

In this issue:

- 4 year certification
- Going pink
- Medication
- RN prescribing
- KPI's
- Stress
- Silver Rainbow
- NZ Dementia Coop
- Grey Matter
- What is on
- Bouquets
- Training
- QA Programme
- Back issues
- Helpful websites

**Emailed to:
1536 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.

**St Albans Retirement Village, Christchurch
Taieri Court in Mosgiel, Otago (Presbyterian Support)**

And 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.

GO PINK FOR A DAY AND ?BALD FOR A LITTLE BIT LONGER!!

As you are well aware that apart from aged care I am also very passionate about the Cancer Society/Awareness and all the good work the different organisations do!

I am again taking part in The Pink Star Walk to raise money for The New Zealand Breast Cancer Foundation.

Yes I am going to do it again! I will cut off my hair if I can raise at least \$1000.

I hope you support me in this and help raise that amount as it will do so much good for all the people affected by breast cancer. I am sure you do not have to look far to find somebody affected in that way.

My partner luckily survived breast cancer twice and I am very grateful for that. Cutting my hair is a small thing compared what people with breast cancer have to go through! So please be generous and help to find a cure!

I am very pleased that I do this with a friend who will also cut her hair when the \$1000 is reached.

See below some fact and statistics. I am thanking you in advance for even taking out the time to read this.

Eight women a day are diagnosed with breast cancer in New Zealand. The money raised from my walk will be used to fund vital research projects and support women recovering from and living with breast cancer in New Zealand.

Please consider donating today so we can help improve the quality of life for hundreds of New Zealand women. I cannot do this alone but with your help we can make a difference.

Please visit my page:

<http://pinkstarwalk.co.nz/page/jessicabuddendijksfundraisingpage>

BULK SUPPLY MEDICINE IN DUAL FACILITIES

I have been asked on a number of occasions if dual facilities (certified for both hospital and rest home/dementia care) are allowed to use bulk supplies throughout the facility.

I asked Ann Marie Bailey form HealthCert and I am pleased to say that I received a very clear and sensible answer. Thank you Ann Marie!

Hello Jessica - I now have a definitive answer for you:

You have requested advice regarding the use of bulk supply medicines in dual services situations.

The Medicines Regulations 1984 provide that prescription medicines may be sold or dispensed otherwise than under a prescription if they are sold or supplied for a hospital care operator within the meaning of section 58(4) of the Health and Disability Services (Safety) Act 2001.

In the cases described, the prescription medicines are being sold or supplied to hospital care operators, who also provide rest home services in the same premises. This provision does not contain any further restriction as to the use of these medicines, and so long as the other provisions of the Medicines Act and Regulations are complied with, there would not seem to be any legal restriction on using these supplies throughout the dual service.

In Rest Home only situation bulk supply is not held, and medications are dispensed for individual residents only.

Ann Marie Bailey, Senior Advisor
HealthCERT, Protection, Regulation and Assurance
Ministry of Health

REGISTERED NURSE PRESCRIBING

Very exciting news for all Registered Nurses. In case you didn't know this visit the below website for more information and how to go about it.

Registered nurses practising in primary health and specialty teams

Appropriately-qualified registered nurses, working in collaborative teams within primary health care and specialist services, are now able to prescribe for common and long-term conditions.

Registered nurse prescribing is designed to improve patient access to health care and medicines and to meet the demand of growing numbers of New Zealanders with lifestyle and chronic health conditions

<http://www.nursingcouncil.org.nz/Nurses/Registered-Nurse-Prescribing>

Life is like a camera
Focus on what's important
Capture the good times
Develop from the negatives
And if things don't work out
Take another shot!

KPI's (Key Performance Indicators)

We have discussed KPI's and quality improvements etc. on a number of occasions but there are still times that people are not sure what to measure etc. so if you are doing this well then great but I would like to repeat it for the newer providers/readers. If you need more information or specific examples drop me a line

When you look at your numbers, do you see how you're doing? Do you see how close or how far away the business is from realising your goals? What are you measuring that will tell you whether you're racing or just revving the engine? What are your key performance indicators? And how many of them are there? Key performance indicators (KPIs) are the measures your business uses to track progress against your business goals. Your KPIs relate closely to your goals and, if you are going to track performance against goals, you need to be able to measure them.

KPIs need to mean something to you and your team so that the strategic planning session doesn't just fizzle out under a blanket of corporate-speak.

You know the terms: efficient, effective, community engagement, sustainability, productivity. They all meant something when they started out in life but unless they mean something to you and your team right now, you may as well watch your team slip gently into a deep sleep.

Work on KPIs with your team

When you develop your strategic plan with your team and work out your goals for the next year, what are the factors that will indicate most clearly how well you are progressing towards meeting those goals? Don't set too many and don't set the goal too high.

You need to know what your goals are and be clear how you will measure whether you're achieving them.

An important KPI in aged care is:

Client Satisfaction & Retention (CRS): On the surface, this is simple: make the client happy and you will retain them. You can use multiple performance indicators to measure CSR, including client satisfaction survey. Invite people to give constructive feedback.

The important part of such survey is to analyse the data and to establish if the goal has been reached. To do that you need to know what the goal is.

Are clients satisfied and if not what can be done about it.

How and what improvements are needed to reach the goal.

What is the quality improvement plan and how are you implementing this.

Who is involved and have these people been informed, trained and have they access to resources.

What is the follow up, when to review?

Another KPI can be: **Employee Turnover Rate (ETR) and Employee satisfaction:** To arrive upon your ETR, take the number of employees who have departed the company and divide it by the average number of employees. If you have a high ETR in your department, spend some time examining your workplace culture, and work environment

No relationship is all sunshine, but two people can share one umbrella and survive the storm together

BEAT STRESS TO THE PUNCH

Especially now that we are getting closer to Christmas and you are trying to keep everybody happy, provide a lovely time for your residents, and try to be fair with giving staff days off etc. stress can sneak up on you! Let me know what works well for you

Stress is a sneaky wee thing. It can creep up on you completely unaware, knocking you down when you least expect it. If you're busy it's easy to forget to look after yourself. It is all too easy to let things get on top of you.

We generally use the word "stress" when we feel that everything seems to have become too much - we are overloaded and wonder whether we really can cope with the pressures placed upon us. It is your body's way of responding to any kind of demand or threat. However, looking after number one doesn't have to be difficult. Remember that you cannot serve from an empty vessel and taking care of yourself is the most powerful way to begin to take care of others. The idea is to prevent stress, before it presents itself.

If stress is result of any conflict in the workplace: Deescalate and resolve conflict. Any unresolved conflict escalates!

Identify triggers: not only your own triggers but the ones from colleagues and residents as well so that you can take action before the problem become too big

Get moving. you have to take up boot camp or run a marathon, but simply get your body moving. Take a long walk in the weekend, try swimming a few laps in a pool or simply park a little bit further away from work, where possible. Exercise has been proven to clear the mind and boost energy levels.

Make a list and write down what you have to do and in what order. Work your way through the list one task at a time, from the most pressing to the least important. You'll be amazed at the way a list can clear your mind about the day or week ahead, not to mention how motivating it is to cross each task off!

Step outside for some fresh air and vitamin D, both of which are hugely underrated. If you can, take your phone calls outside or reply to a few emails on your smartphone. If you don't get a chance to take your work outside, make sure you take a five minute break or a walk before or after lunch.

Book a ticket and flee. That's right, take a break. Reserve a seat and go. It may only be for a weekend or you may choose to take some of that well deserved leave. Either way, by stepping away and shutting off for a time, you're bound to return refreshed and revived with more energy. Ward off that burn out!

Be aware of what it is that usually makes you stressed in the first place. Think back to previous situations when you've felt like things are getting a bit much. What is the trigger? By shining a light on what instigates your stress, you may be able to see it coming and deal with it more promptly in future.

Stress can still break its way through, despite your efforts to stay on top of it. Remember to take a deep breath and if need be, take a step back. Things will only get worse if you're not around, so remember to take care of yourself first.

Jelica Ltd and Moore Stephens Markhams Auckland

Worrying
won't stop the
bad stuff from
happening

It just stops
you from
enjoying the
good

SILVER RAINBOW



Lesbian, Gay, Bisexual, Trans and Intersex (LGBTI) Education for Caregivers

Silver Rainbow is delighted to announce that the Silver Rainbow Seal has been awarded to Te Kauwhata Retirement Trust's Aparangi facility. This place has a huge heart and a genuine commitment to being very welcoming to rainbow communities.



Photo caption

Julie Watson, Programme Lead, Silver Rainbow congratulates Jackie Long (General Manager) and Lyn Whelan (Care Unit Manager) on achieving the Silver Rainbow Seal.

The best way to
get things done
is to simply
begin

Personal growth

PROFESSIONAL DEVELOPMENT FOR CARE WORKERS IN AGED CARE

A Silver Rainbow public education workshop is being offered in **Christchurch in November**.

This is education around the Lesbian, Gay, Bi-sexual, Transgender and Intersex experience in aged care.

The workshop is informative and you get to "meet" a number of people with lived experience.

More people from rainbow communities are accessing aged care and care staff need the skills to ensure your service is inclusive and safe.

Where: Wendover Rest Home, 33 Erica St, Papanui

When: Tuesday 1 November 2016 from 2.00-5.00pm

Cost: \$50 per person

To reserve a place or ask questions email Julie.Watson@affinityservices.co.nz

If you wish to organise a training in your facility please also drop Julie a line

DOING SOMETHING DIFFERENT OR STICKING TO THE TRADITIONAL WITH CHRISTMAS

Please share your ideas. What are you organising for residents and staff?

Are you doing the traditional things or something totally different. What have you done.

What works well and is successful?

It might help others if you are willing to share your plans.

I would like to publish new ideas in the November issue.

Jessica



<p>Accept what is Let go of what was And have faith in what will be Lessonslearnedinlive</p>	<p>NZ DEMENTIA COOPERATIVE</p>
	<p>The NZ Dementia Cooperative, Alzheimers NZ and Carers NZ would like to present the final report and recommendations from the 2015 NZ Dementia Summit.</p> <p>The objectives of the Summit were:</p> <ol style="list-style-type: none"> 1. To outline what is currently working well. 2. To identify what improvements are needed. 3. To identify the steps that could be taken to make the wanted improvements to ensure people’s needs are met and appropriate care is provided. <p>The Summit attracted a wide range of participants, including health professionals, service providers, government officials, educators, researchers and people affected by dementia, including family carers, who all shared their experience, knowledge and expertise.</p> <p>NZ Dementia Summit participants were clear that changes are urgently needed in the health and social care system to better meet people’s needs now, and to ensure the system is robust enough to weather the projected increase in the number of people with dementia. They acknowledged that these changes will be challenging. National leadership will be needed and everyone in the dementia sector needs to work together to achieve them. There was strong commitment from the Summit participants to do this.</p> <p>This report summarises the Summit participants’ discussion and responses to the three objectives, and concludes with recommendations for critical action. We see it as the basis for the ongoing discussion the sector needs to have about improving dementia care, and we urge you to read it and to share it widely.</p> <p>You can also find the report at Final report - NZ Dementia Summit .</p>
	<p>HAVE YOU HEARD ABOUT GREY MATTER?</p>
	<p>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</p>
	<p>WHAT IS ON...?</p>
	<p style="text-align: center;">ALZHEIMERS NZ 2016 CONFERENCE "Dementia Today: Diverse Communities, Collective Action. Wellington, 3-5 November 2016.</p> <p style="text-align: center;">This conference is Alzheimers New Zealand's biennial conference and the 19th Asia Pacific Conference of Alzheimers Disease International.</p> <p style="text-align: center;">Visit the Alzheimers NZ website for more information Alzheimers NZ Conference 2016</p>

BOUQUETS

This month I would like to dedicate the virtual bouquets to:

Jackie Long (General Manager) and Lyn Whelan (Care Unit Manager) on achieving the Silver Rainbow Seal.

and to

Stella, Susan and all the other brave people on their journey to deal & beat cancer!!



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

Yes English can be weird. It can be understood through tough thought, though

<p style="color: #4F81BD; font-weight: bold;">A bad attitude is like a flat tyre. Until you change it you are going nowhere.</p> <p style="color: #4F81BD; font-size: small;">Realbuzz</p>	NEWSLETTERS BACK ISSUES
	<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>
	HELP ME KEEPING THE DATABASE UP TO DATE!
	<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

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- 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 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.