

An independent newsletter for people interested in Aged Care

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**Emailed to:
1556 readers
and counting**

**Welcome to my
overseas
readers.**

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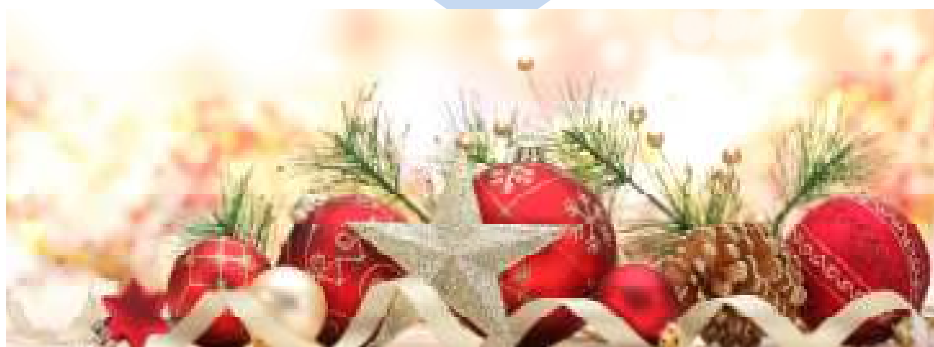
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MERRY CHRISTMAS AND ALL THE BEST FOR 2017

May the good times and treasures of the present
become the golden memories of tomorrow.
May your Christmas sparkle with moments of love, laughter
and goodwill,
And may the year ahead be full of contentment and joy.
Wishing you lots of love, joy and happiness.

Merry Christmas and
let's make 2017
a great year!



4 YEAR CERTIFICATION

I am very pleased to mention more facilities achieving
For my friends, who have an audit this month, all the best!

4 year certification.

**Radius Waipuna, Auckland
Tamahere Eventide, Hamilton
Kowhai Rest Home, 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.

FUNDRAISING

THANK YOU FOR THE GENEROUS DONATIONS.

Just wanted to give you an update on this initiative, but first of all I wish to thank everybody who has been so generous with their donations. Very much appreciated

A big thank you to Jackie who organised the Pink day in the facility and had the hairdresser all ready to do the cutting. She had her tools all oiled and sharpened. Under the watchful eyes of staff, residents, friends and families we sat down and lost the hair. The hair is slowly growing back! And in the big scheme of things that is nothing compared with people who are on their journey dealing with cancer.

On the day two big pledges were made to challenge others to do the same and it resulted in two other staff members having their hair cut in support of their colleague. What a great bunch!

We had a great time with pink cup cakes, residents had pink desserts and everybody was dressed up in pink.

If you are short of ideas on what to do when you wish to organise a fund raiser, this is a great cause and you can have a lot of fun in the process. Of course you can leave the hair cutting out.

Abbey, the dog did not need a haircut but wanted to join in as she was covered in PINK spots
v.l.t.r: Luisa, me, Jackie and Linda



STAFF FILES

The following question came up this month.

Question:

“Can staff demand to have their staff file to take off site? Or is it reasonable for the manager to say that they can have copies of the material they are after?”

Having a complete staff file on site is a standard requirement and I would be hesitant to allow anybody to take it away as it will be hard to establish if they take things out.”

The following answer came back from the employer lawyer

Re your question, no they can't. The file is the property of the business.

Staff are entitled to Privacy Act access – which means sitting down with the file (under supervision) and/or receiving copies. Some items can be withheld from access but this needs to be considered on an individual basis.

On no account can they insist on taking their file offsite.

Shelley Eden Partner, **Shieff England**

Wrinkles mean
you laughed,
grey hair
means you
cared, and
scars mean you
lived.

LOOKING AFTER DENTURES

Interesting to know that there is more to looking after dentures than just soaking them overnight.

Below is "TCB dentures" advice.

Cleaning.

Use a medium brush and 2 drops of dishwashing liquid directly onto the dentures twice a day. Brush the inside and outside of the denture and between the teeth. Rinse off thoroughly. Do not use toothpaste as it is abrasive.

Always clean dentures over a sink of warm water. If they fall they are less likely to break. Once a week, after cleaning, soak dentures overnight in ½ teaspoon of bleach in a glass of water to freshen the denture.

If the denture is new

The first two weeks

Minor irritation underneath and around the edges of a new or relined denture is quite normal. What might help:

- Salt water rinses – 1 teaspoon of salt in a glass of water 4-5 times a day harden your gums. Rinse out mouth holding it in the mouth for a while. Do not gargle or swallow.
- Soreness – if soreness continues remove the denture to give your gums a rest, then put the dentures back in the mouth. When combined with salt water rinses this will continue to harden your gums. Make sure that the denture is worn for at least 3 hours before going back to an dentist appointment, this will make any areas that need adjusting easier to see.

Denture maintenance

Dentures do not last a lifetime, gums may change throughout life and will continue to slowly shrink away.

Oral infections

Dilute 1 teaspoon of bleach into a small glass of water. Soak dentures and brush in it overnight for 5 nights.

(Only if you suspect the infection to be caused by dentures)

ACHIEVING 4 YEARS

In January I would like to start a section with tips and hints that might assist you in achieving CI ratings and hopefully 4 years certification

I call on everybody to share what they did to achieve a CI so we can make this a feature in the Links and allow every to aim as high as possible.'

One piece of advice I already received from a provider is to ensure to have good Auditors who understand what you are doing with the residents you have.

Make DAA aware of the services you provide. That you need auditors that know and understand the residents you look after not just having an opinion about it!!

I agree this is very sound advice. You pay a lot of money for the audit and you should expect good value for that money.

So start sending in good ideas.

Jessica

**You have to
fight through
some bad days
to earn the best
days of your
life**

NEURO OBSERVATIONS

I had an interesting conversation with a clinical manager around neuro obs protocol as ideas about this differ. What does not differ is that a large number of facilities have made it policy to check neuro obs after a suspected fall (not witnessed). This, I believe, is good and safe practice.

So I have done a little bit of research and have found the below which I think might help as it is from a reliable source.

As per Institute of Neurological Sciences, Glasgow

When and how often should Observations be recorded?

The timing and frequency of assessment that are appropriate varies according to the stage after onset of the impairment of consciousness and the pattern in any previous observations of a patient.

Observation should begin as soon as possible after onset of the impaired consciousness in order to guide initial management and to establish a baseline against which to interpret later findings.

Observations initially should be repeated frequently to establish if the patient is stable or to detect any trends of improvement, or of deterioration from developing complications. When a stable pattern emerges as time passes, the frequency can be reduced.

Specific criteria for patients with an acute head injury have been suggested by NICE (National Institute of Clinical Excellence)

Frequency of observation

Observations should be performed and recorded on a half hourly basis until GCS equal to 15 has been achieved. If GCS=15 observe: half-hourly for 2 hours, then 1 hourly for 4 hours, then 2 hourly thereafter; Should the patient with GCS equal to 15 deteriorate at any time after the initial 2-hour period, observations should revert to half-hourly

Urgent reappraisal by the supervising doctor

A sustained (that is, for at least 30 minutes) drop of one point in GCS level (greater weight should be given to a drop of one point in the motor score of the GCS);

Any drop of 3 or more points in the eye-opening or verbal response scores of the GCS or 2 or more points in the motor response.

How much change is important?

Rigid criteria for what changes should prompt actions are not appropriate; circumstances vary widely and the role of the scale is to support not replace clinical decision-making. Nevertheless, some factors can provide guidance.

If responsiveness reduces, the features to take into account in deciding action include:

1. The pattern of responsiveness before the change: the more stable the pattern, the more a change may be important
2. The level of responsiveness before the change: the lower the preceding responsiveness the sooner action is appropriate.
3. The aspect of the scale that has changed and the extent of the change: motor changes usually call for a response sooner than changes to the eye or verbal components.
4. If the change persists when assessment is repeated, including confirmation by a colleague if doubt remains, then the change is more likely to be significant.

<http://www.glasgowcomascale.org/>

3 things you can't recover in life: The word after it's said, the moment after it's missed, and the time after it's gone.

WHAT TO HAVE IN YOUR CAR

It doesn't matter if you mainly use your vehicle to zip around the city or if you take it out for long journeys. Either way, there are several, handy, items that can be kept in your glove compartment that will assist you in the event of most road situations. Having residents in your car adds an extra responsibility as well.

A first aid kit: containing bandages, plasters, pain relief and simple emergency instructions.

An emergency survival blanket. It's particularly useful during winter as it reflects 90% of your body heat to help keep you warm, windproof and waterproof.

A fluorescent vest or jacket. In an emergency situation, the instinctive reaction for many is to jump out of their vehicle and help wherever possible, without considering their own safety first.

A torch. There are now portable lithium ion battery packs that you can keep in your car to charge devices, which usually have a bright LED light. Some larger packs can even act as a vehicle jump-start pack so, from one item, you get three uses making it a pretty handy piece of equipment to have on hand.

Some light sticks are handy as well as they might be used to alert others if you are stuck.

A small, good quality multi-tool is also quite useful to have in your vehicle. This means you have a screw driver, file, pliers, scissors and knife to hand, which enables you to carry out minor tasks.

If you want to be prepared for escaping emergency situations, we would suggest investing in a LifeHammer, glass breaker and seatbelt cutter tool which can cost as little as \$7.

It's worth making sure this equipment is easily accessible in the front cabin so that both the driver and front passenger can get to it in the event of a crash. Seatbelts are durable and aren't designed to be cut easily with scissors, and windows are designed to withstand relatively strong impacts. The function of a hammer, glass breaker and cutter is to help passengers exit a vehicle quickly and effortlessly, post-collision.

A small fire extinguisher in your car can be useful. Again easily accessible for the driver in emergency situations. Also, bear in mind that they expire, therefore they need to be regularly checked and recertified.

Some of the more basic and everyday items you should keep in your car are water and an umbrella or a light jacket.

Bottled water has many multipurpose uses, from diluting spills to providing extremely valuable hydration. Wet wipes are also excellent for cleaning and sanitising as well.

The truth is, you never know when you – or someone else – is going to need a little help on the roadside and these particular items may just make life a lot easier if you find yourself caught off-guard.

By [Cade Wilson](#) (AA)

I know the voices in my head aren't real ... but sometimes their ideas are just absolutely awesome!

ABOUT THE MONTH OF DECEMBER

December, a month filled with love, humanity and gift giving events like **Christmas and New Year Evening**, it also be a month filled with Romance.

December is the 12th and last month of the year in the Julian and Gregorian Calendars and one of seven months with the length of 31 days.

December starts on the same day of the week as September every year and ends on the same day as April every year.

December is the month with the shortest daylight hours of the year in the Northern Hemisphere and the longest daylight hours of the year in the Southern Hemisphere. December in the Northern Hemisphere is the seasonal equivalent to June in the Southern Hemisphere and vice versa

International Hug Day 4 December

The hugs are meant to be random act of kindness, a selfless act performed just to make others feel better. This year's International Free Hugs Day is celebrated on Dec 4. Give all your loved ones hugs this day. Grab your sweetie and wrap your arms around him or her in a big, snuggled bear hug. If someone is far away, send an e-hug or send them a hugging poem or romantic ways to celebrate hugging holidays.

Human Rights Day 10 December

Stand up for someone's rights today!

Human Rights Day is observed every year on 10 December.

It commemorates the day on which, in 1948, the United Nations General Assembly adopted the Universal Declaration of Human Rights. In 1950, the Assembly passed resolution 423 (V), inviting all States and interested organizations to observe 10 December of each year as Human Rights Day.

This year, Human Rights Day calls on everyone to stand up for someone's rights! Many of us are fearful about the way the world is heading. Disrespect for basic human rights continues to be wide-spread in all parts of the globe. Extremist movements subject people to horrific violence. Messages of intolerance and hatred prey on our fears. Humane values are under attack.

We must reaffirm our common humanity.

Wherever we are, we can make a real difference. In the street, in school, at work, in public transport; in the voting booth, on social media.

The time for this is now. "We the peoples" can take a stand for rights. And together, we can take a stand for more humanity.

It starts with each of us. Step forward and defend the rights of a refugee or migrant, a person with disabilities, an LGBT person, a woman, a child, indigenous peoples, a minority group, or anyone else at risk of discrimination or violence.

Have a great month!

**May this
Christmas end
the present
year on a
cheerful note
and make way
for a fresh and
bright New
Year.
Here's wishing
you a Merry
Christmas and
a Happy New
Year!**

BOUQUET



This month's virtual bouquet goes to all of you wishing you a lovely Christmas and to thank you all for the care you provide to our residents! If I had the money you would all receive a real bouquet!!

I like to make a Special mention for all our friends in the affected earthquake areas. My thoughts are with you. Stay safe and I really hope that you will still manage to have a good Christmas and hope that the earth stops moving.

HAVE YOU HEARD ABOUT GREY MATTER?

We'd like to introduce you to another newsletter that the Ministry of Health Library prepares.

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.

If you'd like to subscribe to Grey Matter, email library@moh.govt.nz

TRAINING SESSIONS

If you need training provided on site please let me know as I am available to provide this on non clinical topics such as:

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.

If you are looking for a topic not listed here please drop me a line.
I am happy to facilitate different times to suit evening and night staff.
References available on request.

Jessica

TOTAL QUALITY PROGRAMME

**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?**

If the answer to the above is yes then

[Join hundreds of other aged care providers](#)

This totally tried and tested Quality Programme tailor-made for aged care has been around since 1990!

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.

For more information and to receive the order form and licence agreement, contact me on 09 5795204, 021 311055 or 09jelica@gmail.com

There is a
crack in
everything.
That's how the
light gets in.
Leonard Cohen

<p>Today be thankful and think how rich you are. Your family is priceless, your time is gold and your health is wealth.</p>	<p>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>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. <i>Jessica</i></p>

Some interesting websites:

www.careassociation.co.nz; www.eldernet.co.nz, www.insitene newspaper.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.