the other hand, if you are confronted by someone who physically intimidates you and demands your belongings, give them whatever they ask for. It can be frightening being robbed, but it's better than being assaulted for the sake of something that is probably easily replaced.

Rodney Strong
Age Concern Feature Writer

With the new day comes new strength and new thoughts

Age is just a number, how true this is!

The proof is when a lady in her 80's can be serenaded in a busy shopping mall at Queensgate, Lower Hutt, for a Valentine's Day promotion. Lenore was not aware of these 4 gentlemen approaching her as she was taking a break, sitting on furniture outside a store. Thinking she was going to be told off for being seated on the furniture, but oh no, they started serenading her. 4 Tenors, wow! She was so embarrassed but her daughter captured these photos. Priceless.

Melva Howard
AVS Co-Ordinator, Hutt Valley



How well do you know the road rules?



Staying Safe is a classroom-based refresher workshop for senior road users. The workshop aims to maintain and improve safe driving practices and increase the knowledge of other transport options available to help senior road users remain safely mobile.



Contact for enquiries or bookings:

We are running a series of Staying Safe Workshops which run from 9.45am to 12.00 noon.

They are classroom based and we have a maximum of 14 per session. The cost is \$10.00 which includes morning coffee and scones. The courses are based at Anvil House, 138 Wakefield Street, Wellington on Friday(s) 24th March, 7th April and 12th May.

Booking essential - via Ann Dalziel 499 6646, or email: communitysup@acwellington.org.nz

www.nzta.govt.nz/traffic/senior-road-users

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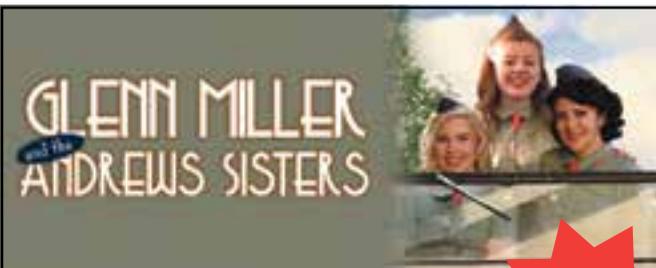
E Morris Jnr Simplicity Funerals also offer options for prearranging and prepaying towards funerals in a safe, secure manner, through the FDANZ Funeral Trust. They are always willing to offer obligation-free assistance so for more information or to talk to Andy, simply free call 0800 222 155 - calls answered 24 hours, 7 days or visit our website:

www.simplicity.co.nz

NEIGHBOURS DAY 2016

We all have someone in our street we don't know. Why not take time to meet them during the annual celebration of neighbourliness that will take place all over New Zealand. What a great opportunity to get to know someone new, build connections and spend time with a neighbour.

Free resources can be found here:
www.neighboursday.org.nz/resources/



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Sprott House is a not for profit registered charity, offering a caring environment for those for whom total independence is no longer an option whilst enabling them to remain as independent as they can be.

The levels of care available are rest home, continuing care, a secure dementia unit and respite care; there are also independent care villas owned by licence to occupy.

Sprott House is set in lovely landscaped gardens for residents to stroll about or just sit and enjoy and the dementia unit has its own secluded sensory garden. It is on a bus route and is minutes away from Marsden Village and the Karori Mall.

There is a wide range of activities, both in-house and outings, offered to all residents. A hairdresser is on site during the week, a masseuse, podiatrist and beautician make regular visits and there is a weekly interdenominational church service and Catholic communion. A doctor's clinic is held on weekdays.



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Established 1898 as St Mary's Guild

Forgetfulness

The name of the author is the first to go followed obediently by the title, the plot, the heartbreaking conclusion, the entire novel which suddenly becomes one you have never read, never even heard of.

It is as if, one by one, the memories you used to harbour decided to retire to the southern hemisphere of the brain, to a little fishing village where there are no phones.

Long ago you kissed the names of the nine Muses goodbye and watched the quadratic equation pack its bag, and even now as you memorize the order of the planets, something else is slipping away, a state flower perhaps, the address of an uncle, the capital of Paraguay.

Whatever it is you are struggling to remember it is not poised on the tip of your tongue, not even lurking in some obscure corner of your spleen.

It has floated away down a dark mythological river whose name begins with an L as far as you can recall, well on your own way to oblivion where you will join those who have even forgotten how to swim and how to ride a bicycle.

No wonder you rise in the middle of the night to look up the date of a famous battle in a book on war.

No wonder the moon in the window seems to have drifted out of a love poem that you used to know by heart.

Forgetfulness...

Poem is by Billy Collins

Billy Collins is one of America's favourite poets and was Poet Laureate of the US from 2001 - 2003. He is now 75, and this beautifully written poem evokes a wry smile at the memory issues we start to experience.



Dear John...

I'm very friendly with my elderly neighbour and keep a friendly eye on her.

Recently her son and his partner have moved in with her as they had to move out of their previous flat and are waiting for WINZ to find them another place.

The problem is that since they moved in, I've heard a lot of shouting at all hours of the day and night. By the look of the partner's face sometimes I think the son may be hitting her and so I worry about his mother. Interestingly, she can't always look me in the eye these days and always seems to be in a hurry when she sees me, so I haven't had the chance to talk to her.

What do you think I should do? I'm nervous about speaking to her son as he's bigger and uglier than me!

Dear James

I think it would be a very bad idea to talk to her son directly as that might be putting you in an unsafe position. It would be ideal to have a conversation with your neighbour and then you could hear from her what is going on and whether she needs any help.

In the meantime I suggest that next time you hear the shouting you dial 111 for the police. This may seem a bit over the top, but the police safety teams take family violence and the safety of older people very seriously indeed. They have the power to remove the son from the property if the situation warrants it. The police often refer these types of cases to Sheila, our EAN Coordinator, and it can be a good springboard from which to get help and support for the older person.

And of course, if in doubt phone Sheila – she sees a lot of these cases.

Freedom

Medical Alarm

A Freedom Medical Alarm supports people to live their life with confidence

Our personal medical alarms are monitored directly by the **Wellington Free Ambulance** Emergency Communications Centre, so emergency assistance is only a push of a button away.

Free Phone: 0800 380 280
www.freedomalarms.co.nz

Her eye is swollen, and her face is bruised, but Shirley Mason is pleased to be alive after she tripped and smacked her head on the kitchen bench. The 83-year-old fell but was able to push her Freedom Medical Alarm pendant to contact the Wellington Free Ambulance, who took her to Wellington Hospital.

Mrs Mason said the difference between having a medical alarm and not having one was potentially the difference between life and death. "I wouldn't be without it as I live by myself, so it's the best thing I can have as I know whenever I fall I can get help, and that is very important to me."

Mrs Mason uses a **Freedom Medical Alarm**, which General Manager Andrew Wilson said had been operating out of Wellington since the early 2000's.

"The service is unique as it's the only medical alarm service that is monitored directly by Wellington Free Ambulance emergency communications staff".



We are the ones. 111

VINCENTIAN

HOME & HOSPITAL

Rest Home | Hospital | Respite Care

MAKING THE MOST OF LIFE IN CARE

Vincentian is far more than just a place to live - our aim is to give you an enjoyable quality of life. We provide the medical care you should expect and strive to ensure that every aspect of your stay is comfortable, interesting and stimulating. Make a time to visit us and experience the homely atmosphere.

Phone: (04) 380 0294
Email: Sue.delahunt@vincentian.co.nz
www.wellingtoncatholicshomestrust.org.nz

Vincentian is owned by the Wellington Catholic Homes Trust and welcomes all spiritual denominations

WHAT'S TO LIKE IN AN AGED CARE HOME

The publishers invited Vincentian Home and Hospital to write a brief article. Rather than offer the management view we asked 10 of our residents what they liked about living at Vincentian Home. Here is what they answered in their words: *we are all very happy here; helpful staff; I love the fish and chips; I like the staff; I can ask the staff anything and I get an answer; I like the spiritual feeling; feels like home; staff are always asking if I need anything; I always feel supported; I've been so well looked after and I'm so happy; everyone is very caring.*

If you would like to know more about why our residents like Vincentian Home and Hospital please come for a visit; phone Sue, the manager, (04) 3800 294.

The secret of happiness is something to do.

Support Age Concern Wellington

I wish to support the work of Age Concern Wellington by:

(Please tick the relevant boxes)

Become an individual supporter by an annual donation \$.....

Making a donation of \$.....

Becoming a Corporate Supporter \$.....

Becoming a Volunteer Visitor

Note: Donations of \$5.00 or more are tax deductible

Please tick box if you require a receipt

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Forward this form or contact us with your address. **Age Concern Wellington, PO Box 11-108, Manners Street, Wellington 6142 or phone (04) 499 6646.**



Serving the needs of older people

Volunteer Visitor

Volunteers for Age Concern come in every age and stage of life. In the last issue we met Mary Ryan one of our older volunteers. This time I would like you to meet Lorraine Walmsley who in the midst of her busy life as a legal secretary in Wellington city, volunteered to meet Margaret (Peggy) who is in her early nineties and lives in the Porirua area.

Lorraine has recently had a baby, Fionn and he is pictured here at just four weeks old with his mum.



Lorraine was born in Burnfort, in county Cork in Ireland where her mum still lives. After travelling in Canada and Australia she came to New Zealand some eight years ago. She and her husband Bobby liked New Zealand so much they decided to settle here and are living in Camborne mostly because there are lots of walks and they have two very large dogs which are dogue-de-bordeaux breed.

Lorraine really enjoys her visits to Peggy and says it is amazing what sort of lives older people have lived, it is just a case of tapping into their memories and being prepared to listen. They have become really good friends and Lorraine is very keen to take Fionn to meet her.

The visiting service in both

Wellington and the Hutt are always happy to meet new volunteers and you can learn more about us by going to www.acwellington.org.nz or phone (04) 499 6646.

Monica Robinson
Coordinator Visiting Service

How do you select the best Care Home for you?

Unless you have prior experience of a relative or friend in residential care you will be uncertain what to look for in a care home.

Riverleigh Residential Care Manager, Eileen Thomson, a registered nurse and veteran of the residential care sector with some 25+ years experience, offers advice on three key areas to consider.

"Firstly, the staff should be warm and welcoming, and naturally compassionate and empathetic," says Eileen.

"Secondly, consider the quality of care. The Ministry of Health publishes audit results for all residential care facilities on their website," explains Eileen, *"but the Manager of a facility can also make this available to you upon request."*

"We are exceptionally proud at Riverleigh, which is highly recommended by healthcare providers in the Hutt Valley for its high standard of personalized care and warm, friendly atmosphere. Finally, Eileen explains that the facility should have spaces for living which are appropriate for the person receiving care."

"Riverleigh is particularly light and sunny, with large lounges, bedrooms with en-suites. The facility can also provide couples rooms with recreational space and courtyard gardens available for resident to enjoy" says Eileen. The food is cooked on site by our City and Guilds trained chef.

Eileen and her team is happy to answer questions from anyone considering care or just wanting to understand their options.

For more help in how to choose a care home, call Eileen at Riverleigh Residential Care today on (04) 569 7955.

Looking for the best care in Lower Hutt?

Let our friendly and professional staff take care of your needs. Whether your stay is one day or several weeks, you or your loved ones can take advantage of our safe and fully serviced environment.

Enquire today for an obligation free chat

Riverleigh Residential Care

1-5 Connolly Street, Lower Hutt
p: (04) 569 7955
e: riverleigh@terranova.net.nz

Part of the TerraNova group of homes
www.terranovahomes.co.nz

Hospital Care | Rest Home | Convalescent Care | Respite | Day Care

