

In this issue:

- Congratulations
- Clarification
- Lift/elevator safety
- Auditting
- Employment minimum wages
- Daffodil Day
- Worthwhile reading
- On line learning
- What is on
- Back issues

jelica@woosh.co.nz

www.jelicatips.com

mobile: 021 311055

1/3 Price Crescent
Mt Wellington
Auckland 1060

CONGRATULATIONS

I am very pleased to mention another 2 facilities achieving
4 year certification.

My compliments and congratulations to:

Fergusson Home & Village (Cantabria Group) Rotorua
and
Bishopspark Retirement Village (Anglican Living, Christchurch)

If you are one of the very few achieving this then please let me know as it deserves a special place and recognition! If you don't let me know I can not publish it.

SPECIAL CONGRATULATIONS ALSO GO OUT TO CAMBRIDGE RESTHAVEN

Cambridge Resthaven, won social enterprise category AND the Supreme award of the 2013 Waipa districts business awards.

They beat 60 other entrant (business's within the Waipa area) for the supreme award!

The Waikato University Management school were the judges.

This is a brilliant achievement for a not-for-profit Rest home and hospital.... possibly a first??? Or if not a first a bit of a rarity.

A staff member from Tarahills rest home in Te Awamutu won employee of the year for Te Awamutu.

This is something the whole sector should be proud of. Wouldn't it be great if these positive stories received the same extensive media attention as negative stories do!? Here is hoping.

CLARIFICATION

Regarding last month's article: **Chlorhexidine - Risk of Anaphylaxis**

Just to clarify - I meant using normal saline instead of chlorhexedine with male catheterisation - not in other situations.

Regards

Janet Parker RN NP | Gerontology Nurse Practitioner Community and Residential Aged Care
Nga Kaitiaki Kaumatua

Accept that some days you are the pigeon, and some days you're the statue

LIFT / ELEVATOR SAFETY

Though elevators are one of the safest forms of transportation, following simple guidelines can help further improve passenger safety. It's important to not only know how to properly ride elevators, but also what to do if the elevator becomes stalled.

In the event of a possible disruption in electrical services take the lift out of commission to prevent residents getting stuck in the lift.
For instance if there is an electrician on site doing work put a sign on the lift door "not to be used" as the power might go off.

Ensure that there are instructions in the lift with guidelines informing **"What to Do if you are Stalled in an Elevator"**

Have emergency numbers clearly displayed for staff to take immediate action.
Ensure staff is aware what to do.

AUDIT

The importance of checking your draft audit report.
A **draft report** is a first version of the audit findings.
This version is made available to you, before it is officially submitted to the Ministry, so that you can make comments about any of the findings or the way in which they are reported.

If you notice that the draft report does not offer any information or incomplete information on certain topics you can submit that comment, to request the auditor to include the added evidence (or ask the auditor to explain why it was not included) in the final version of the audit report.

I encourage you to take a good look at your draft report and offer any comments you might have. Keep a copy of the comments you have submitted on the report.

Not taking this opportunity could have consequences.
Omitting certain comments and information from the audit report could have an effect of the certification outcome.

Insist that the report reflect all the positive things you do in your facility.

After the audit report is submitted it becomes more difficult to have changes made as the Ministry will most likely ask you why you didn't comment on the draft report.
If you have evidence that you did respond to the draft audit report but the auditor did not make the changes you can present that evidence to the Ministry.

To have the outcome changed at this stage might need a re-written and submitted audit report and a new application to the Ministry.
If the auditor does not add your comments to the audit report or is not prepared to make the changes in the final report then email your comments, with evidence if possible, to the Ministry and your Association.

It is important for providers and managers to be empowered enough to make comments, to stand up for themselves, to not have auditors telling you how to achieve the standards and to take control of the audit.

Be prepared to show all the great things you do and do not allow the auditor to sit in the office staring at paperwork!

EMPLOYMENT MINIMUM WAGE ENTITLEMENTS

A recent MBIE Labour Department media release noted that the Ministry's Labour Inspectorate lodged an action with the Employment Relations Authority (ERA) in Auckland following complaints that employees were being paid less than \$4 an hour for up to 70 hours' work per week.

15 companies are currently being investigated by the Labour Inspectorate and Immigration New Zealand for their involvement in this matter. Each company could face a maximum penalty of \$20,000 in respect of each failure to comply under the ERA.

For more information on this story please follow this link:

<http://dol.govt.nz/News/Media/2013/four-dollars-an-hour-action.asp>

From 1 May 2013 the starting-out wage replaced the new entrants' minimum wage and training minimum wage for under-20s.

The current minimum wage for adult workers (16yrs+) is **\$13.75** an hour. The current minimum wage for workers starting-out or those training is **\$11.00** an hour.

If you have any concerns regarding your wages/salary contact MBIE on **0800 20 90 20**

Daffodil Day on 30th of August!

August is Daffodil month



Your support of the Cancer Society's Daffodil Day helps to raise much needed funds that provide free support to people going through a cancer diagnosis. Services that include:

- Home visits by trained cancer nurses
- Counselling sessions for those with cancer, and their families/supporters
- Transport to cancer treatment
- The cancer information helpline, 0800 Cancer

Your support makes these services possible, as well as funding much needed cancer research and prevention.

I am taking on **Lunn Ave in Mt Wellington** as area coordinator. If you have some spare time on that day please let me know as we are always on the look out for help on the day.

It would mean collecting at a stationary point for 1-2 hours at the most on Friday the 30th of August. It does not have to be in Mt Wellington as Daffodil Day is Nationwide and collectors are needed in each area. Drop me a line and I will get you in contact with the right person. Thanking you in advance.

Jessica

Remember it is
the second
mouse that gets
the cheese

WORTHWHILE READING

The Black Hole: the challenges of young onset Alzheimer's
By Eileen Smith

The Black Hole. No light can escape from a black hole. It has, in effect, disappeared from the visible universe – become *invisible*. Just like the under-65s when they are diagnosed with ‘young onset Alzheimer’s disease’. They do not fit the commonly understood model of dementia, which is that it affects *older* people.

In 2001, at the age of 54, Ray Smith, a busy export manager, husband, father and a new grandfather, was diagnosed with young onset Alzheimer’s. Neither he nor his wife Eileen had any knowledge or experience of the disease.

They fell into a system that split care into ‘the under-65s and the over-65s’, but services for the under-65s didn’t recognise Alzheimer’s as a disability. It was an uphill battle, not only having to adjust to the diagnosis, but also having to cope with expensive, unsubsidised medication, which at best slowed its progression.

Five years after Ray’s diagnosis, Eileen reached a point where she was despairing of ever finding suitable and age-appropriate care for Ray. She joined Alzheimers New Zealand, later becoming a board member, and has worked tirelessly for all sufferers.

This book tells not only of their struggle through the system and Ray’s inevitable decline over the years, but how they both shared a passion to spread awareness of the disease. It is a story of hope, strength, stubbornness and, most of all, love.

ISBN 978-0-473-21287-2 Published by [AM Publishing New Zealand](#)

Web-based learning packages SERIOUS INCIDENT REVIEW AND OPEN DISCLOSURE

Posted 15th Jul 2013 in [Reportable Events](#)

The Commission has been working with the wider health and disability sector to develop two web-based learning packages to provide guidance for two key subjects:

- serious incident review
- open disclosure.

The packages are intended to provide an introduction to these subjects, and are aimed at staff who work for health and disability providers in the wider sector, rather than district health boards.

The Commission was assisted in producing these packages by staff from a number of areas, including primary care, disability services, aged residential care, hospices, and home and community services. Their assistance was much appreciated.

The programmes are hosted on the Ministry of Health’s Learn Online system, and can be accessed through the Learn Online website: <http://learnonline.health.nz/>

As best as you
can keep your
words soft and
sweet, just in
case you have
to eat them.

ONLINE AVAILABILITY OF ON-LINE CULTURAL COMPETENCY TOOL

posted by HIIRC Admin on 8 July 2013

This online tool has helped over 6,000 health workers increase their cultural competency in its first year will remain available at no cost, at least until 31 March 2014, confirmed Associate Health Minister Tariana Turia.

“Culture is about much more than simple superficial differences. Health professionals who understand this communicate more effectively and that can make all the difference - especially for those who find it difficult to access the care and services they need,” says Mrs Turia.

“Being able to offer culturally competent care and support can increase people’s willingness to seek support from health practitioners and health services, and increases their likelihood of sticking to their treatment plans.”

The tool was delivered by Mauri Ora Associates on behalf of the Ministry of Health and launched in June 2012. It incorporates the Foundation Course in Cultural Competency, which provides a basic understanding of cultural competency and health literacy. The multimedia course is available at no cost and takes about an hour to complete.

Cultural competence training can help update the knowledge, skills and attitudes of health professionals, allowing them to be more ‘in tune’ with clients and patients. It provides people a much more accessible and welcoming service and can make a very positive difference to patient outcomes and experiences.

The Foundation Course in Cultural Competency provides an understanding of New Zealand’s culturally diverse population, with an emphasis on Maori culture. The course highlights the importance of supporting health literacy and ensuring health professionals are skilled at providing health information in a way that people can easily understand and use.

Since its launch in June 2012, the online tool has been freely available to health professionals, via the Mauri Ora Associates website at www.mauriora.co.nz, and has been accessed by over 6000 users – including people who have taken groups from their organisation through the various online modules.

For more information on the Foundation Course in Cultural Competency, please visit www.mauriora.co.nz.

NEW TOPIC

I invite all readers to send me stories about initiatives that work really well and achieve a positive outcome for residents.

This might motivate everybody to start thinking of all the great things you do and learn from each other. Let’s get all behind bringing the quality of the sector to a high level. (*by doing this you help me to achieve something that is on my bucket list!*)

I will publish the stories here and you can then start publishing them in your facility, newsletters etc. This might get the ball rolling in educating the general public that many good things happen in the sector. The media has proven that they are not interested in positive stories so we have to find other ways to inform people. This might be a way!

Jessica

Try to do stuff
you enjoy just
in case you die
in the middle of
it.

WHAT IS ON

Gerontology Nursing Conference THE SELWYN FOUNDATION

Wednesday, 14 August 2013, 7.30 am - 4.30 pm.

Waipuna Conference Centre, Mt Wellington, Auckland

- Full-day professional development conference
- Latest leadership on clinical and dementia care issues
- Person-centred, holistic teaching of individualised aged care
- Expert nurses teaching advanced nursing practice

Speakers include:

- Julie Daltrey and Jan Clark, Clinical Nurse Specialists with the Waikato DHB - Advance care planning
- Diana Hart, Respiratory Nurse Practitioner at Middlemore Hospital - Chronic Obstructive Pulmonary Disease
- Dr Michal Boyd, Nurse Practitioner and Senior Research Fellow with the Department of Geriatric Medicine at the University of Auckland - End of life care for people with dementia
- Tony Lawson, Nurse Practitioner at Bay of Plenty District Health Board - Parkinson's disease

Special 'early bird' registration price available - only \$120 incl GST until 15 July (\$150 thereafter)

To book visit www.selwyncare.org.nz

National Dementia Cooperative Update July 2013

- View the draft programme of the NDC Knowledge Exchange forum SHARING EVIDENCE – SUPPORTING ACTION on our website <http://ndc.hiirc.org.nz/page/39423/sharing-evidence-supporting-action-ndc-knowledge/?tab=4892&contentType=1587§ion=19790> The forum is planned for 21 and 22 November 2013 in Auckland. Registrations will open in the near future, thanks to Royal District Nursing Service NZ underwriting conference management services.
- Have your say on the Carers' Strategy Action Plan for 2013 to 2018. You can use pen and paper or complete an online questionnaire <http://www.msd.govt.nz/about-msd-and-our-work/work-programmes/policy-development/carers-strategy/have-your-say-on-the-carers.html>
- Several members of the NDC are working with Health Navigator NZ to further develop the section on dementia on this independent, non-profit, NZ focussed website <http://www.healthnavigator.org.nz/>
- Understanding Dementia is a free online course from the University of Tasmania starting on 29 July 2013. Go to our website for more information and to register <http://ndc.hiirc.org.nz/page/40718/understanding-dementia-free-online-course/?tab=4892§ion=19790>

Please forward this update to others who have an interest in dementia.

As always, if you have any questions, contact me.

Naku noa

Marja Steur
National Coordinator
National Dementia Cooperative

No one has
ever gone blind
looking at the
bright side of
life

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!

MY THOUGHT FOR THIS MONTH



Some interesting websites:

www.careassociation.co.nz

www.eldernet.co.nz,

www.insitenevpaper.co.nz,

www.moh.govt.nz;

www.healthedtrust.org.nz

www.dementiacareaustralia.com;

<http://www.bpac.org.nz/Public/admin.asp?type=publication&pub=Best>

www.advancecareplanning.org.nz

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

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.

Signing off for now.

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.