

In this issue:

- 4 year
- Audit issues
- Transforming respite
- Census
- Silver rainbow
- Avoid Colds and Flu's
- Communication with people with dementia
- Easter activities
- Keep fatigue out of the workplace
- Stop and Watch Tool
- Have you heard of Grey Matter
- Training
- QA Programme
- Back issues
- Helpful websites

Emailed to:
1687 readers
and counting

Welcome to my
overseas readers

09jelica@gmail.com

mobile: 021 311055

1/3 Price Crescent
 Mt Wellington
 Auckland 1060

4 YEAR CERTIFICATION

I am very pleased to mention more facilities achieving

4 year certification

My compliments and congratulations to:

Eltham Care Rest Home - New Plymouth

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

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.

AUDIT ISSUES

In the last link under

Standard 1.3.3 SERVICE PROVISION REQUIREMENTS: Consumers receive timely, competent, and appropriate services in order to meet their assessed needs and desired outcomes/goals.

I wrote

There is a review by the General Practitioner (GP) at least every three months

That statement is not correct as the ARC states: (D16e.i.1) it requires that each resident "must be examined not less than once a month" – This is **unless their medical condition is assessed as stable by the GP or NP.**

Monthly is therefore the default period, not 3 monthly as is commonly believed.

I was made aware of the statement regarding the GP visits and would like to acknowledge that the person making me attend to this is absolutely right. Thanks Joanne for taking the time to email me about this.

Also thanks you Janet to make me aware that I have to add Nurse Practitioners as they can do the admission and reviews as well.

So I would like to change the statement to:

- ✓ There is a review by the General Practitioner (GP) or Nurse Practitioner (NP) not less than once a month – This is **unless their medical condition is assessed as stable by the GP or NP.** This needs to be documented in the clinical notes.

I am happy to receive this sort of feedback so if I get something wrong please don't hesitate to get back to me.

Jessica

AUDIT ISSUES

I had quite a number of requests to write more about the standards and how to achieve them.

SERVICE PROVISION REQUIREMENTS Standard 1.3.3 Consumers receive timely, competent, and appropriate services in order to meet their assessed needs and desired outcomes/goals.

Criterion 1.3.3.3

Each stage of service provision (assessment, planning, provision, evaluation, review, and exit) is provided within time frames that safely meet the needs of the consumer.

- Staff need to be informed about the pressure injury programme (2016).
- The policy and procedures need to provide information relating to pressure injury assessments and subsequent management, have information of the stages of pressure injuries to guide staff and understand about Section 31 incident notification forms and reporting of stage 3 and higher pressure injuries to HealthCERT and DHB portfolio manager.
- Staff understands when to seek advice from external services i.e wound specialist.
- Clear documents to use during each part of the process i.e wound assessment, wound treatment plan etc.
- Wound treatment plan defines the treatment in a clear and concise manner including frequency of dressing change, cleansing of the wound, dressing product, expected healing timeframe, evaluations and delegated staff.
- Process includes taking photos with a measuring device, and the plan identifies how often the photo needs to be taken.
- Turning chart is part of the treatment plan with clear instructions on how often to turn client, which equipment to use and which area to avoid.
- Include additional interventions such as pressure relief, nutritional supplements, pain relief
- If wound care plans are kept separate (designated wound care folder) ensure that there is linkage to the long term care plan to ensure that treatment does not get forgotten.
- RN to oversee all is completed as required and takes action if there are gaps identified.
- Evaluate regularly and define the changes you see clearly. Is the wound better or worse or the same etc.

COMPLAINTS MANAGEMENT Standard 1.1.13 The right of the consumer to make a complaint is understood, respected, and upheld

- There is a complaints policy to guide the practice.
- A designated person with delegated responsibilities investigates and manages complaints (verbal and written).
- There is a complaint (and compliments) register that records activity in an ongoing manner. Ensure that the register shows the appropriate timeframes being adhered to from receiving to closure.
- Complaints and compliments are discussed at the staff meetings.
- Complaints forms are visible and easily accessible to anybody.
- Identify trends and put required corrective action in place and follow through.
- Ensure sign off to confirm satisfaction by complainant.
- Discuss with residents and relatives to confirm they are aware of how to make a complaint.
- Provide a complaints procedure within the information pack at entry.

Jessica

Wouldn't it be great if we could put ourselves in the dryer for 10 minutes; come out wrinkle free and three sizes smaller?!

Easter is a good time to enjoy all of your many meaningful blessings: family, friends, and, of course, chocolate moulded into tasty bunnies

TRANSFORMING RESPITE

Deborah Mills, Development Manager, Ministry of Health (DSE e-newsletter February 2018)

We expect to see good progress in implementing the respite strategy during 2018. During the next few months we will:

- Publish information on the disability respite market on the Ministry's website – this is to support providers to respond to opportunities for service development arising from implementation of the respite strategy. The document includes information about the number/age/ethnicity of Disability Support Services' clients in each region and provides a snapshot of what services are currently available and the potential gaps
- Make the results of a disability respite stocktake available online – this is to help disabled people and their whānau to find out about the respite options currently available in each region
- Continue with planning to change Carer Support to 'flexible respite budgets'. Once available, families will be able to use flexible respite budgets to achieve a break from caring in the way that suits them best. We will also release new purchasing guidelines that will show families how the budgets can be used.

Disabled people, their families/whānau and existing or new providers of disability support are welcome to contact us at any time to discuss the opportunities that may be available for them through changes to respite (respitestategy@moh.govt.nz).

CENSUS 2018

It is great to see the census on line and not have people knocking on the door. This year all you need is a computer, your access code (which is mailed out) and about 20 minutes to complete it.

Go to <https://www.census.govt.nz/> and click on ""begin your census now""
Do it before or on 6 March!

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.

AVOID COLDS AND FLU'S

Haven't tried these but who knows it might help!

Protein powder: Studies show that low-protein diets can drain the immune system. So you might want to up your intake of protein-rich foods – like eggs, fish and yoghurt. It'll help your body build antibodies to fight off infection

Sweet, sweet potato: Sweet potato is ripe with vitamin A – which helps the body make more white blood cells to fight viruses. It also keeps mucous membranes in tip-top shape

Ref: Babylon

<p>No culture can live, if it attempts to be exclusive. Mohandas K. Gandhi</p>	COMMUNICATION WITH PEOPLE WITH DEMENTIA	
	<ol style="list-style-type: none"> 1. Never ARGUE, instead AGREE 2. Never REASON, instead DIVERT 3. Never SHAME, instead DISTRACT 4. Never LECTURE, instead REASSURE 5. Never say "REMEMBER," instead REMINISCE 6. Never say "I TOLD YOU," instead REPEAT/REGROUP 7. Never say "YOU CAN'T," instead do what they CAN 8. Never COMMAND/DEMAND, instead ASK/MODEL 9. Never CONDESCEND, instead ENCOURAGE 10. Never FORCE, instead REINFORCE 	
	Leeza's care connection	
	HAPPY EASTER	
	<p>Some activities you can do with residents for Easter</p> <p>Paint Surprise Eggs The multiple steps involved in dyeing Easter eggs can be made easier and fun with a little prep work from staff. Before starting the activity, use a white crayon to draw fun shapes on eggs, such as bunnies and butterflies. Give residents some watercolours and encourage them to paint the eggs. The white crayon will resist the paint and the image will be revealed.</p> <p>Create Lavender Sachets Scents can stimulate memory, and lavender can help soothe anxiety. Help residents make a lavender sachet by providing small, colourful fabric pouches they can fill with lavender seeds. Once they have filled the pouch, help seal it by either sewing or gluing the edges shut. Encourage residents to find a special drawer for the sachet so they can enjoy a lovely burst of scent while getting dressed.</p> <p>Make Easter Cards Set out different coloured pieces of paper, markers, and spring-themed stickers, and encourage residents to get creative. Once the cards are made, help them mail them to the recipients. They also deliver the cards by hand at an Easter when family visit. Either way, they may feel a sense of purpose by bringing joy to someone else this spring season.</p> <p style="text-align: right;">Happy Easter everybody!</p>	

	<div data-bbox="647 145 1184 179" data-label="Section-Header"> <h2>KEEP FATIGUE OUT OF THE WORKPLACE</h2> </div> <div data-bbox="363 235 1455 412" data-label="Text"> <p>The summer holidays are well and truly over with many people back at work and families getting into the swing of the new school term as well. Getting back into work routines may require some adjustment – both physically and mentally. It’s a good time to remember to look after yourself and keep getting enough sleep as the likelihood of a work-related incident can be higher if you are fatigued.</p> </div> <div data-bbox="363 427 1436 533" data-label="Text"> <p>Fatigue is more than just being tired; it is a state of physical and/or mental exhaustion which can seriously impact our ability to function safely. This is a common issue for many people.</p> </div> <div data-bbox="363 548 1468 692" data-label="Text"> <p>To work safely, workers should be physically and mentally alert. Businesses and workers both have a responsibility to manage the risks of fatigue at work. Our updated fatigue quick guide has information for businesses and workers to explain their respective responsibilities to manage fatigue.</p> </div> <div data-bbox="363 705 925 741" data-label="Text"> <p>Both PCBU’s and workers have responsibilities</p> </div> <div data-bbox="363 777 1430 846" data-label="Text"> <p>PCBUs must ensure, so far as is reasonably practicable, the health and safety of workers, and that others are not put at risk from their work.</p> </div> <div data-bbox="363 848 1452 954" data-label="Text"> <p>PCBUs must eliminate risks that arise from their work so far as is reasonably practicable. If a risk can’t be eliminated, it must be minimised so far as is reasonably practicable. PCBUs may need to manage the risks that arise from fatigue.</p> </div> <div data-bbox="363 990 791 1025" data-label="Section-Header"> <h3>Practical steps to minimise fatigue</h3> </div> <div data-bbox="411 1028 1466 1848" data-label="List-Group"> <ul style="list-style-type: none"> • Sleep: People generally need between seven and a half and nine hours of sleep a night to maintain health and alertness. Adequate, good quality sleep is essential to maintain and restore full physical and mental functioning. It is the only way to recover from fatigue. • Promote better sleep: If it is hard to get good-quality sleep, try: keeping a regular sleep schedule by going to sleep and waking up at the same time daily; sleeping in a dark room; avoiding using electronics directly before sleep; eliminating noise; not eating large meals directly before sleep; exercising regularly; changing to a different bed. Look at sleep-specific websites for more advice. If that does not work, consult a sleep expert. • Take breaks during and between shifts: Use this rest and recovery time appropriately to restore energy and alertness. • Nutrition: Eat a balanced diet, particularly foods that provide a steady release of energy throughout the day (eg whole grains). Drink sufficient amounts of water. One way to determine if you are well hydrated is by the colour of your urine – if it’s a dark colour you need to drink more water. • Stimulants: Coffee and nicotine provide only short-term relief from the effects of fatigue. When the stimulants wear off, there is usually a ‘crash’ and poor-quality sleep may result. Sleeping tablets can reduce fatigue if properly used for limited periods (seek medical advice before use). Drugs and prescription medications should not be used as a substitute for getting adequate rest. • Work/life balance: Have a life outside of work and ‘switch off’ after work hours. Continue any personal hobbies (ie sports, social group meet-ups etc). </div> <div data-bbox="363 1848 938 1886" data-label="Text"> <p>If fatigue and sleepiness persists, see a doctor.</p> </div> <div data-bbox="363 1933 1200 1971" data-label="Text"> <p>For more information on the fatigue quick guide and strategies go to:</p> </div> <div data-bbox="363 1984 1425 2058" data-label="Text"> <p>https://worksafe.govt.nz/topic-and-industry/work-related-health/fatigue/fatigue-quick-guide/</p> </div>
--	---

I love my age.
Old enough to
know better.
Young enough
not to care.
Experienced
enough to do it
right.
Womenworking

STOP AND WATCH TOOL

Some of you might already use this as I had it in the newsletter in November 2015 but for the newer readers this can be a helpful tool to help reduce emergency admission.

Early identification tool aims to reduce after hours emergency department admissions

The Stop and Watch tool is a part of the Interventions to Reduce Acute Care Transfers (INTERACT) program and assist with the early identification of a deteriorating resident.

The tool allows anyone who engages with a resident regularly and identifies a change in the resident's condition, to flag their concerns right away.

Once the staff member has initiated *Stop and Watch* and reported it to the nursing team leader, an assessment of the resident must be undertaken by the nurse to determine what pathway must be followed, including:

cessation of Stop and Watch – nothing of a serious nature has been observed

continuation of the Stop and Watch observations for a number of hours to determine any deterioration in the resident, at this stage the nurse has the



EARLY WARNING TOOL

"Stop and Watch"

If you have identified an important change while caring for a resident today, please circle the change and discuss it with the charge nurse before the end of your shift.

Name of Resident _____

- S**eems different than usual
- T**alks or communicates less than usual
- O**verall needs more help than usual
- P**articipated in activities less than usual

Ate less than usual (Not because of dislike of food)

N

Drunk less than usual

Weight change

Agitated or nervous more than usual

Tired, weak, confused, or drowsy

Change in skin color or condition

Help with walking, transferring, toileting more than usual

Staff _____

Reported to _____

Date ____ / ____ / ____ Time ____

I talk to myself,
because
sometimes I
need expert
advice

<p>The best things in life are free: hugs, smiles, kisses, friends, family, love, laughter and good memories <i>Smile is life</i></p>	HAVE YOU HEARD ABOUT GREY MATTER?
	<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>
	TOTAL QUALITY PROGRAMME
	<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>
	TRAINING SESSIONS
	<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>It is never too late to give up your prejudices. <i>Henry David Thoreau</i></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 Avast antivirus protection in all aspects of e-mail sending and receiving

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.