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**Emailed to:
1733 readers
and counting**

**Welcome to my
overseas readers**

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4 YEAR CERTIFICATION

I am very pleased to mention more facilities achieving

4 year certification

My compliments and congratulations to:

Ascot House Limited - Auckland

For my friends, who have an audit this month, all the best!

If you are achieving this then please let me know as it deserves a special place and recognition!

GOOD NEWS STORIES

As part of the ARC Shared Learning focus at HQSC, we are keen to share good news stories about what is happening in the sector. To this end we have developed a "Your Stories" section of our website to get news about great things happening out to the Public.

[ARC – Your Stories Project](#)

On top of this site, the stories will also included in your eDigest so are sent out directly to our community.

If you have stories that you'd like to share, do get in contact with us here, our Communications Team are happy to assist with putting together a story, and we can distribute it widely.

Do get in touch if you have any questions or ideas for this project, otherwise do feel free to have a look at what's already there!

Corry Joseph, Programme Coordinator, Health Quality & Safety Commission
DDI: 04 912 0307 E: corry.joseph@hqsc.govt.nz

PS. Remember Patient Safety Week 4-10 November. Topic is infection prevention and control with a focus on good hand hygiene.

This is a good start to create some good news stories! Jessica

Handy Hints (from Life and Love)

Blender: Cleaning your blender is much easier if you fill it about a third of the way with hot water, add a couple of drops of your dishwasher detergent, and then turn it on!

Cooking pasta: Add about 8 cups of water to a large pot. One tablespoon of salt should be added to the water as it begins to boil. If the salt is added too soon it can give off an odour, which can affect the taste of the pasta. If it is added immediately before the pasta, the salt may not have enough time to completely dissolve in the water. The salt helps bring out the flavour in the pasta and helps it hold its shape.

	<p style="text-align: center;">EPOA AND WELFARE GUARDIANS</p> <p>Encourage residents who still have capacity to appoint an EPOA. Explain what this means and how to go about it.</p> <p>You don't need to go through the Family Court to set up an enduring power of attorney, but the Family Court gets involved if any issues need to be sorted out.</p> <p>Staff need to be aware that for the attorney to make certain decisions the EPOA need to be activated which means that a doctor has authorised that the donor lacks capacity.</p> <p>If there is no EPOA appointed and if someone needs help making decisions for themselves about their personal care and welfare, the Family Court can appoint a welfare guardian for them.</p> <p>For the court to do this, it must mean the court believes a welfare guardian is the only way to make sure the right decisions are made for the person.</p> <p>People can apply for a Welfare Guardian Order for themselves or someone else. For the court to appoint a welfare guardian for themselves, it must be satisfied that the person meets the court defined description and sufficient medical evidence is provided to support this.</p> <p>People who can apply for a Welfare Guardian Order for themselves or someone else are:</p> <ul style="list-style-type: none"> • a person who is totally unable to make or communicate decisions about their own care • a relative or attorney of the person who the Order is for • a social worker employed under the Children, Young Persons, and their Families Act 1989 • a medical practitioner or doctor • a representative of any non-profit group that provides services and facilities for the welfare of the people covered by the Protection of Personal and Property Rights Act 1988 • the superintendent, licensee, supervisor or person in charge, if the person is a patient or a resident of a hospital, home or other institution • any other person with the court's permission. <p>A welfare guardian must be over 20 years old and must:</p> <ul style="list-style-type: none"> • be able to carry out the duties of a welfare guardian • act in the best interests of the person • agree to be a welfare guardian • not have a conflict of interest with the person. <p>Generally, except in exceptional cases, only 1 welfare guardian will be appointed</p> <p>If a decision needs to be made urgently, the court can make an Interim Order which can last up to 6 months. This can happen while you're waiting for the court to approve an application. If you think you need urgent help, you may want to see a lawyer about making an urgent application for you.</p> <p>If you can't afford a lawyer, you may be able to get:</p> <ul style="list-style-type: none"> • legal aid • free community legal help <p>Forms are also available on the below website.</p> <p>https://www.justice.govt.nz/family/powers-to-make-decisions/welfare-guardians/apply-for-a-welfare-guardian/</p>
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No matter how talented, rich or intelligent you are, how you treat animals tells me all I need to
Paw justice

<p>Life is short. Cut out the negativity, forget the gossip, say goodbye to people who don't care. Spend time with the people who are always there.</p> <p>Positive outlooks</p>	FIBRE
	<p>From the Pure Food Company Issue August By Kaye Dennison (Dietitian & Nutritionist)</p> <p>There are two types of dietary fibre; insoluble and soluble fibre.</p> <p>Insoluble Fibre Insoluble fibre ("roughage") does not dissolve in water and acts as a bulking agent with its ability to take up liquid. This softens the stool and helps to pass it through the body easily and prevents constipation. Insoluble fibre can be found in foods such as fruits and vegetables with their skins on, nuts and seeds, wholegrain cereals such as bread, pasta and brown rice.</p> <p>Soluble Fibre Soluble fibre will form a gel when combined with water, this makes it useful for preventing and/or treating both diarrhoea and constipation. This fibre also has the added ability to lower cholesterol levels, as well as slow digestion which helps us to feel satisfied for longer after meals. Commonly consumed foods that contain soluble fibre include oats, bran, legumes; dried beans, lentils and peas, apples, potato and kumara.</p> <p>Fibre Recommended Daily Intakes (RDI's) Generally speaking, people can meet their nutrition requirements for fibre with a well-balanced puree diet. For example one 400g Pure Foods meal will provide about a ½ of his daily dietary fibre requirement. The dietary fibre RDI for adult women is 25g/day, and for adult men it's 30g/day.</p> <p>Not Getting Enough Fibre? There are a number of signs that could help you identify if you're not getting enough fibre. If you're feeling "backed up" and your bowel motions are hard and small, this could be a sign that you're not getting enough fibre. Fibre also helps keep us feeling fuller for longer, therefore, if you're feeling hungry quite quickly after a meal this could be a sign you are not getting enough fibre.</p> <p>How do I get more Fibre? In relation to your own diet, there are number of ways you can increase your fibre:</p> <ul style="list-style-type: none"> • Ensuring you're having at least 5 serves of fruit and vegetables per day (you could leave the skins on to increase the fibre content). • Add legumes such as lentils, chickpeas or kidney beans to stews and casseroles • Enjoy winter soups based on beans or red, brown or yellow lentils • Include nuts, seeds and fruit with your breakfast (e.g. add sunflower seeds and pumpkin seeds to oats) • Choose breads made with added whole grains and oat bran • Snack on bran biscuits or whole grain crackers <p>Some of these suggestions are not suitable for a puree diet. If you're concerned your resident is not getting enough fibre there are other ways to achieve this on a pureed diet. We would recommend speaking to a New Zealand Registered Dietitian if you have any concerns. For more information contact: info@thepurefoodco.co.nz</p>
	HANDY HINT (from Life and Love)
	<p>Moths: Repel pantry moths by keeping an open packet of Epsom salts on the shelf.</p> <p>Nail polish: It will last longer if you keep it in the fridge.</p>

LATEST FROM WORKSAFE NEW ZEALAND

New quick guides on preventing and responding to sexual harassment at work

Harassment at work, including sexual harassment, is a serious issue for New Zealand. Harassment, sexual harassment and bullying are common work risks. Managing these risks and all other work risks is a requirement for businesses.

Businesses must recognise their risks and have clear processes in place to handle them. This includes creating a culture that identifies appropriate behaviour and values people being able to speak up easily, and have speedy resolution of allegations.

We have published a new sexual harassment toolkit which includes:

- a guide for businesses on preventing and responding to sexual harassment at work
- a guide for workers on how a business must manage health and safety risks, including sexual harassment, and what workers should do if they encounter, experience, or are accused of sexual harassment
- an example of a sexual harassment policy that can be used as a template
- a reporting form template that can be used by workers to report sexual harassment to their businesses
- examples of sexual harassment.

<https://worksafe.govt.nz/topic-and-industry/sexual-harassment/>

Pamphlets to help prevent fatigue

With daylight saving now well underway, it's a great time to think about fatigue and how you can prevent it.

In collaboration with the New Zealand Transport Agency, Civil Aviation Authority and Maritime New Zealand, we have produced two new pamphlets about fatigue.

The pamphlets discuss what fatigue is, the causes, the symptoms, strategies to prevent fatigue and business and worker responsibilities. They are aimed specifically at small-medium businesses and workers

<https://worksafe.govt.nz/topic-and-industry/work-related-health/fatigue/>

Springtime reminder about Legionnaires' disease

It's that time of year when garden centres get busy.

People need to be mindful that legionella bacteria occurs naturally in the environment - found in soil, compost or potting mix. When these products generate dust or mist, the bacteria can be inhaled, and people can become infected and develop legionellosis or Legionnaires' disease

<https://worksafe.govt.nz/topic-and-industry/legionnaires-disease/>

New hazardous substances guide for businesses

The Health and Safety at Work (Hazardous Substances) Regulations 2017 bring together health and safety requirements for using hazardous substances at work.

These Regulations sit under the Health and Safety at Work Act 2015 (HSWA) and came into force nearly a year ago. They set controls for safely managing hazardous substances in the workplace based on hazard classifications of the substances and the amounts held in one place.


We have just published a new guide for businesses that use, handle, manufacture and store hazardous substances that activate key controls.

This new guide gives you a summary of the amounts (thresholds) of substances with certain classifications that activate a particular control. Controls are rules put in place to prevent or manage

<https://worksafe.govt.nz/topic-and-industry/hazardous-substances/guidance/hazardous-substances-that-activate-key-safety-controls/>

"Life is like riding a bicycle. To keep your balance, you must keep moving."

—Albert Einstein.

<p>Don't get all weird about getting older! Our age is merely the number of years the world has been enjoying us!! <i>Minions quotes</i></p>	WHAT COLOUR IS THE WELCOME MAT
	<p>I remember a powerful experience, whilst checking out an Aged Care Facility in Australia that, as I walked in to their foyer, on the floor lay a large rug with the word WELCOME printed on it.</p> <p>A fairly bog standard mat that one sees in home decorating shops. However the real message lay behind the words. The rainbow that was also part of the picture. Colour Printed into the material of the mat.</p> <p>New Zealand has chosen to use the word and image of the Rainbow to identify a particular group in the Community.</p> <p>It seems also to me, to be an image that captures the many colours and variances of our people. It also has a folktale attached to it. That at the end of the Rainbow lies a pot of gold.</p> <p>What do we hope to find at the end of the rainbow? Which end must be the magic one? Both I hope. And the promise of the rainbow is, I believe, happiness.</p> <p>Is it possible that an Aged Care Facility can welcome diversity and suggest that happiness will be encountered inside, simply by putting a word and a coloured image at the Front Door?</p> <p>I believe so. Images such as flags carry powerful meanings. A red rose means love. The silver fern against an all black background is all the All Blacks need to be recognised. As a powerful Force. A National Treasure.</p> <p>However such a message must be supported by the people who display the message. Just like the All Blacks.</p> <p>Through their everyday behaviour. Through their training. Through their on-field performance.</p> <p>Perhaps it is worth considering the symbolic messages your Aged Care Facility send out to all who age in New Zealand? Where do you display them? And do you mean what they say?</p> <p>Malcolm Angus Host at Outrageous Ageing OAR FM Dunedin</p>
	SILVER RAINBOW
	<div> <p>Lesbian, Gay, Bisexual, Trans and Intersex (LGBTI) Education for Caregivers</p>  <p>If you are interested please contact</p> <p>Julie on Julie.Watson@kahuitukaha.co.nz to find out how you can book Silver Rainbow education for your organisation.</p> </div>

MANAGING CYBER THREAT

Remember: NEVER let anybody access your computer externally unless they are your IT personnel! Microsoft will never phone you so please don't fall for it!

The digital revolution is well and truly upon us and businesses are reaping the rewards. Online accounting software automates bookkeeping, cloud solutions increase computing capacity while saving costs, online stores open up whole new markets for retailers. It goes on.

But with reward comes risk. Each new system or application is a potential entry point or target for cyber threats. These threats can come from diverse sources, from hackers and cyber criminals to disaffected employees or customers.

Never assume you're immune. According to the Institute of Directors and New Zealand cyber risk consultancy Cybercraft, all businesses are potential victims.

New Zealand businesses lost \$728,318 in the first three months of this year, according to cyber security agency CERT NZ, and 118 organisations were targeted by phishing scams and credential harvesting attacks, but only a small proportion of losses and attacks are reported.

At an operational level, cyber-attacks can disable or bypass websites or key systems – paralysing your business and often leading to lost revenue.

Cyber-attacks can have legal ramifications as well. Proposed changes to New Zealand's Privacy Act would make reporting of data breaches that harm or pose a risk of harm mandatory, and failure to do so could result in a fine of up to \$10,000.

The risks are clear, but many businesses are unsure how to tackle them. So where to start?

Culture change: not just 'IT' issue

Cyber security cannot be siloed with the IT department or entrusted to the usual security software packages. The financial, legal and reputational risks to the business of a cyber-attack mean cyber security must be treated as an enterprise-wide risk and addressed as such, from the board down.

Cybercraft advocates developing a cyber security culture, much like the health and safety cultures of modern workplaces, in which every person in the organisation – from the receptionist to chair of the board – is encouraged and trained to be smart digital citizens.

Risk awareness and appetite

Risk is an accepted part of doing business. But too many New Zealand businesses and organisations are unaware of the cyber risks they are exposed to.

Once everybody has a clear picture of the risks it can determine which are acceptable and which need to be removed, mitigated, or insured against. If a board can say, 'We really depend on this technology and our business will be really impacted if there's a breach', then the business can develop a cyber risk management plan and allocate resources appropriately, Jeff says. In many cases businesses will need to seek expertise to assess their cyber security risks and legal obligations and form a cyber risk management strategy.

Cyber security policies need to extend beyond a standard Acceptable Use Policy through to informing the service provider what level of security needs to be deployed.

Vigilance is key

It is not enough for cyber risk management to just be on the agenda, it needs to be prioritised so that everybody has a clear and current knowledge of cyber risks and attacks faced by the organisation and how they are being managed. Cyber threats are constantly evolving and changing, businesses need to be regularly addressing them to ensure they have protection from major financial, legal and reputational harm.

To learn more, check out: Cybercraft provides a free monthly [Cyberfit programme](#)

Moore Stephens Markhams Auckland

Never be a
prisoner of
your past, it
was just a
lesson not a life
sentence

Rehabs 411

<p>Limit your “always’ and your “nevers” <i>Amy Poehler</i></p>	<p>HAVE YOU HEARD ABOUT GREY MATTER?</p>
	<p>We'd like to introduce you to another newsletter that the Ministry of Health Library prepares.</p> <p>The Grey Matter newsletter provides monthly access to a selection of recent NGO, Think Tank, and International Government reports related to health. Information is arranged by topic, allowing readers to quickly find their areas of interest.</p> <p>If you'd like to subscribe to Grey Matter, email library@moh.govt.nz</p>
	<p>TOTAL QUALITY PROGRAMME</p>
	<p>Are you struggling with your policies and procedures? Find it difficult to keep up with all the changes? Come audit time you realise that information is not up to date?</p> <p>If the answer to the above is yes then</p> <p>Join hundreds of other aged care providers</p> <p>This totally tried and tested Quality Programme tailor-made for aged care has been around since 1990!</p> <p>All policies and procedures, including the related work forms, are written in a very user friendly manner and understandable to all staff.</p> <p>The programme comes on CD and you are in charge to personalise it for your facility.</p> <p>For more information and to receive the order form and licence agreement, contact me on 09 5795204, 021 311055 or 09jelica@gmail.com</p>
	<p>TRAINING SESSIONS</p>
	<p>If you need training provided on site please let me know as I am available to provide this on non clinical topics such as:</p> <p>Please be aware that I am based in Auckland. Very happy to travel but it will add to your cost. You might be able to talk to facilities in your area to get together and share the costs.</p> <p>Cultural Safety, Spirituality, Sexuality & intimacy, Privacy, Rights, Confidentiality, Choice, Communication and Documentation, Quality and Risk Management, Abuse and Neglect prevention, Restraint Minimisation and Safe Practice, Managing behaviour that challenge us, Complaints Management, Open Disclosure, EPOA, Advance Directives, Informed Consent, Resuscitation, Health and Safety, Ageing process, Mental Illness, Civil defence, Dementia care, Bullying in the workplace.</p> <p>If you are looking for a topic not listed here please drop me a line.</p> <p>I am happy to facilitate different times to suit evening and night staff.</p> <p>References available on request.</p> <p><i>Jessica</i></p>

<p>You are enough just as you are Meghan Markle</p>	<p align="center">NEWSLETTERS BACK ISSUES</p>
	<p>Remember there is an alphabetical list of topics from all my newsletters available on my website which refers to the related issue. This website is available to everybody: www.jelicatips.com No password or membership required.</p> <p>I believe in having the data available to everybody as it is important that as many people as possible get the information and that we help each other as much as possible in this very challenging sector.</p> <p>I don't mind sharing this information but I don't agree anybody making financial gain from this information!</p>
	<p align="center">HELP ME KEEPING THE DATABASE UP TO DATE!</p>
	<p>Changing positions? New email address? Let me know if your details are changing so I can keep the database up to date.</p> <p>If you know anybody else who would like to receive the newsletter please let me know and I will be happy to add them to our growing readers' base.</p> <p>Thank you all for your contribution each month.</p> <p align="right"><i>Jessica</i></p>

Some interesting websites:

www.careassociation.co.nz; www.eldernet.co.nz, www.insitenewspaper.co.nz, www.moh.govt.nz;
www.careerforce.org.nz, www.dementiacareaustralia.com; www.advancecareplanning.org.nz
<http://www.bpac.org.nz/Public/admin.asp?type=publication&pub=Best>, <http://www.open.hqsc.govt.nz>;
www.safefoodhandler.com; www.learnonline.health.nz; www.nutritionfoundation.org.nz/about-nznf/Healthy-Ageing;
www.glasgowcomascale.org

Please note these sites are not necessarily endorsed by Jelica nor is it responsible for the contents within them.

The information contained in this publication is of a general nature and should not be relied upon as a substitute for professional advice in specific cases.

REMEMBER!

Send your feedback, suggestions and articles showcasing your local, regional and workforce activities for publication in future issues.

This brings me to the end of this issue. I hope you enjoyed reading it and welcome any feedback you have. With your help I hope to keep this a very informative newsletter with something for everyone.

CONFIDENTIALITY AND SECURITY

- I send this with due respect to, and awareness of, the "The Unsolicited Electronic Messages Act 2007".
- My contact list consists ONLY of e-mail addresses, I do not keep any other details unless I have developed personal contact with people or organisations in regard to provision of services etc.
- E-mail addresses in my contact list are accessible to no one but me
- Jelica Ltd uses Trend antivirus protection in all aspects of e-mail sending and receiving

Signing off for now.

Jessica

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- If you do not wish to continue to receive emails from me, all you need to do is e-mail me and write "Unsubscribe". I will then remove you from my contact list (though I will be sorry to lose you from my list).
- If you know of others who you think would benefit from receiving my newsletter, please pass on my details and have them sending me an email with the subscribe request.