

An independent newsletter for people interested in Aged Care

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**Emailed to:
1888 readers
and counting**

**Welcome to my
overseas readers**

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4 YEAR CERTIFICATION

It give me great pleasure to publish the below facilities who achieved
4 years certification

My compliments and congratulations to:

Radius Potter Home - Whangarei

HealthCERT routine audits (certification audits, surveillance audits, partial provisional audits and provisional audits) will recommence as per the Designated Auditing Agency handbook.

SPECIAL DAYS THIS MONTH

[Cook Island Language Week](#) Sunday 2 August – Saturday 8 August 2020

Cook Islands Language Week celebrates the identity, languages, and culture of students from the Cook Islands and helps all New Zealanders journey towards shared cultural understandings.



International Day of Indigenous People 9th of August. To raise awareness of the needs of these population groups

World Youth Day 12th of August. Aims to promote ways to engage children and young adults in becoming more actively involved in making positive contributions to their communities.

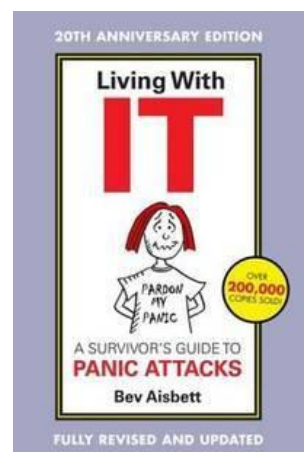


Cancer Society Daffodil Day 28th of August. Symbolises hope for all new Zealanders impacted by cancer and raising awareness.

RECOMMENDED READING

Living With It: A Survivor's Guide To Panic Attacks
By Bev Aisbett

Panic attacks - approximately 5% of the population will experience them at some time or another. The dread of having an attack - they seemingly come out of nowhere - transforms the ordinary world of everyday life into a nightmare of anxiety and suffering. Bestselling author Bev Aisbett, a survivor of Panic Syndrome herself, has three basic messages: you can beat this, you are not alone, you will recover. Bev Aisbett explains how panic disorders develop and how to recognise the symptoms, and covers topics such as changing negative thought patterns, seeking professional help and, ultimately, the skills for recovery.



SHELLEY'S LEGAL CORNER

Hello to all readers from my new firm, Gaze Burt, and my thanks to Jessica for keeping in contact and giving me the opportunity to continue to contribute to the newsletter.

If you ever use agency/bureau/labour hire staff then the recently-passed Employment Relations (Triangular Employment) Amendment Act 2019 will be of interest to you. The Act came into force on 27 June 2020 and amends the Employment Relations Act 2000. The change applies to situations where there is a tripartite or three-person employment relationship, i.e. an employer, an employee, and a third party controlling entity who controls/supervises the day to day work of the employee.

In this equation, the employer is the bureau/agency, the employee is the temp who they send to you, and your care home, as the customer or user of the agency's services, is the "controlling third party".

Your contract with a bureau will usually allow you to ask for the temp to come in for as many hours as you want, and you can remove them without needing a reason. That is presumably one of the reasons you use a temp – the flexibility it affords you. Formerly temp employees couldn't make any claim against you, even if you were being unreasonable. If the agency dismissed the temp due to your actions, then traditionally they could only make a claim against the agency.

Now, employees who consider that they have been badly treated can hold the controlling third party liable for a share of the personal grievance compensation if the controlling third party caused or contributed to the grievance.

So what does this mean for you when thinking of bringing in, for instance, a bureau healthcare assistant, or RN? The best advice here is that if you have a problem with the temp, report it to the agency and work with them on their employment processes. Ensure that you are acting reasonably. But don't be too inclusive with temps – don't treat them as part of your staff. That could blur the relationship lines and they could be considered to be your employee.

The process for employees who think they have a claim against their third party controlling entity, is to apply to the Employment Relations Authority to join the controlling third party to the grievance claim raised against the agency/bureau. In practice, grievances will be levied against both parties at the same time, and employees will seek to settle with both parties, and so you will find yourself drawn into matters that previously you could ignore. If a case goes all the way to the Employment Relations Authority, it will proportion compensation between the employer and controlling third party based on who was more liable for the grievance.

Case law will be needed to see how this will all play out. Watch this space.

Shelley Eden, Director at Gaze Burt. Phone: 027 2668762. email:

shelly.eden@gazeburt.co.nz

COVID-19 Alert Level 1

By: Worksafe NZ

COVID-19 is primarily a public health matter. Now that the risk of COVID-19 has been minimised our focus is on ensuring businesses meet their obligations under the Health and Safety at Work Act.

Check out [our COVID-19 information](#) which has lots of information including on operating safely in Alert Level 1, working from home, keeping mentally well, and supply issues around personal protective equipment (PPE) and respiratory protective equipment (RPE).

The Ministry of Health has more information about [protecting yourself and others from COVID-19](#)

**If 2020 is
telling us
anything... it's
telling us to
enjoy the
moments we
have and don't
take any day,
anything or
anyone for
granted!**

Amomama

<p>The greatest gift you can give someone is Your time Your attention Your Love Your Concern Words to inspire the world</p>	<p>MINI ACE</p>
	<p style="text-align: center;">Introducing the Mini-ACE</p> <p style="text-align: center;">The recommended cognitive impairment screening tool in New Zealand</p> <p>Mini-Addenbrooke’s Cognitive Examination (Mini-ACE or M-ACE) is a brief cognitive screening test. It’s free, easy to use, and takes around five minutes to complete.</p> <p>The Mini-ACE has replaced the Montreal Cognitive Assessment (MoCA©) test as New Zealand’s recommended cognitive screening test.</p> <p>From 1 September 2020, anyone who conducts cognitive impairment screening should use the Mini-ACE test, unless they have paid for training and certification through the MoCA Institute.</p> <p>The Mini-ACE test will be available on HealthPathways from 1 September 2020. Online training will be available from 1 August 2020.</p> <p>The use of the Mini-ACE test is not prescriptive, but is the recommended tool in NZ HealthPathways. You can begin using the Mini-ACE at any time after 1 August 2020 once you have completed the training.</p> <p><i>More information on:</i> https://www.nzdementia.org/Mini-ACE</p>
	<p>PRESSURE INJURY PREVENTION</p>
	<p>New pressure injury prevention resources available</p> <p>ACC together with the New Zealand Wound Care Society (NZWCS), the Health Quality & Safety Commission and the Ministry of Health, has developed a new set of resources to support the prevention of pressure injuries.</p> <p>Thousands of New Zealanders get a pressure injury every year and when they happen, these injuries have a significant impact on peoples’ lives, and on the health system.</p> <p>The ‘No Pressure’ resources have been developed to provide nationally consistent information about pressure injury prevention, for clinicians and patients. They are designed to support conversations between people at risk and their health professionals, to help identify the early warning signs and prevent pressure injuries from happening.</p> <p>The full set of resources includes a patient-focused flyer in 15 languages, posters, and a classification chart for clinicians. These are now available on the <u>NZWCS website</u> and can be ordered at no cost from <u>ACC’s online ordering system</u>.</p> <p>For more information about ACC’s pressure injury prevention programme visit <u>www.acc.co.nz/treatmentsafety</u>.</p>
	<p>VIOLENCE IN THE HEALTH AND DISABILITY SECTOR</p>
<p>We have just released good practice guidelines on managing the risk of violent behaviour, for businesses and organisations in the health and disability support sector. Managing the risk of violent behaviour for workers also requires a duty to support and care for patients and clients. Control measures cannot be at the expense of either worker safety or patient access to healthcare</p> <p>https://worksafe.govt.nz/topic-and-industry/health-and-safety-in-healthcare/violence-in-the-health-and-disability-sector-guidance-for-pcbus/</p>	

ROSEWOOD THE INSIDE STORY

Owner Malcolm Tucker and several staff members spoke publicly for the first time to TVNZ's longform journalism program *Sunday*.

I was so pleased to see that Rosewood management, staff and relatives finally had an opportunity to tell their story. What an eye opener. Heart-breaking and emotional.

All of us working in aged care, a sector we are so passionate about, understand how difficult this whole time was. To have an outbreak at this size is hard to imagine and it was clear in this documentary what these people went through. Our thoughts have been with them all. This could have happened anywhere as nobody knew at that early stage what we were dealing with. I can not say it often enough, but I thank everybody in aged care for their absolute commitment, dedication and care given to the residents. I am proud of the sector for managing so well and compared with what we witness in the rest of the world we can give each other a pat on the back!

*Malcolm, Diane, Emma and team, compliments and well done.
If you missed the programme see below link.*

<https://www.tvnz.co.nz/shows/sunday>

MOBILE HEALTH

Mobile Health holds a Ministry of Health contract that funds two projects – rural surgery on the Mobile Surgical Unit, and professional development education for rural health professionals.

Education for rural health professionals is intended for nurses, GP's and other health professionals working in primary care, secondary care, residential care and community settings.

The education is delivered using video-communication technology which allows quality interactive education. Education is delivered according to the needs of the rural site – we offer full day programmes, lunchtime courses, or evening sessions. As this is a Ministry of Health funded project there is no cost to rural health professionals. However, we require commitment from an enthusiastic local organizer and a suitable venue.

The topics offered are presented by health professionals based in either Christchurch, Dunedin or Auckland. Presenters are suitably qualified nurses, doctors, or other health professionals, usually currently practicing clinically. Their specialty areas include acute and chronic medicine, mental health, aged care topics, age related illness, women's health and emergency care. Rural sites choose topics from our Presenters Portfolio and we arrange the delivery of the education sessions.

For further information on our professional development education for rural health professionals please contact Sandra van Hout – sandra@mobilehealth.co.nz or 027 567 7337.

It can be challenging for health professionals to access education and training. That's why we run a regular webinar series designed specifically for rural & Urban health professionals. The topics are chosen based on requests we receive so if there is a topic you would like contact us: <https://mobilehealth.co.nz/webinars/>

To the people
in my life who
make me smile,
support me,
Thank You.

WILLING AND ENABLED

The following story touched me so much that wanted to share this with you.

Environmentally-friendly cleaning products packaged in recycled milk bottles are providing meaningful work for people with disabilities in New Zealand.

Auckland-based Will&Able is a social enterprise with a mission to create jobs for people with disabilities and help the environment at the same time.

They take the eco concept a step further, providing a 'return-to-sender' service so customers can return the used containers to be recycled into something useful, rather than ending up in a landfill.

Will&Able says it is the only eco range of cleaning products in New Zealand that uses 100 per cent recycled New Zealand milk bottles filled and packed by people with disabilities. The profit they make from sales goes directly to creating more jobs and work for people with disabilities.

Will&Able offers five eco cleaning products in their range – hand soap, dish liquid, laundry liquid, toilet cleaner and a multi-purpose cleaner.

Building a business with inside knowledge

"The CEO and general manager of Will&Able both have sons with a disability, so they know what it's like for someone with a disability to want to feel included but struggle to find a job.

"They wanted to create a scalable business model that would help create jobs for more people with disabilities, while doing good by the environment. Hence, Will&Able was born," says marketing co-ordinator, Maya Jaros.

Currently, Will&Able recruit employees from Altus Enterprises, its parent organisation, who have the skills and are keen to be involved but they will soon be able to employ new people from outside the company.

Maya says that through personal interviews with employees they have found that across the board, it has helped employees feel they have a community to belong to, a purpose to strive for, a reason to get out of the house, a place to learn and a job to take pride in. They are happy to have a job where they feel useful, can make friends, develop confidence and more financial freedom.

"We want to establish a business long term that is owned and operated by people with disabilities and not limited by any constraints, with the goal of employing as many disabled people as possible, not only in Auckland but in the rest of New Zealand as well."

A face on every bottle

In the factory every bottle is filled by hand. The workers put the lids and caps on by hand and also label every bottle by hand. The people with disabilities who package your product are also the 'face' on each bottle.

Will&Able is working towards a business model which allows us to pay all our workers the minimum wage, however this requires cash flow from sales to fund," Maya says.

"Currently, some of our employees are paid with a minimum wage exception permit. These people receive money through a combination of the benefit, other government payments and their income from working with us. We need the help from more customers buying our products to be able to employ people on the minimum wage.

"Once we have a steady cash-flow we will be able to achieve this. We have created a social enterprise for this very reason – to ensure we can develop a sustained flow of financial resources without government intervention."

It is not about who is real to your face; It is about who stays loyal behind your back.

Positive thoughts.

WILLING AND ENABLED Cont'd

People love the concept

Maya says the response to the products has been very positive.

“We have had great feedback on the products with a number of people saying how much they love the concept and how unique the opportunity is. Customers like that they now have a way to help people with disabilities and get an eco-friendly cleaning product at the same time.

“We have also had a high up-take of our return-to-sender programme in which customers can choose to pay \$2 extra to have their bottles returned for up-cycling after use. We guarantee that the bottles will be made into other useful materials such as deck flooring.”

The goal is to employ 100 people with disabilities by 2021.

“We need more on-going members to help us get there! We have purchased a factory in Papatoetoe that we will be able to expand to in a couple years’ time and we are hopeful that our sales will allow us to do so,” Maya says.

Maya says the Will&Able starter pack is ideal for those who care for the environment or are hard to buy for, and the pack is also a great gift idea.

Will&Able, may have the ultimate silver lining Covid-19 story. Its mission is to create jobs for people with disabilities and help the environment at the same time.

Its parent organisation, Altus Enterprises, was hit hard by the loss of their work sanitising and repackaging passenger headsets for Air New Zealand’s international flights and had to put off 130 of their workers.

When television programme, Seven Sharp, featured the plight of the remaining workers, Kiwis responded with online orders totalling \$140,000 for Will&Able’s environmentally-friendly cleaning products in just 24 hours.

Orders from everywhere

Suddenly their management had a new worry – how to fulfil 13,000 orders coming in at the rate of thousands per day when they were used to just 20 per day. This has now settled down to having up to 150 per day.

Orders arrived with messages of support from people whose hearts were moved by the organisation’s plight and who wanted to support locally-made products and jobs.

New full-time job created

The influx of work has meant the creation of one new full-time position at Will&Able. All workers there are paid the minimum adult wage and do not rely on government benefits or support.

The measure of success is how many jobs are created on the minimum adult wage,” Maya says.

She says the organisation is now in such a hugely different position than before Covid-19 and much closer to being able to employ more people.

South Island centre planned

The country’s response has also prompted plans for setting up a second distribution centre in Christchurch.

Maya says most new customers ordered the popular starter pack of a general cleaner, handwash, dishwash liquid, laundry liquid and toilet cleaner. With the most popular individual products being the handwash and dishwash liquid.

Every 250 ongoing subscribers can help sustain one full time job for another person. “Spread the word and help create more jobs for people with disabilities.”

For more information: www.willandable.co.nz

Or give the lovely Maya a call on: 027 808 8749

We should start referring to “age” as “levels”. Because “I’m at level 56” sounds cooler than just being an old person

LISTERIA MONOCYTOGENES

From HealthCert

You may be aware of recent media reports about cases of Listeriosis and a recall of various cheese products due to potential risk of contamination with *Listeria monocytogenes*.

This communication is to ensure that aged residential care facilities are aware of this recall and Listeriosis symptoms. Food service providers should also be aware of additional food safety precautions to manage *Listeria*.

General information on health risks

Listeria is commonly found in the environment and can make people sick (Listeriosis) if they consume contaminated food.

Listeria is rarely a concern for healthy individuals who are not in groups at higher risk of infection.

Infection can be serious for those in high-risk groups including pregnant women, their unborn and new-born children, frail older people, people whose immune systems have been weakened by disease or illness, and anyone on medication that can suppress the immune system.

People in these high-risk groups should ensure that they follow good hygiene practices and be aware of advice on safer food choices. Information on *Listeria* and food safety is available from the Ministry for Primary Industries:

[For people with low immunity](#)

For those in the high-risk groups, Listeriosis typically has an incubation period of 2-3 weeks (or longer) before symptoms appear.

Symptoms include fever, gastroenteritis (vomiting/diarrhoea) and central nervous system symptoms (headache, nausea and vomiting, photophobia, visual disturbance, reduced level of consciousness, neurological symptoms). In some cases, it can be fatal.

If you are concerned about the health of residents in your facility or believe they have been affected, please seek medical attention for them and contact a doctor.

For more information about Listeria and prevention visit the Ministry of Health website at:

[Listeria - Ministry of Health](#)

Information on the recall

Several cheese products have been recalled as testing has identified the presence of *Listeria monocytogenes*.

There have been no reports of illness associated with these products. There is no information to suggest a link between the 4 cases of Listeriosis and the recalled products.

Full details are available on the MPI recalls website: [Recalled food products](#)

Note this site contains the most up to date source of information on recalls. To automatically receive emails when it is updated you can 'subscribe'. Details about how to do that are on the page.

Note, several brands are included in the current recall. It is important to check the product names and best before dates as not all products are affected.

The recalled products should not be consumed. If you have them in stock, we advise you either return them to your retailer or throw them away.

Information for food service providers

Listeria is managed by hygienic preparation, storage and handling of food.

One of the
shortest wills
ever written
read:
"Being of sound
mind, I spent
all my money".

LISTERIA MONOCYTOGENES cont'd

If you are providing food to people in the high-risk group, it is especially important to take a few simple food safety precautions and follow good food hygiene practices.

You should be informed about what foods should be avoided by these groups and ensure that you have identified any risks and have steps in place to manage these risks. For example, as part of your approved supplier programme make sure you are buying foods from registered food businesses. If it is a high-risk food consider whether you need additional information on how they manage *Listeria* in their food business.

Resources on *Listeria* management for food businesses is available from MPI here:

<https://www.mpi.govt.nz/food-safety/food-safety-and-suitability-research/listeria/listeria-resources/>

HAVE YOU HEARD ABOUT GREY MATTER?

We'd like to introduce you to another newsletter that the Ministry of Health Library prepares.

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.

If you'd like to subscribe to Grey Matter, email library@moh.govt.nz

TOTAL QUALITY PROGRAMME

**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?**

If the answer to the above is yes, then

[Join hundreds of other aged care providers](#)

This totally tried and tested Quality Programme tailor-made for aged care has been around since 1990!

All policies and procedures, including the related work forms, are written in a very user friendly manner and understandable to all staff.

The programme comes on CD and you are in charge to personalise it for your facility.

For more information and to receive the order form and licence agreement, contact me on 09 5795204, 021 311055 or 09jelica@gmail.com

SILVER RAINBOW

**Lesbian, Gay, Bisexual, Trans and Intersex (LGBTI)
Education for Caregivers**



If you are interested, please contact

Julie on Julie.Watson@kahuitukaha.co.nz to find out how you can book Silver Rainbow education for your organisation.

If we were
meant to "pop"
out of bed, we'd
all sleep in
toasters.

<p style="color: #4f81bd; font-style: italic;">“Goodbyes are not forever, Goodbyes are not the end. They simply mean I’ll miss you, until we meet again.”</p> <p style="font-size: small; color: #4f81bd;">Author Unknown</p>	NEWSLETTERS BACK ISSUES
	<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>
	HELP ME KEEPING THE DATABASE UP TO DATE!
	<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. <i>Jessica</i></p>

Some interesting websites:

www.careassociation.co.nz; www.eldernet.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; <https://www.health.govt.nz/our-work/disability-services/disability-publications/disability-support-services-newsletter>; <https://worksafe.govt.nz/>

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 this month!!

Jessica

SUBSCRIBE OR UNSUBSCRIBE

- 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.