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Emailed to:
1602 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:

Ambridge Rose Manor, Auckland

Te Hopai Trust, Wellington

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.

SHORT AND SWEET HEALTH TIPS

Brush up on hygiene. Many people don't know how to brush their teeth properly. Improper brushing can cause as much damage to the teeth and gums as not brushing at all. Lots of people don't brush for long enough, don't floss and don't see a dentist regularly. Brush for at least two minutes. This includes brushing the teeth, the junction of the teeth and gums, the tongue and the roof of the mouth. And you don't need a fancy, angled toothbrush – just a sturdy, soft-bristled one that you replace each month.

<http://www.health24.com/Lifestyle/Oral-health>

FOOD PLAN

I believe that it is getting easier to register your food plan.

It is not required yet unless you open a new facility otherwise you have until 2018. Things are still being changed and compared with the first version this one is already a lot easier to complete. I think it a good idea to stay informed and to get used to what you eventually have to do. So this could be a good trial. I will try to keep you up to date as much as possible but keep yourself informed as well.

Follow the below link to the website.


<http://www.mpi.govt.nz/food-safety/food-act-2014/food-control-plans/steps-to-a-template-food-control-plan/create-your-template-food-control-plan/>

Then Click on [Start creating your food control plan](#)

To create your plan:

- answer a series of yes or no questions
- add some more details after you've answered all the questions
- print or save the plan to your computer
- get it registered.

From MPI website

<p>The oldest computer can be traced back to Adam and Eve. Surprise surprise it was an Apple. But with extremely limited memory. Just 1 Byte. Then everything crashed</p>	<h2>ST JOHN AMBULANCE SERVICES</h2>	
	<p>The following is a comment made about the discussions around rising ambulance costs and the suggestion that clients should be members of St John.</p> <p>The facility decided 3 years ago to join up every single resident (181 clients) to St John, at the facilities cost. This was done in order to see what the overall savings would be because of the reduced rates for members.</p> <p>It turned out to cost more than previously. That's because membership to St John only gives you a discounted rate on urgent trips – not on non urgent trips. So take the issue of a client being sent to the public hospital for admission. The outbound trip to the public Hospital would be urgent and thereby only cost \$80 but the return trip to the facility when the client is discharged is the full rate - \$220.</p> <p>As providers we can't request clients to pay for their own membership to St John because of the current clauses in the contract around transportation and the fact that there is also nothing in the admission agreement enabling this. So if the facility has to pay the membership fee there actually isn't any saving. In fact, it ends up costing you more in the longer term than it does without membership of clients. And that's because there are more trips by ambulance for non urgent reasons than there are urgent trips and the discount is only on the urgent trips. Everyone needs to remember that.</p> <p>So please remember that membership to St John only provides a discount on the urgent leg of the journey not the non-urgent leg.</p> <p>Gloria Budgen <i>Thank you very much Gloria for reminding us all regarding this</i></p>	
	<h2>IN MEMORY OF ROSS DUNCAN</h2>	
	<p>Ross Duncan from Norfolk Lodge in Waitura passed away peacefully on the 27th April 2017, after a short hard fought battle with an aggressive cancer, surrounded by family and friends at Mercy Hospice. A kind, thoughtful, and gentle man who will be missed by his loving family and many friends and by the residents and staff at Norfolk Lodge.</p> <p>Ross left a legacy to be proud of.</p> <p>I have been privileged to know and work with Ross and his team and have experienced his commitment to aged care in his gentle and thoughtful manner.</p> <p>Rest in Peace Ross.</p>	
	<h2>5th Eldercare Innovation Awards-Singapore</h2>	
	<h3>Facility of the Year-Independent Living</h3> <p>The trip to Singapore for me was truly a community event with much fundraising occurring to enable me to take my place with the other finalists from across the globe.</p> <p>I was very honoured also to be part of three other groups from NZ who had reached the final. This itself is an achievement for a small country but one thing we need to learn to do better is to be vocal about what we do and achieve.</p>	

5th Eldercare Innovation Awards-Singapore Cont'd

Winners of my
virtual bouquet
this month!!



Many award winners offered similar aspects of care and were proud to showcase it. Many of our hurdles are our humility and our willingness to go beyond what is expected as our residents' journey and needs are our drivers.

There were many highlights and take home messages for the NZ sector, many of which will take courage and creativity to apply in our context.

For many of us who are independent villages or not for profit villages it is not only about trying to be innovative with our service delivery but the financial challenges we face everyday.

Resilience and hard work often drives our success. There were many key themes

- Technology is essential
- The digital age is vital
- Multiple modals of service delivery must be available
- Choice and self directed care, empowerment and healthy ageing is necessary
- Emphasis on health, fitness and active ageing as opposed to frailty
- Globally we share similar challenges –globally we need to inspire and support ageing in place
- Dementia will effect all of us in some way
- Place for both NFP and FP-value what you have whilst modifying future delivery
- Know the stakeholder group
- Innovation comes at a cost but should not be seen as a barrier to care
- Partnership and collaboration is necessary

The countries represented showcased their models and it was a privilege and an honour to be part of discussions that involved some of the most influential and dynamic leaders in aged care.

At times there may have been a language barrier but the compassion, love and willingness to grow to respond to the needs of the future was evident in everyone. IT was a common bond.

The award night was a showcase but none more than the 92-year-old gymnast. Here energy, ability and her energy was inspirational to the many ages there. She was truly a beacon of hope for many –ourselves included.

Aparangi Village thrives on responding to the needs of their community and residents. The staff and Trust are driven to make a difference. To stand up and represent them in this arena was awe aspiring, humbling and most importantly with pride.

You do not need to be rich, part of a big organisation to value and have compassion. Respect and hope is important to us all – no one can take away our residents dreams and aspirations regardless of what we may think. We need to assume all residents are able until we learn they are not then our role is to enable so that they direct their quality of life.

There is no one shoe fits all. Life is a conundrum and so is the delivery of care.

To get it right even for one means we are making a difference

So I bring home many thoughts, wishes, ideas and challenges for my Trust Board. I owe it to my residents, staff and my community to prove their support and fundraising efforts will make a difference for those today and for the future needs of our sector- HEALTHY AGEING

Jackie Long, Aparangi Village

Well done Jackie and team.

<p>If you are helping someone and expecting something in return, you are doing business, not kindness. Positive thoughts</p>	ENDURING POWER OF ATTORNEY (EPA)
	<p>Enduring Power of Attorney (EPA) forms have been changed to make them easier to understand and use.</p> <p>The forms can be found at: http://superseniors.msd.govt.nz/finance-planning/enduring-power-of-attorney/</p> <p>While people setting up EPAs are well protected, a review found some people find them difficult to set up.</p> <p>The changes will:</p> <ul style="list-style-type: none"> • make it easier for two people who appoint each other as attorney (e.g., husband and wife) to have the same authorised witness • provide the option to cancel previous EPAs in the EPA • allow you to cancel an existing attorney without affecting the EPA if there is a successor attorney who can act • change the requirements for medical certificates of incapacity so that health practitioners can use their own forms so long as they contain the required information • require your authorised witness to certify that you understand what the documents are about and you are not being pressured to sign the EPA. <p>Previous EPAs that have been completed won't be affected by these changes. However, any medical certificate about mental capacity must comply with the new requirements.</p> <p>If somebody has completed EPAs on old forms but haven't signed them before 16 March 2017, they'll need to be re-done on new forms. An EPA is a legal document that must be witnessed by a lawyer, legal executive or employee of a trustee corporation.</p> <p>If a previous EPA stays the same, what does it mean that 'any medical certificate about mental capacity must comply with the new requirements'? Does this mean the need for a new medical certificate?</p> <p>Previously, medical certificates about mental capacity have had to follow a form set out in regulations. This has caused problems where health practitioners have used their own, non-compliant forms. Health practitioners will now be able to use their own certificates, provided they contain all the information set out in the regulations. If a health practitioner previously used the form set out in regulations, there should be no need to change their certificates – but they have the option of doing so. No medical certificate that has been validly issued prior to the changes needs to be replaced, but if a certificate is required from 16 March 2017, it will need to contain all the information set out in the regulations.</p> <p>Any health practitioner who has not been using the form set out in regulations should check to make sure they comply with the amended regulations.</p> <p>For forms go to: http://superseniors.msd.govt.nz/finance-planning/enduring-power-of-attorney/</p> <p style="text-align: right;"><i>Source: Super Seniors</i></p>

<p>Oh yes, the past can hurt. But the way I see it you can either run from it or learn from it.</p> <p>Rafiki</p>	<p>The Ministry of Social Development's Senior Services</p>
	<p>What's the latest?</p> <p>We've moved most of the information from this website to the Seniors pages in the Work and Income website. This is where most people now go for information on NZ Super and Veteran's Pension. It's also easier to use and works well with mobile phones and tablets.</p> <p>Go to the Seniors information on the Work and Income website</p> <p>Help with cost of glasses and/or dentures</p> <p>Clients in care may be able to receive financial help for these costs. To check their eligibility ring the Seniors Support Centre on 0800 552 002 (for over 65), or General Enquiries Line 0800 559 009 (under 65)</p> <p><i>Source: April 2017 Residential report MSD</i></p>
	<p>SILVER RAINBOW</p>
	<p>Lesbian, Gay, Bisexual, Trans and Intersex (LGBTI) Education for Caregivers</p> <p>If you are interested please contact</p> <p>Julie.Watson@affinityservices.co.nz</p> 
	<p>PHARMACY COSTS</p>
	<p><i>I received a question about pharmacy costs which might be interesting to other providers as well so I thought I publish it here.</i></p> <p>The question was:</p> <p>On the pharmacy account if items are listed under the NSS heading does that mean that this cannot be on charged to the resident?</p> <p>For example:</p> <p>Ensure is fully subsidised but resident likes Fortisip. As long as the resident is informed and makes an informed choice that one will incur a cost and how much, then the resident can be charged? Even if the pharmacist put this amount under the NSS column?</p> <p><i>The answer back from the DHB pharmacist through Karla (Waitemata DHB):</i></p> <p>"All NSS means is that the medicine/product is NOT funded by the government and the facility has to pay for it – its their choice how they do that, either by paying for it themselves or passing the cost onto the resident/family, or they can discuss with the facility GP and he may be able to change to a similar funded product."</p>

	HOW TO SPOT A PC SUPPORT SCAM
<p>Be grateful for friends who make you smile without eve saying a word</p> <p>Doe Zantamata</p>	<p><i>Here is an article which has nothing specific to do with aged care but this day and age you will all have a computer, internet, email etc and it is absolutely important that you keep your data safe. A number of readers have indicated to find these computer hints helpful!</i></p> <p><i>The scammers are dishonest people and always looking at ways to outsmart others. The below is what I experienced and all I can say they were very convincing and persistent. As a rule I never give information over the phone to anybody but it was difficult to get that through to this person. While she was busy trying to convince me I quickly searched the internet for scams and of course it was a scam. In the end I called her bluff and hang up very politely!</i></p> <p><i>Here are some tips and clues to be aware of:</i></p> <p>If you ever get a call from a pleasant sounding person with a foreign dialect letting you know that they have detected errors on your computer? They'll even offer to show you what is wrong and 'fix' it for you.</p> <p>HERE ARE SOME CLUES TO HELP YOU SPOT A PC SUPPORT SCAM ATTEMPT:</p> <p>Clue #1: THEY called YOU This is the biggest tip-off of the scam. Microsoft, Dell, or any other major company's tech support organisation is not likely going to waste their resources to call you. If you have tech support problems, they know that you will call them.</p> <p>Clue #2: The Caller ID Says MICROSOFT, TECH SUPPORT, or Something Similar and Appears to Originate From a Legitimate Number This is another key part of the scam. This information is what helps the scammer establish legitimacy. Your brain tells you that the caller ID info validates the claims of the caller so they must be for real, right? WRONG.</p> <p>Clue #3: They Ask You to Open The Windows Event Log Viewer to "Show You The Problem" The scammers want you to think that they are knowledgeable and that there is a problem by 'showing you' that your system has 'Errors'. They do this by having you open the Windows Event Log Viewer so that they can attempt to prove their case. News flash: there is almost always going to be some kind of minor error or warning in the event log viewer. This doesn't mean that your system is having any real problems or is infected by anything. They may ask you to perform some other steps.</p> <p>Clue #4: They Ask You to go to a Website and Install a Tool so That They Can Remotely Connect to Your Computer to 'Fix' The problem. This is the part where the scam gets dangerous. The scammers want to take control of your computer, but not for the purpose of fixing it as they claim. The scammers want to infect your computer with malware, rootkits, keyloggers, etc. In order for them to do so, they need a way in. The scammers will ask you to install a remote connection tool and provide an ID number, or some other credential generated by the remote connection tool. They will then use this information to gain access to your computer. At this point your computer has been compromised. (search for solutions i.e I've Been Hacked, Now What?)</p> <p>As with any scam, there will be new variants as the scam is refined, so be on the lookout for new tactics, but the basic clues above will probably remain unchanged.</p> <p><i>Stay safe and a step ahead of these scammers!</i></p> <p><i>Lifewire</i></p>

<p>There are 4 things that you can never recover: The stone after the throw The word after it's said The occasion after it's missed The time after it's gone</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. 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: 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>Do everything with a good heart and expect nothing in return and you will never be disappointed.</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 Micro antivirus protection in all aspects of e-mail sending and receiving

Signing off for now.

Jessica

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- 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.