

*An independent newsletter for people interested in Aged Care***In this issue:**

- 4 year
- Recommended books
- Special Days
- Payday Filing
- Dehydration
- Influence staff
- Workplace stress
- The heat's been on
- Silver Rainbow
- Have you heard of Grey Matter
- Training
- QA Programme
- Back issues
- Helpful websites

**Emailed to:
1753 readers
and counting**

**Welcome to my
overseas readers**

09jelica@gmail.com

mobile: 021 311055

4 YEAR CERTIFICATION

I am very pleased to mention that more facilities achieving

4 year certification

My compliments and congratulations to:

Ambridge Rose Villa - Auckland

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

RECOMMENDED BOOKS**The Five Dysfunctions of a Team: A Leadership Fable by Patrick Lencioni**

Disguised as an entertaining fable about a newly appointed CEO in a struggling start up, this book will show you the 5 most common dysfunctions of a team:

- 1) Absence of trust.
- 2) Fear of conflict.
- 3) Lack of commitment.
- 4) Avoidance of accountability.
- 5) Inattention to results.

This book, are must-haves for every team leader.

The Memory Jogger

For almost twenty years, The Memory Jogger has been helping organisations improve their daily procedures, systems, quality, costs, and yields. With more than five million copies sold worldwide, this proven on-the-job reference tool is perfect for providing your teams with practical instructions on basic quality tools and examples of problem-solving techniques.

The 21 Irrefutable Laws of Leadership: Follow Them and People Will Follow You by John Maxwell

This is one of the best-selling leadership books of all time, and for good reason. From the "Law of the Lid" (the idea that Leadership ability determines a person's effectiveness) to the "The Law of Empowerment" (which says only secure leaders give power to others), this book is possibly the most easy-to-read, most actionable leadership book out there.

SPECIAL DAYS IN MARCH

- 8th International Women's Day
- 11th Taranaki Anniversary Day
- 17th St Patrick's Day
- 20th International Day of Happiness
- 21st NZ Race Relation Day
- 25th Otago Anniversary Day

<p><i>In a world where you can be anything. BE KIND. Kind hearts movement</i></p>	PAYDAY FILING BECOMING COMPULSORY
	<p>The way employers report payroll information to Inland Revenue (IRD) is changing. From 1 April 2018, IRD introduced a new electronic reporting system, providing employers the option of filing payroll information every payday.</p> <p>From 1 April 2019, the new system will be compulsory for most employers, so it is imperative business owners get to grips with the new rules to avoid the risk of non-compliance.</p> <p>Under the new payday filing system, the information must be reported every time employees are paid, which could be complex for businesses with a combination of employees paid weekly, fortnightly and monthly.</p> <p>From 1 April 2019, the new system will be mandatory for any NZ employer who withholds more than \$50,000 of PAYE and Employer Superannuation Contribution Tax (ESCT, e.g. Kiwisaver) per year.</p> <p>Paper filing will remain available for smaller entities who do not exceed this threshold, although they may also opt in.</p> <p>The details submitted to IRD will remain substantially the same, with additional information required in respect of ESCT payments, the pay cycle frequency, pay period start and end dates, and the payday date. There will also be amendments to the way information is collected for new employees, allowing electronic onboarding for new starters.</p> <p>IRD's electronic system supports three ways of collecting the employment information. The most straightforward option is direct filing from compatible payroll software, bypassing the need for files to be uploaded through the 'myIR' system. Alternatively, information can be submitted electronically or manually through the employers online 'myIR' account. Generally, payday filing will require employment information to be submitted within two working days of each payday. For a business with a combination of employees paid both monthly and fortnightly, the filing deadline will be within two working days of both the monthly and fortnightly payday. However, for IR56 taxpayers, or employers below the \$50,000 threshold, the deadline will be extended to within 10 working days of each pay date, with an option to submit a single monthly report.</p> <p>Despite the increased reporting frequency required by payday filing, PAYE payment dates and methods of payment will remain the same. This means employers will continue to pay PAYE monthly or twice monthly, as they currently do.</p> <p>Although the increased reporting frequency may appear burdensome at first glance, there is an opportunity for payday filing to reform payroll processes, becoming an integral part of the general accounting system rather than an additional monthly task. This integration will work best for software systems that can upload directly to IRD. Some employers may need to upgrade their existing payroll systems and procedures to ensure compliance by the mandatory deadline, hence, it is important that employers start considering now the impact the changes will have.</p> <p style="text-align: right;"><i>From: Moore Stephens Markhams Accountants and advisors</i></p>
	TROUBLE WITH GETTING YOUR TERRAI ASSESSMENTS DONE
	<p>If you are in Auckland, struggling with RN cover and getting behind in your InterRai assessments drop me an email. There is an experienced RN able to help.</p> <p style="text-align: right;"><i>Jessica</i></p>

DEHYDRATION

Did you know that **ALL** older people living in residential aged care facilities are at risk of being dehydrated?

Dehydration is a serious issue. Due to decreased thirst sensations, medical conditions like dysphagia, certain common medications and a number of other reasons, older people are at higher risk of dehydration than younger people.

Dehydration can lead to a number of serious issues, such as pressure injuries, low blood pressure, falls and more. Therefore, it is important that those who care for older people understand the importance of hydration, are able to identify signs of dehydration and know how to help the people they care for to get the fluids they need to stay hydrated and healthy.

To support carers with this, our expert Dietitian, Kaye Dennison (NZRD), has put together a **blog post** (https://thepurefoodco.co.nz/blogs/ask-a-dietitian/hydration-why-it-is-so-important-for-older-people?utm_source=B2B+Masterlist&utm_campaign=7e764b605d-EMAIL_CAMPAIGN_2018_08_21_12_17_COPY_07&utm_medium=email&utm_term=0_687dd4542f-7e764b605d-518672245&mc_cid=7e764b605d&mc_eid=69bd9a8ef8) that outlines everything you need to know about hydration for older people in an easy to read, highly applicable format. In this blog post, Kaye answers important questions, such as:

- Why do we need hydration?
- What really happens when we become dehydrated?
- What are the risks of dehydration?
- What puts older people at risk of dehydration?
- How do we know if the older person is dehydrated?
- How much fluid do older people need and how do they get it?
- How can we reduce the risk of dehydration?
- How can we take action now?

If you have any further questions about hydration or would like to order some of Pure Food products to make smoothies (or other food) for your residents, give them a call Sam Bridgewater, Co Founder of The Pure Food Co.

0800 178 733. www.thepurefoodco.co.nz Check out this site for training as well

HOW TO INFLUENCE STAFF RELUCTANT TO CHANGE OLD HABITS

From *Legalwise news*

Christa Ludlow, Principal Consultant of Weir Consulting, discusses how to motivate staff who are stuck in their old ways. Self Determination theory suggests that people are more likely to be intrinsically motivated by a goal when three key psychological needs are satisfied: **Autonomy, competence and relatedness**, she writes.

I have been promoted to my first team leader role and at first I was excited about the opportunity. I introduced some changes to improve our efficiency but now I'm worried. My team agreed with me that we need to change but they are stuck in their old habits and I am constantly reminding them about the new procedures. Why can't they just do what they are told?

This is a well known problem of managers / team leaders everywhere – “How do I get people to do stuff?” You can tell people what to do until you are blue in the face but motivating them to act differently involves more than just talking. Some people in your situation resort to yelling or threats – while this may work in the short term, it will eventually fail, besides being a betrayal of what being a leader is all about.

“Create the highest, grandest vision possible for your life, because you become what you believe”

HOW TO INFLUENCE STAFF RELUCTANT TO CHANGE OLD HABITS Cont'd

If you are aiming for behaviour change, you need to get to know your team members. What do they value? What matters to them? By discovering this you may discover how to motivate them.

As an example, for years hospital managers have tried to change the behaviour of health workers by increasing the rate at which they wash their hands before and after coming into contact with patients.

A study in the US tried two approaches - reminding hospital staff that not washing their hands put themselves at risk of disease, and another reminding them that not washing their hands put their patients at risk of disease. The second method increased hand hygiene more than the first, indicating that patient safety was close to their core values.

This shows that the same approach to changing behaviour will not work for everyone. You need to understand what is important to them and appeal to their values, needs and desires.

Apart from our values, we are motivated by some key psychological needs. We are highly motivated to do what is intrinsically satisfying for us (satisfying for its own sake). However not all work tasks are that satisfying and the motivation for them is extrinsic – it is motivated by some form of reward or punishment.

That doesn't mean rewards and punishments have no effect. For example there are some things that we do not for their own sake but because of an external reason that is important to us - we want to get a high score on our performance review, for example. We might perform other tasks to avoid negative feelings such as guilt.

Your team may be partly on the way to identifying with your goal for them and internalising the motivation to do the task, because they accept there is a need for change. But they need some help.

Self Determination theory suggests that people are more likely to be intrinsically motivated by a goal when three key psychological needs are satisfied – autonomy, competence and relatedness.

Autonomy means you have some control or choice over what you do or the way that you do it.

Competence means you feel able to master the skill involved.

Relatedness refers to our need for belonging and close relationships with others.

The more we pursue our intrinsic aspirations, the better our wellbeing is likely to be, both physically and mentally.

So how can you support those needs in your staff? Here are some ideas

Firstly ask the employee how they view the change at work. How does it impact on them? How could the change influence their personal goals? How could it be done better? By allowing them to reflect on this and provide input and ideas, they are gaining autonomy in relation to the task.

Provide them with support and encouragement to help them expand their skills and test themselves. Remain positive and give feedback. This will help grow competence.

Finally, by creating a warm, empathic and supportive workplace environment for your team, you will foster a feeling of relatedness.

If you can learn to be a manager who provides support for these important needs, you can help increase your team's motivation to achieve their work goals as well as your own.

*"Don't forget
you're human.
It's okay to
have a
meltdown. Just
don't unpack
and live there.
Cry it out. Then
refocus on
where you're
headed"*

Ilovemysi.com

2019: THE YEAR TO TACKLE WORKPLACE STRESS (WORKSAFE)

MEDIA RELEASE

The sun is shining, the birds are singing, the skies are blue, but instead of lazing in the hammock or going for a swim, you're back at work (or maybe you didn't get a break in the first place).

Many New Zealanders are already feeling the effects of the 'back-to-work blues' and, just a few days into the year, are finding stress levels are rising.

That's why the Mental Health Foundation (MHF) is calling for New Zealand to make 2019 the year we take workplace stress seriously, and work together to address it. To support this, the MHF has a new, free resource: [Minimising and managing workplace stress](#).

A Mental Health Foundation survey found that high workloads, poor work/life balance and stressful work are the top three causes of poor mental health at work.

"Improving mental health in the workplace is critically important," MHF chief executive Shaun Robinson says. "How we feel at work impacts not just our ability to work well, but our relationships with our colleagues, whānau, friends and communities. When our mental health is impacted by stress at work, the effects ripple out into our home and whānau lives and prevent us from flourishing."

The resource is designed to help workplaces tackle stress head-on, and includes information about how work impacts stress, how stress affects individuals and how we can work to minimise and manage stress.

"Not all stress is bad," Mr Robinson says, "it's a normal and healthy response that motivates us to overcome challenges, focuses our energy and helps to improve performance. Good stress doesn't last for long and can feel exciting. Most importantly, good stress feels manageable."

However, too many New Zealanders are experiencing high levels of distress, or bad stress.

"Bad stress causes anxiety and usually decreases our ability to perform well in our jobs. It feels horrible, and we feel that we can't cope with it or overcome it."

While a combination of personal and professional circumstances usually play a role in causing stress, workplaces are critical to helping to minimise and manage stress.

"Our resource is designed to encourage workplaces and their people to think of stress as a challenge we can resolve together," Mr Robinson says. "It's not just a matter of individuals taking responsibility to manage stress (although that is important) – workplaces also need to step up and take proactive steps to support their people and keep them safe from the harmful effects of stress."

[Minimising and managing workplace stress](#) is part of the Mental Health Foundation's suite of [Working Well](#) resources which provide organisations with tools to create cultures that enhance and protect people's mental health.

Good mental health leads to better engagement, reduced absenteeism and higher productivity, while also improving wellbeing, morale and job satisfaction.

Working Well resources include:


- [Working Well](#): a comprehensive guide to wellbeing in the workplace
- [Creating positive environments for mental wellbeing](#): provides practical information and tips to enhance and maintain wellbeing at individual, team, and organisational levels, with a focus on creating organisational/systems change towards a psychologically healthy organisation and culture
- [Enhancing mental wellbeing – Five Ways to Wellbeing at work](#): supports you to introduce mental health and wellbeing into your workplace and focus on promoting positive mental health, using five simple and proven actions
- [Minimising and managing workplace stress](#): provides information about what workplace stress is and how to minimise and manage it.

ENDS

For further information or comment, please contact: SOPHIA GRAHAM | COMMUNICATIONS & MARKETING MANAGER Mental Health Foundation of New Zealand
Mobile: 021 740 454

*"If you have
good thoughts
they will shine
out of your face
like sunbeams
and you will
always look
lovely"*

Roald Dahl

<p><i>"I am in charge of how I feel and today I am choosing happiness"</i> Thethingswesay.com</p>	THE HEAT'S BEEN ON	
	<p>The summer has been heating up and people across the country have been hot at work, even those who have sedentary jobs.</p> <p>Working in heat is an issue where being flexible is critical. If the work has to be done in the heat, make sure there's plenty of water for your workers and they take regular breaks. Make sure your outdoor workers are wearing hats and they're taking plenty of breaks in the shade.</p> <p>Information about managing the risk of working in hot conditions is available on our website. If your workers are often outdoors, we have useful guidance on protection from solar UV radiation</p> <p>Safe working temperature is not indicated by an air temperature alone. Factors that contribute to the effect of heat on a worker:</p> <ul style="list-style-type: none"> • Air temperature: how hot or cold the air is • Humidity: the moisture content of the air • Radiant heat: heat emitted from any hot object or surface • Air movement: which may cool the air, or in cold environments may cause a wind chill effect • Physical activity: greater activity increases the generation of heat in the body • Clothing: can aid or prevent heat transfer <p>Minimising the risk of harm for extreme workplace temperatures can include isolation and engineering controls such as:</p> <ul style="list-style-type: none"> • Ventilation and air conditioning • Shielding • modify the process so less heat is needed to carry out task or • reduce the heat created in carrying out a process to the lowest possible level <p>It can also include administrative controls such as:</p> <ul style="list-style-type: none"> • minimise exposure to heat where unnecessary and provide regular and sufficient hydration • pre-plan jobs to minimise exposure through quick and efficient work, and do non-essential work at times when heat is lowest • rotate jobs and reconsider working hours when practicable • provide first aid training to recognise and treat any heat-related disorders • provide training to understand the effect of fitness, diet, health and life choices (alcohol) on heat stress and risk • reduce the amount of physical work a person has to do and provide adequate rest periods • provide suitable and/or protective clothing • allow workers to acclimatise • provide appropriate medical assessments. 	
	SILVER RAINBOW	
	<p>Lesbian, Gay, Bisexual, Trans and Intersex (LGBTI) Education for Caregivers</p> <p>If you are interested please contact</p> <p>Julie on Julie.Watson@kahuitukaha.co.nz to find out how you can book Silver Rainbow education for your organisation.</p>	
		

<i>Find strength in sharing</i>	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:</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>All our dreams can come true, if we have the courage to pursue them</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 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.