

# A GUIDE TO VISITING YOUR LOVED ONE

Top tips for visiting a friend or family member at HBH Senior Living – how you can help them to age well and live fully.

Visiting your relative or friend at HBH is very important to their quality of life and overall wellbeing. Sometimes, it can be hard to visit, especially if the resident isn't feeling well, has dementia (memory loss), or challenges with communication. The tips below are intended as a guide to help make visits more enjoyable and meaningful for everyone.

## Top tips

### **Visit regularly**

Visiting regularly, even for a short time, helps maintain a relationship and gives comfort and joy. This can greatly support your loved one's emotional wellbeing and help them feel valued and cared for.

### **Involve others**

As part of our values, we encourage friends and family members to get involved with our community. Feel free to chat and engage with our residents as appropriate, and to attend community events with your loved one.

### **Join in activities**

Check the whiteboard in each community or household regarding any scheduled daily activities. If you can visit on a weekday, most activities usually start at 10:30am, 1.30pm and 3.30pm as a guide.

You're more than welcome to accompany your relative/friend to any of these. We also have spontaneous events and household happenings for our residents in each community.

## 8 ways to make the most of your visits

### **1 Reminisce**

Share stories and memories of milestones, celebrations and events in which the resident was involved. Talk about their favourite car, movie, pet, season, fruit, holiday, Christmas etc. Looking through photos is always a great idea – or through your Facebook or Instagram page for latest news of friends and family members.

### **2 Celebrate**

Birthdays, anniversaries and other milestones are important, so aim to involve your loved one in family celebrations.

### **3 Bring gifts**

Such as a newspaper, book or magazine for the resident. Flowers or treats can be a real highlight (if dietary requirements allow this – please check with the nurse). Make up, toiletries, essential oils, perfume or aftershave are a lovely treat and can evoke memories too.

### **4 Touch**

Only a very small percentage of communication is about using words. For some residents, touch can be comforting – such as a hug, simple hand massage, or perhaps a manicure or painting nails.

## 5 Read out loud

To the resident from a favourite book or magazine. A current newspaper article can also be a great conversation starter.

## 6 Listen to music

If you know the resident's favourite music, please bring some in. Listening to music is not only relaxing, it's also proven to be beneficial to patients with memory loss.

## 7 Write letters

Help your resident to write letters, cards or emails to friends and family members. Keeping connected with others is important for their wellbeing.

## 8 Bring children & pets

Children, family and pets are welcome and can add real joy to our residents' day. We have children's play areas and toys available. Please ensure dogs are on leashes as we have animals in our communities that may not always get on with visiting pets.

## Visiting hours at HBH

HBH is our residents' home, so you can pop in at any time, just as you would when visiting family and friends. However, please be mindful of meal times and personal care time. If you have a loved one in palliative care, you can be with them at any time.

## BECOME A VOLUNTEER VISITOR

Many seniors at HBH have no family nearby, so volunteering as a visitor can make a world difference to their lives.

If you're a friendly, caring person who would like to become a volunteer visitor **please contact** [enquiries@hbh.org.nz](mailto:enquiries@hbh.org.nz) to learn more.



As a charitable organisation, we aim to create opportunities for all older people to age well and live fully, through homes, care, community and advocacy. Your visits play an important part in this mission!



### HBH Howick Views

**Visit:** 139 Union Road, Howick, Auckland, 2014  
**Call:** 09 538 0800  
**Email:** [enquiries@hbh.org.nz](mailto:enquiries@hbh.org.nz)  
**Post:** PO Box 38093, Howick, Auckland, 2145  
**Office Hours:** 8am to 4.30pm  
**Facebook:** [www.facebook.com/HBHSeniorLivingAuckland](https://www.facebook.com/HBHSeniorLivingAuckland)

### HBH Gulf Views

**Visit:** 22 Selwyn Road, Howick, Auckland, 2014  
**Call:** 09 535 6050  
**Email:** [enquiries@gulfviews.co.nz](mailto:enquiries@gulfviews.co.nz)  
**Post:** 22 Selwyn Road, Howick, Auckland, 2014  
**Office Hours:** 9am to 3.30pm  
**Website:** [www.hbh.org.nz/cg/gulfviews](http://www.hbh.org.nz/cg/gulfviews)