

An independent newsletter for people interested in Aged Care

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**Emailed to:
1801 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 year certification

My compliments and congratulations to:

Kowhainui home – Wanganui
Bardowie Rest Home – Napier
Little Sisters of The Poor (Sacred Heart Home & Hospital) – Dunedin
Queen Rose Retirement Home – Dunedin
Masonic Court Rest Home and Hospital - Palmerston North
Kingswood Rest Home Matamata

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

SPECIAL DAYS IN SEPTEMBER

1 September:	Random Acts of Kindness Day
First Sunday in September:	Father's Day
12 September:	eDay (cleaning up NZ e-waste)
17 September	Loud Shirt Day
10–18 September:	New Zealand Conservation Week
17–24 September	National Clean Up Week
21–25 September	New Zealand Fashion Week
23–29 September	Mental Health Awareness Week

RECOMMENDED READING


What it's really like to grow old - challenged, not threatened

Source: auckland.ac.nz

Enough talk about decline, disability, frailty and disease in advanced age – a new University of Auckland-led study suggests 85-plus New Zealanders view managing their own health as a matter of challenges and adaptation. With increasing numbers living into advanced age, researchers say health workers and policy makers need to take their lead from older people. Says study-lead Associate Professor Janine Wiles: "The trouble is we focus what these seniors can't do, when it would be more helpful to take a holistic approach that recognises and extends upon older people's resourcefulness and strengths." Twenty women and men aged 85-plus were drawn from a wider pool of participants in the landmark umbrella LiLACS NZ study, which is uncovering what leads to successful ageing. The new sub-study, *published in the scientific journal Social Science & Medicine*, looked at how people experience health and wellbeing in advanced age, and included people living in urban and remote rural areas, with differing degrees of diagnosed health issues.

	SHELLEY'S CORNER
<p>Three simple rules in life:</p> <ol style="list-style-type: none"> 1. If you do not GO after what you want, you will never get it. 2. If you do not ASK, the answer will always be NO. 3. If you do not step FORWARD you will always be in the same place. 	<p><i>I am so pleased to introduce a new feature in the "Link": Shelley's corner. Some of you will already know Shelley, either through attending a seminar or for work she has done for you, but for the readers who haven't had the pleasure to meet Shelley here a short introduction. Shelley is a Partner of the firm, Shieffangland, focusing on employment, trade practices and intellectual property. Shelley deals with all aspects of employment law and appears regularly at mediation and in the Employment Relations Authority, and has appeared in the Employment Court. She regularly presents to corporate clients as part of in-house training and development. Shelley works closely with our commercial team on statutory and regulatory compliance, competition and trade mark matters. A period out of legal practice included time in senior management, as well as lecturing in employment law and human resources management. She brings this experience to bear, providing clients with strategic, practical and timely advice.</i></p> <p><i>Below this month's article.</i></p> <p>MBIE is targeting companies</p> <p>You might have heard seen in the news recently that four construction companies (CNZ Homes, Vanguard Construction, MX Construction and GL Siteworks) all received infringement notices for breaching the Employment Relations Act 2000 and Holidays Act 2003, and were put on the Ministry of Business (MBIE) stand down list which prevents companies from recruiting migrant labour.</p> <p>It has been reported that the Labour Inspectorate has investigated another 46 companies as a result of spot checks. These go beyond construction companies and increasingly we are seeking MBIE auditing our clients to ensure that they meet minimum employment standards.</p> <p>The minimum standards that the Labour Inspectorate checks for are:</p> <ul style="list-style-type: none"> • Written employment agreements • Minimum pay • Break entitlements • Annual and public holidays • Sick, parental and bereavement leave • A safe workplace • Accurate pay and holiday records. <p>Examples of common breaches are:</p> <ul style="list-style-type: none"> • Failure to record the number of hours worked each day in a pay period and the pay for those hours; • Failure to record the details of the dates of, and payments for, any public holiday or alternative holiday for which the employee had an entitlement to holiday pay; and • Failure to record the date on which the employee became entitled to any alternative holiday. <p>If you wish to have your current system or any documents reviewed, please let us know.</p> <p>Shelley Eden, Partner Contact her on +64 9 300 8756 or Shelley.Eden@shieffangland.co.nz</p> <p>Tony (Tae Yong) Sung, Solicitor Contact him +64 9 300 8766 or Tony.Sung@shieffangland.co.nz</p> <p><i>This paper gives a general overview of the topics covered and is not intended to be relied upon as legal advice.</i></p>

<p>Success is not final; failure is not fatal: It is the courage to continue that counts</p>	<p>Hand Hygiene New Zealand auditing manual (2019 edition)</p>
	<p><i>Although this manual is advised for DHB and surgical hospitals there is information in it that will help long term settings as well especially if you are looking for continual improvement ideas. J</i></p> <p>From: https://www.hqsc.govt.nz/our-programmes/infection-prevention-and-control/publications-and-resources/publication/3762/</p> <p>Infection Prevention & Control</p> <p>This is a practical 'how to' guide to hand hygiene auditing as part of a quality improvement programme. It is primarily intended for inpatient settings such as district health boards and private surgical hospitals.</p> <p>Measuring hand hygiene performance rates with timely reporting of results helps to identify areas where improvement has taken place and those that require further attention. In this way it is a powerful tool to motivate and drive further improvements in practice.</p> <p>This is the third revision of the auditing guide since the start of the Hand Hygiene New Zealand programme (last revised 2017) and reflects how the programme has matured. This guide includes changes to the auditing requirements to support sustainability and embed good hand hygiene across the whole hospital.</p> <p>Downloadable attachments</p> <p>Hand Hygiene New Zealand auditing manual (2019 edition) (2.4 MB, pdf)</p>
	<p>1887 NURSING JOB DESCRIPTION</p>
	<p>In addition to caring for your 50 patients, each bedside nurse will follow these regulations:</p> <ol style="list-style-type: none"> 1. Daily sweep and mop the floors of your ward, dust the patient's furniture and window sills. 2. Maintain an even temperature in your ward by bringing in a scuttle of coal for the day's business. 3. Light is important to observe the patient's condition. Therefore, each day fill kerosene lamps, clean chimneys and trim wicks. 4. The nurse's notes are important in aiding your physician's work. Make your pens carefully; you may whittle nibs to your individual taste. 5. Each nurse on day duty will report every day at 7 am. and leave at 8 pm., except on the Sabbath, on which day she will be off from 12 noon to 2 pm. 6. Graduate nurses in good standing with the director of nurses will be given an evening off each week for courting purposes, or two evenings a week if you go regularly to church. 7. Each nurse should lay aside from each payday a goodly sum of her earnings for her benefits during her declining years, so that she will not become a burden. For example, if you earn \$30 a month, you should set aside \$15. 8. Any nurse who smokes, uses liquor in any form, gets her hair done at a beauty shop or frequents dance halls will give the director of nurses good reason to suspect her worth, intentions and integrity. 9. The nurse who performs her labours [and] serves her patients and doctors faithfully and without fault for a period of five years will be given an increase by the hospital administration of five cents per day.

<p>Your mind will always believe everything you tell it. Feed it hope. Feed it truth. Feed it with love. Natural life</p>	LANGUAGE LINE - TELEPHONE INTERPRETING SERVICE	
	<p>Monday to Friday 9:00am - 6:00pm and Saturday 9:00am - 2:00pm.</p> <p>HOW TO USE THE SERVICE</p> <p>To get an interpreter, visit or telephone a participating agency. (DHB for instance)</p> <ul style="list-style-type: none"> • Ask for Language Line and the language you want. • You will be asked to wait (please do not hang up the telephone). • A professional interpreter will join you on the phone, usually within two minutes to help you talk to the agency. <p>There are upcoming changes to telephone interpreting services, see below for more information.</p> <p>Language Line is closing, and moving to a new service</p> <p>A new 24 hour, seven day a week telephone interpreting service replaces the current Language Line service from 30 September 2019.</p> <p>This is the first of a number of upcoming changes to improve the availability, quality and coordination of language assistance services across the public sector.</p> <p>This work is being progressed under the cross-government Language Assistance Services Project(external link) led by the Ministry for Business Innovation and Employment and Department of Internal Affairs.</p> <p>This will mean some changes for how people access telephone interpreting services.</p> <p>If you require a telephone interpreter to access the public services and information you are entitled to, the new service will still be free to use. The government agency that you are accessing information through will use the new service, the same way they currently use Language Line.</p> <p>For organisations that currently use Language Line and want to know if they will be eligible to use the new service, you can use the eligibility tool on the New Zealand Government Procurement & Property(external link) website to find out.</p> <ul style="list-style-type: none"> • If you find that you are not eligible for the new service, you will need to find other telephone interpreting service providers you can use. <p>If you have any questions about the closure of Language Line, you can contact Language.Line@dia.govt.nz. https://www.ethniccommunities.govt.nz/language-line/</p>	
	HANDY HINTS	
	<p>Oven: Reduce the unpleasant smell left from oven cleaners by baking some citrus peelings on low heat.</p> <p>Oven cleaning: To reduce the need, line the bottom of your oven with foil cut to size. The foil catches drips and grease and can be easily replaced when dirty.</p>	

SUCCESS STORY

*I hope you are going to read the next success story about **APRONS AND MORE***

I had the pleasure of meeting Simon and was impressed by his personal success story. I sampled some of the products he was showing a rest home manager and I liked what I saw and heard.

This is Simon's story.

About 20 years ago my partner picked up and left the relationship, leaving our 3 year old girl behind. At the time I was working in the hospitality industry and had to resign so as to be able to look after my daughter.

I went on the domestic purposes benefit while I sorted things out. Winz were not overly helpful and after about a month Winz were trying to send me out to pick kiwifruit.

There was no future in picking kiwifruit and the hours would mean leaving my daughter in someone else's care and paying them to look after her. Didn't make sense to me.

I came up with an idea to make some waterproof aprons for the hospitality industry. Thereby being self employed part time I was able to take care of my daughter with the least amount time spent away from her in the preschool years.

So off to Winz I go to tell them I was going to start a business manufacturing and selling aprons part time to help subsidise my Winz income.

Whilst waiting to see my Winz case manager I got talking to a lady seated next to me and told her of my apron idea. She seemed very interested and asked if I had anyone to sew the aprons which I replied that I didn't. She then informed me that she had an industrial sewing machine and could sew. Brilliant!! So there the business was born.

I went to the bank to get a loan to start the business but because I was on the benefit the bank sent me packing. So I tried a different angle and asked the bank for an overdraft which surprisingly they agreed to.

I then ordered some material and we made our first aprons. As my daughter got older and spent more time at school, I was able to spend more time selling aprons. The business started to grow and before long we took another lady off the benefit, set her up in her own business and contracted her back to me making aprons.

Several years after that we took another lady off the benefit and as with the first two, set her up in her own business and once again contracted her back to me.

The business has now been up and running successfully for twenty years with clients such as McDonalds Restaurants, Pak n Save, New World, The Mad Butchers just to name a few along with many rest homes.

I have developed a reputation for supplying top quality aprons and the business is doing just fine.

My daughter now has a university qualification and is happily working in her chosen profession.

I am one very proud Dad. Actually just quietly quite proud of myself too!

So that's about it really.

Thanks for taking the time to read this and for showing interest in my business.

Kind regards Simon

Simon Fenlon

www.apronsandmore.co.nz

(Manufacturer of Quality Aprons)

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Don't cry
because it's
over, smile
because it
happened.

<p>Believing in yourself is the first secret to success</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><i>“Goodbyes are not forever, Goodbyes are not the end. They simply mean I’ll miss you, until we meet again.”</i> <i>Author Unknown</i></p>	NEWSLETTERS BACK ISSUES	
	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.	
	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. I don’t mind sharing this information but I don’t agree anybody making financial gain from this information!	
	HELP ME KEEPING THE DATABASE UP TO DATE!	
	Changing positions? New email address? Let me know if your details are changing so I can keep the database up to date. 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. Thank you all for your contribution each month.	
	<i>Jessica</i>	

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

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

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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.