

An independent newsletter for people interested in Aged Care



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**Emailed to:
1387 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:

Beachfront Rest Home, Whangaparaoa

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.

ACTIVITIES

I very much liked this idea and hope that it is taken on by many facilities as it will achieve happiness. Thank you all for your great stories and ideas.

Each staff member is paired with a resident, drawn from a hat, and the staff member has to give something to that resident for Xmas. There is a catch.

The gift, is encouraged to be some time rather than a purchased gift or a home made item if appropriate. ie shortbread, a knitted pair of bed socks, a bouquet of flowers from their garden, and an hour of their time thrown in. ie a home given pedicure, trip to a coffee shop, library /etc, taken to the staff members farm/home for coffee etc etc etc.

We can also take inspiration from their bucket lists ie they want to go swimming so make this happen.

There are many residents who have limited or no family and this event is made even more special for them, that they are made to feel wanted and valued and for those that have family, it still makes them feel special.

It builds the relationship between the resident and the staff member and the best part is that the staff member gets something out of it too. The feeling of giving at Xmas is so much more rewarding than receiving. Just thought I would share.

Rebecca Marshall, Manager for and on Behalf of **Pinehaven Cottage Ltd**

HELP ME KEEPING THE DATABASE UP TO DATE!

Changing positions? New email address? Let me know if your details are changing so I can keep the database up to date.

Jessica



The biggest communication problem is we do not listen to understand. We listen to reply.

SNIPPETS

RN required

(1 or 2 days per week – days and hours to suit)
(temporary position for approximately 3 months)

A temporary RN position is available from January 2016 for a small, homely rest home in Epsom whilst current RN takes extended leave.

Documentation is in immaculate order and facility has a lovely friendly atmosphere. Suit someone looking for additional hours / work.

To register your interest please contact me so that I can pass on the information to the manager for follow up. 09jelica@gmail.com

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### **ELDERNET “WHERE FROM HERE” HANDBOOK.**

You order this handbook either by email [team@carepublications.co.nz](mailto:team@carepublications.co.nz) or phone on 0800 162 706 and ask to speak to Kat or another one of the Customer Service Team (Jess or Susan).

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NEW PROGRAMME MANAGERS for Auckland:

Karla Powell for Waitemata DHB Karla.Powell@waitematadhb.govt.nz
Bryan Agnew for Auckland DHB Bryan.Agnew@waitematadhb.govt.nz

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### **LOOKING FOR A PLACE TO RELAX and a CHANGE OF SCENERY**

My name is Stephen Horrell.

A number of years ago, part of my work involved calling on rest homes and hospitals. When I asked where residents spent their holidays, 9 times out of 10 I would hear there was nowhere to go that had the facilities for their needs. I decided to change that, as we all deserve time out and a place to go on holiday. Thus Kakaturetreat was born.

In September 2014 after 5 long years of planning, we put the first peg in the ground and I am glad to say that 14 months later, as from November 10 2015, we will be open for business.

Our brand new, quiet facility has just been completed at Ocean Ridge Kaikoura - in a new subdivision overlooking an 18-hole golf course, the Pacific Ocean and the amazing Kaikoura mountain range.

Kakatu Retreat was designed as a purpose-built holiday home for travellers with disabilities to allow them to get away with their carers and to enjoy some time relaxing, surrounded by beautiful ever-changing views, visiting the great restaurants in town and the many tourist attractions Kaikoura has to offer.

Welcome to Kaikoura..Few places in the world can boast of such nature wonders as those offered by land and sea in Kaikoura. The seaside settlement is the most northern district in the Canterbury region located on the east coast of the South Island (an ideal location for both north and south bound travellers). 2.5 hours drive from Christchurch, 1.5 hours from Blenheim and only 2 hours from Picton - the gateway to the North Island. For more information visit: [www.kakaturetreat.com](http://www.kakaturetreat.com) or call me on Ph 0800kakatu (0800525288)



If you wait for perfect conditions you'll never get anything done.

## NOTIFICATIONS

*Some confusion still exists around the required notifications.*

### REPORTING FRACTURES:

"All incidents that meet the definition of serious harm that occur in the workplace must continue to be reported to WorkSafe on the serious harm form.

The new Health and Safety at Work Act 2015 that comes into force on 4<sup>th</sup> of April 2016 requires a PCBU (Person Conducting a Business or Undertaking) to report notifiable injuries or illnesses and a notifiable incident. The meaning of each of these is covered under S23 & S24 of the Health and Safety at Work Act 2015. S 25 of the new Act is more explicit than the current Act where it identifies that a notifiable event means any of the following events that arise from work.

WorkSafe alongside MBIE are currently working on various publications to assist PCBU's in understanding their obligations under the new Act".

*WorkSafe New Zealand*

*With the rigorous reporting regime the sector has to comply with I hope that all these different organisations find a way to centralise the reporting.*

*I will keep you informed if more clarity is provided. In the meantime "if in doubt, check and report"*

### SECTION 31 REPORTING: PRESSURE INJURIES STAGE 3 +

Under section 31 (s31) of the Health and Disability Services (Safety) Act 2001, you are required to report certain events to the Ministry of Health (specifically, HealthCERT) and your district health board. These events include police investigations and deaths that are reported to the Coroner.

HealthCERT is requiring providers to report, as a s31, all PIs at stage 3 and above. That is, this covers all stage 3 PIs, stage 4 PIs, unstageable PIs and suspected deep tissue injury. Reporting is required irrespective of where the PI was acquired.

For information from the Ministry of Health website, which includes a link to the s31 notification form, go to: [www.health.govt.nz/our-work/regulation-health-and-disability-system/certification-health-care-services/information-providers-health-care-services/notifying-incident-or-other-matter-required-under-section-31](http://www.health.govt.nz/our-work/regulation-health-and-disability-system/certification-health-care-services/information-providers-health-care-services/notifying-incident-or-other-matter-required-under-section-31). Alternatively search 'section 31' on the website home page.

### POLICY ON FALLS

Ensure policy on falls reflect appropriate footwear to be worn (including non-slip socks). Falls assessment should reflect this as well and it should be noted in care plan.

### 21 DAYS HOSPITAL STAY and TEMPORARY ABSENCES (ARCC A7)

The 21 day hospital stay and Temporary absences is per financial year. If you admit a resident from another facility find out how many days the resident has been in hospital or away prior to coming to your facility.

Although an extension is given in the majority of cases it is good to be informed so that you can request an extension in timely manner.

*Jessica*

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| <p><b>The real secret to success is self belief.</b></p> | <p style="text-align: center;"><b>NOTICE</b></p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |
|                                                          | <p>Julie Sparks wishes it to be known that she is no longer involved in any way with Bug Control the Infection Control Advisory Service.</p> <p>Julie plans to start her own Company called Next Steps Education to specialise in education for staff who work in Aged Care.</p> <p>To contact Julie visit <a href="http://www.nextstepseducation.co.nz">www.nextstepseducation.co.nz</a> or email <a href="mailto:julie@nextstepseducation.co.nz">julie@nextstepseducation.co.nz</a></p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |
|                                                          | <p style="text-align: center;"><b>FINANCIAL AUDITS</b></p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |
|                                                          | <p><i>The providers who have had a financial audit will know from experience the importance of the clause regarding overpayment. It is important to check your statements to ensure no overpayments are made and if they occur to pay these back within 10 working days.</i></p> <p><b>A18. FINANCIAL MANAGEMENT AND AUDIT</b></p> <p>A18.1 You must operate sound financial management systems and procedures.</p> <p>A18.2 Where we have serious concerns (based on reasonable grounds) that you are not operating sound financial management systems and procedures, without limiting any of our other rights in this Agreement, we may:</p> <ul style="list-style-type: none"> <li>a. Request that you provide, to an independent auditor appointed by us at our cost, within 30 days of our request: <ul style="list-style-type: none"> <li>i. your financial statements (as that term is defined in section 8 of the Financial Reporting Act 1993), or accounting information relating to your current financial position, including access to your expenditure and revenue transactions;</li> <li>ii. your financial statements or accounts for your most recent complete financial year (audited or otherwise, as required by us); and/or</li> <li>iii. a solvency certificate from a Chartered Accountant; and</li> </ul> </li> <li>b. Arrange for that independent auditor to audit: <ul style="list-style-type: none"> <li>i. the correctness of the information you give us under clause A18.2(a);</li> <li>ii. your calculations of the cost of providing the Services; and</li> <li>iii. your financial position</li> </ul> </li> </ul> <p style="text-align: center;"><b>CONTRACTUAL REQUIREMENTS</b></p> <p><b>ARCC: A9. OVERPAYMENTS</b></p> <p>A9.1 If we overpay you for the Services, as soon as you become aware of such overpayment you must immediately notify us of that overpayment.</p> <p>A9.2 You must repay the overpayment to us within 10 Working Days of:</p> <ul style="list-style-type: none"> <li>a. You notifying us under clause A9.1; or</li> <li>b. Us notifying you of any overpayment that we become aware of, by the day before the next payment is due to you under this Agreement after either such notification, whichever is the later.</li> </ul> <p>A9.3 If you do not repay the overpayment in accordance with clause A9.2, then we may deduct the amount of any overpayment from any later payments due to be made to you under this Agreement</p> <p><i>Don't get caught out!</i> <span style="float: right;"><i>Jessica</i></span></p> |



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| <p><b>Why do reindeer stop for coffee on their Christmas run? Because they're Santa's star bucks.</b></p> <p><b>How does Santa know whether we've been bad or good? It's called Facebook.</b></p> | <b>BOUQUET for A STRESS FREE CHRISTMAS</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |
|                                                                                                                                                                                                   |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          | <p>'Tis the season to be jolly....or is it? If you find yourself having to fight the urge to lock yourself in the toilet with a bottle of something strong on holiday occasions, then a little bit of humour might be just the ticket to head off any holiday stress impending insanity of tense family situations. You could go and sob into the punch bowl, or you could fight fire with humour and funny moments in a bid to reduce stress and enjoy the holidays with loved ones.</p> <p>So the turkey may have turned into a dog's dinner, the fruitcake may have exploded, but all is not lost! In hindsight, these are actually hilarious situations. What's better than to laugh off these moments of festive calamity? Sharing laughter helps people realise the most important part of the holiday is the gift of being together.</p> |
|                                                                                                                                                                                                   | <p><b>Tell Jokes (see left column)</b></p> <p>Uh oh....serious conversation alert! If you sense things taking a downhill turn on the serious side, you need to manoeuvre fast out of the one-way road to stress. For this, it helps to have a few jokes up your sleeve. At the dinner table or at parties, a light joke and some laughter can help ease everyone's nerves (yes, even the eye rolling variety).</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |
|                                                                                                                                                                                                   | <b>TRAINING SESSIONS</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |
|                                                                                                                                                                                                   | <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:<br/>Cultural Safety, Spirituality, Sexuality, Privacy, Rights, Confidentiality, Choice, Communication and Documentation, Quality and Risk Management, Abuse and Neglect prevention, Restraint Minimisation and Safe Practice, Behaviour Management, Complaints Management, Open Disclosure, EPOA, Advance Directives, Informed Consent, Resuscitation, Health and Safety, Ageing process, Mental Illness.</p> <p>If you are looking for a topic not listed here please drop me a line.<br/>I am happy to facilitate different times to suit evening and night staff.<br/>References available on request.</p> <p style="text-align: right;"><i>Jessica</i></p>                                                                                                              |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |
|                                                                                                                                                                                                   | <b>TOTAL QUALITY PROGRAMME</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |
|                                                                                                                                                                                                   | <p style="text-align: center;"><b>Are you struggling with your policies and procedures?<br/>Find it difficult to keep up with all the changes?<br/>Come audit time you realise that information is not up to date?</b></p> <p>If the answer to the above is yes then</p> <p style="text-align: center;"><b>Join hundreds of other aged care providers</b></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.<br/>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 <a href="mailto:09jelica@gmail.com">09jelica@gmail.com</a></p> |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |

|                                                                                                                                          | NEWSLETTERS BACK ISSUES                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |
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| <p>You may think the grass is greener on the other side, but if you take the time to water your own grass it would be just as green.</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: <a href="http://www.jelicatips.com">www.jelicatips.com</a> 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> |

#### Some interesting websites:

[www.careassociation.co.nz](http://www.careassociation.co.nz); [www.eldernet.co.nz](http://www.eldernet.co.nz), [www.insitenewspaper.co.nz](http://www.insitenewspaper.co.nz), [www.moh.govt.nz](http://www.moh.govt.nz); [www.healthedtrust.org.nz](http://www.healthedtrust.org.nz), [www.dementiacareaustralia.com](http://www.dementiacareaustralia.com); [www.advancecareplanning.org.nz](http://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](http://www.safefoodhandler.com); [www.learneonline.health.nz](http://www.learneonline.health.nz); [www.bugcontrol.co.nz](http://www.bugcontrol.co.nz); [www.nutritionfoundation.org.nz/about-nznf/Healthy-Ageing](http://www.nutritionfoundation.org.nz/about-nznf/Healthy-Ageing); [www.glasgowcomascale.org](http://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 Norton 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.

**Have a great festive season and until 2016!!**

