



December 2013

# Jelica's Link

Issue 36

*An independent newsletter for people interested in Aged Care*

## In this issue:

- Congratulations
- Christmas themed activities
- Care plans
- Bouquet
- Instant Messaging etiquette
- National ACP cooperative
- Sensus data
- Relay for Life
- Back issues

jelica@woosh.co.nz

[www.jelicatips.com](http://www.jelicatips.com)

mobile: 021 311055

1/3 Price Crescent  
Mt Wellington  
Auckland 1060

## **A VERY MERRY CHRISTMAS and HAPPY NEW YEAR**

Hello to you all and I wish you the merriest Christmas and the most fantastic new year EVER!!!!

This is the shortest message I have sent for a long time, as I am aware that you are all as busy as I am trying to get everything completed before the Christmas break.

Remember to take care of yourself too!

Looking forward to your input and support in 2014! Thank you for this year.

## **CONGRATULATIONS**

I am very pleased to mention more facilities achieving  
**4 YEAR CERTIFICATION.**

My compliments and congratulations to:

**Palm Grove Lifestyle Care Village 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 do not let me know, I cannot publish it.*

## **CHRISTMAS THEME ACTIVITIES**

For some residents Christmas can be an emotional time and having themed activities that are fun can help to lift the mood.

You can organise a reminiscence round or the following questions can also be used one on one.

What is your favourite Christmas tradition

What is your favourite Christmas song

What is the best/worse Christmas gift you remember receiving

What is the best Christmas food

When did you find out that Santa wasn't real?

### **Make Christmas ornaments**

Have residents make their own tree ornaments to either decorate the facility Christmas tree with or to give to relatives for Christmas.

## CHRISTMAS THEME ACTIVITIES con't

### Remember the Christmas songs

Play a Christmas song and let residents sing with it.  
Ask residents what the song means to them  
Be prepared that this might trigger some emotional responses.  
Write down a famous sentence from a song and see if they know from which song it is.  
If residents can play instruments i.e bells practise a song which they can perform during Christmas.  
Invite school children to perform

### Ginger bread figures

"The first gingerbread man is credited to the court of Queen Elizabeth I, who favoured important visitors with charming gingerbread likenesses of themselves...After the Grimm Brothers' tale of Hansel and Gretel described a house "made of bread," with a roof of cake and windows of barley, German bakeries began offering elaborate gingerbread houses with icing snow on the roofs, along with edible gingerbread Christmas cards and finely detailed moulded cookies.

Most of the cookies that hung on nineteenth-century Christmas trees were at least half an inch thick and cut into animal shapes or gingerbread men..."

### Ingredients

- 350g/12oz plain flour, plus extra for rolling out
- 1 tsp bicarbonate of soda
- 2 tsp ground ginger
- 1 tsp ground cinnamon
- 125g/4½oz butter
- 175g/6oz light soft brown sugar
- 1 egg
- 4 tbsp golden syrup

### To decorate **Let residents decorate their own cookies.**

- writing icing
- cake decorations

### Preparation method

1. Sift together the flour, bicarbonate of soda, ginger and cinnamon and pour into the bowl of a food processor. Add the butter and blend until the mix looks like breadcrumbs. Stir in the sugar.
2. Lightly beat the egg and golden syrup together, add to the food processor and pulse until the mixture clumps together. Tip the dough out, knead briefly until smooth, wrap in Clingfilm and leave to chill in the fridge for 15 minutes.
3. Preheat the oven to 180C/350F/Gas 4. Line two baking trays with greaseproof paper.
4. Roll the dough out to a 0.5cm/¼in thickness on a lightly floured surface. Using cutters, cut out the gingerbread men shapes and place on the baking tray, leaving a gap between them. For decorations, use a skewer to make a small hole in the top of each biscuit.
5. Bake for 12-15 minutes, or until lightly golden-brown. Leave on the tray for 10 minutes and then move to a wire rack to finish cooling. When cooled decorate with the writing icing and cake decorations.

**HAVE FUN!!**



Don't look  
back... You're  
not going that  
way!



## CARE PLANNING

This is an area worth improving upon all the time!

It pays to do your own tracer methodology.

When developing care plans reflect back on the nursing assessments, medications and ongoing reports.

For instance if a resident has pain medication charted you would expect the care plan to reflect the reason for this and the expected staff interventions to achieve the goal including what else can be done to reduce pain.

Following an example with specific instructions for administering medication.

EXAMPLE:

**Problem:**

I have Parkinson's Disease, which makes it difficult for me to swallow tablets. For that reason, you give my medication in syrup or soluble form. On days when I am agitated, I may refuse my medication. If that happens, it is best to withdraw and try again a little bit later.

**Objective:**

That I receive the maximum therapeutic effect from my prescribed medication.

Action/Intervention

HCA/RN to administer all of mine prescribed medication. If I refuse, withdraw and try again later. Monitor me for therapeutic or side effects and report to GP.

**Care plan evaluation:**

If the care plan has a section on mobility/reducing falls/incidents etc then you need to reflect the outcome of the interventions in the evaluations.

How many falls/incidents did occur in the past 6 months? What has been put in place to reduce the incidents even further etc.

If a resident has a behaviour issue then the evaluation identifies how successful the interventions have been over the past 6 months or is there a need to change the intervention. Ensure that your evaluations tell a story rather than "no change" or "continue with same intervention" etc.

Hope this helps a little bit towards written brilliant care plans. More next month.

*Jessica*

## A BOUQUET



My bouquet for December goes to you all, owner operators, managers, and dedicated staff members.

Don't forget to give yourself and your colleagues a pat on the back and receive a cyberspace one from me.

*Jessica*



The past is never where you think you left it.

## INSTANT MESSAGE ETIQUETTE RULES EVERY PROFESSIONAL NEEDS TO KNOW

I have received the following from one of my readers. They use this medium successfully with their GP's and she thought it might give other readers some helpful tips.

The use of instant message, typically referred to as IM, can save a lot of time at work. Despite its ease and quickness, professionals should still be mindful of basic etiquette rules.

### **The most important online chat rules you should abide by.**

**1. You should know the person.**

You need to have been introduced to the person before you IM them. So if you only know the person through social media but have never actually met them, you shouldn't IM them.

**2. Start with a short greeting.**

When starting a conversation with someone over IM, you should always say "hi" or "hello" and then check to make sure it's a good time for them to chat. Otherwise, you may be interrupting them.

**3. Be mindful of the receiver's preferred style of communication.**

This form of communication can be really disruptive for those on the receiving end, since the message pops up on their screens. You should always adjust your style of communication to meet the other person's, whether they are colleagues, bosses, customers, or clients.

**4. Keep the conversation short.**

Ask yourself, will this message require the receiver to take time to think about their response? If yes, you might want to send an email or call them instead. IM is appropriate for interactions that only require a quick response.

**5. Be careful with abbreviations.**

Similar to texting, it's common to use abbreviations and shortcuts such as "LOL" (laugh out loud), "np" (no problem), or "u" (you) in an IM, but make sure the abbreviation you use is appropriate. Only using those that are widely known, which the receiver would understand the meaning of. When unsure, type the entire word or phrase.

**6. Never send bad news via IM.**

IM is too casual a medium to have an important conversation, particularly one that's negative.

**7. Don't change meeting times or venues in an IM.**

If you're going to change a meeting time or venue at the last minute, give the person a call out of respect. They may not check their computers before leaving to meet you.

**8. Be aware of a status message.**

Do not send someone an online chat if their status is "away" or "busy." You may be disrupting their work by popping up in the middle of their computer screen.

**9. End conversations with a short closing.**

Once the conversation ends, say "thanks" or "thank you".

Barbara Pachter, career coach and author of the book ["The Essentials Of Business Etiquette,"](#) by Mike Nudelman / Business Insider



**Learn from  
yesterday, live  
for today, hope  
for tomorrow.**  
- Albert Einstein

## NATIONAL ACP COOPERATIVE MEETING

The next National ACP Cooperative meeting will be held on 13 December 2013, 9-11am via video and teleconference.

Below are the draft agenda, and items in preparation for the meeting.

### 1. Survey of current activity in your organisation and area:

Every year we track the current ACP activity across the country as a measure of the spread of ACP and the success of the Cooperative. Please take 5 minutes to complete the survey for your service, organisation and/or area. Please feel to forward this email and the survey on to any other organisations or teams you are aware of that are working to promote ACP awareness and activity. We would appreciate it you could do this **before 6 December 2013**

<http://www.surveymonkey.com/s/8V8QR8G>

### 2. Draft agenda 13 December 2013:

- a) Survey feedback on ACP activity nationally
- b) Training Programme feedback
- c) Conversations That Count Day 16 April 2014
- d) NEAC ACP proposal out for consultation – discussion
- e) Work programme for 2014 – what should we be working on next year?
- f) Regional feedback – South Island

If you are unable to join us, ***please send me your thoughts and ideas*** on 5<sup>th</sup> agenda item (Work programme for 2014 – what should we be working on next year?)

Please visit our website for more information:

[www.advancecareplanning.org.nz](http://www.advancecareplanning.org.nz)

Kindest regards

**Leigh Manson**

Programme Manager | Concord & Advance Care Planning

(09 307 4949 ext 22873 | ( 022 646 2817 | \* leighma@adhb.govt.nz

**Auckland District Health Board** | Level 14 | Support Building | Park Road | Grafton  
Private Bag 92024 | Auckland



**We make a living by what we get, we make a life by what we give."**

Sir Winston Churchill

## INFORMATION ABOUT 2013 CENSUS DATA

Two 2013 Census metadata products are now available on our website. These provide information about the data produced from the 2013 Census.

[2013 Census data dictionary](#) is a list of variables available from the 2013 Census.

[2013 Census definitions and forms](#) provide you with definitions for terminology used in census outputs. It also provides a copy of questionnaires from the 2013 Census and censuses dating back to 1906, where available.

 <p style="color: #4f81bd; font-weight: bold;">What have you done today that makes you feel proud??</p>	<b>RELAY FOR LIFE</b>
	<p>We are busy preparing for the 2014 events and it is never too early to start thinking of maybe registering a facility team or team up with another facility. Best team building you can think of!</p> <p>It is good to see some facilities have already joined and I do hope there will be more. This is a great event and let's face it, I haven't come across anybody who didn't know somebody who was affected by this horrible disease. I have been up close and personal with many people during my numerous years as volunteer chair and I get inspired every year again listening to the stories of these brave and dedicated people. So look around and see whom you can Relay for! For more info: <a href="http://www.relayforlife.org.nz/index/about">http://www.relayforlife.org.nz/index/about</a> or drop me a line.</p> <p>If you cannot join the Relay you can always donate. Please visit my Relay page below. <a href="https://AucklandNorth.everydayhero.com/jessica">https://AucklandNorth.everydayhero.com/jessica</a></p> <p>I have worked out that if all my readers donate \$1 the total will be well over \$1000!! Thanking you in advance. <span style="float: right;"><i>Jessica</i></span></p>
	<b>NEWSLETTERS BACK ISSUES</b>
	<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 do not mind sharing this information but I do not 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.insitene newspaper.co.nz](http://www.insitene newspaper.co.nz), [www.moh.govt.nz](http://www.moh.govt.nz); [www.healthedtrust.org.nz](http://www.healthedtrust.org.nz), [www.advancecareplanning.org.nz](http://www.advancecareplanning.org.nz), [www.dementiacareaustralia.com](http://www.dementiacareaustralia.com); <http://www.bpac.org.nz/Public/admin.asp?type=publication&pub=Best>,

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.

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.