

**In this issue:**

- 4 year certification
- Plunket fundraising. Well done Aria Gardens
- World first in dementia care
- Facts on dementia
- Annual declaration
- National dementia cooperative
- Electrical testing
- BMI
- Consumer's Rights
- Bouquet & Brick
- Back issues

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## 4 YEAR CERTIFICATION

I am very pleased to mention more facilities achieving  
**4 year certification.**

My compliments and congratulations to:

**St Andrews Village, St Heliers, Auckland**

*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.*

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**From Jon M. AMESBURY R.N**, Manager, Aria Gardens Home & Hospital

Today, I presented a cheque for \$3,237.05 to Plunket Waitemata on behalf of Aria Gardens Home & Hospital.

The money was raised via a series of fundraising events, organised by the facility. Aria Gardens has continued with several initiatives aimed at **'bridging the intergenerational gap between the generational poles in our local communities'**.

Aria Gardens has organised another fundraiser on Saturday 12th April 2014, in the form of a Cream Tea at our community partner premises, The Brigham Restaurant at 164 Brigham Creek Road, Whenuapai.

The event will run from 10.30 till 3pm and a full high tea will cost \$20 for one person or \$30 for two.

All proceeds will be going to Plunket.

### ARIA GARDENS HOME & HOSPITAL

Invite you to a Saturday Cream Tea at  
The Brigham Restaurant  
164 Brigham Creek Rd,  
Whenuapai 0618

Saturday 12th April 2014  
from 10.30 till 3pm

Music, entertainment and fabulous food

Tickets \$20 each or \$30 for two

Proudly raising funds for



## NEW ZEALAND HEALTH CARE PROVIDER TO RECEIVE WORLD FIRST FOR DEMENTIA CARE



An Auckland residential care facility, Mercy Parklands, is the first world recipient of Centre of Excellence status for a specialised programme for dementia care.

Mercy Parklands pioneering work in implementing the *Spark of Life* approach to dementia rehabilitation over the past four years was recognised on Friday the 14<sup>th</sup> of February 2014 at an official ceremony at the residential care facility by Founder and CEO of *Spark of Life* and Dementia Care Australia, Jane Verity along with representatives of Mercy Healthcare, the Auckland District Health Board and Care Association New Zealand.

Ms Verity says it is an exceptional achievement to be the world first *Spark of Life* Centre of Excellence and is a result of an equally exceptional commitment from all levels of the organisation and from a team dedicated to excellent care of its residents and their families.

The decision to confer Centre of Excellence status on Mercy Parklands is based on comprehensive documented evidence of the quantitative and qualitative difference *Spark of Life* practices have made to residents at the facility and their families.

CEO of Mercy Parklands, Ann Coughlan, says it is a tribute to the hard work and dedication of the entire Mercy Parklands team. "Residential care facilities are often maligned and we are delighted to receive this recognition as the first ever Centre of Excellence for dementia care because we believe it has helped our staff perform better, in ways that our residents' families have been quick to recognise and appreciate."

Over the past four years there has been a dramatic 51 percent reduction in the number of falls, which can often lead to long-term disability for older people. Similarly, there has been a significant reduction in incidents of residents challenging behavior every year with an overall decrease of 31.5 percent since the programme's introduction in 2009. "We have also not had to transfer a resident from Mercy Parklands to a dementia secure unit for the past two years due to improved understanding and management of our residents," says Ms Coughlan.

Other significant outcomes of the *Spark of Life* approach include a high rating of employee satisfaction as measured by a 2013 Press Ganey survey, improved resident and family levels of satisfaction, improved staff knowledge and skills across disciplines, achievement of certified *Spark of Life* practitioner status by 41 staff, including Master *Spark of Life* practitioner status by the facility's OT and manager of its Allied Health team, Helen Delmonte.

The *Spark of Life* philosophy has also prompted a complete restructure of one of Mercy Parkland's wings, providing a more homely atmosphere for its 13 residents, all of whom live with pronounced aspects of dementia.

Hardships forge  
and polish our  
lives, so that  
eventually they  
shine with  
brilliant fortune  
and benefit.

## CENTRE OF EXCELLENCE CONT'D

Helen Delmonte says the changes in the new wing, which received the NZACA Excellence in Care Award for Built and Grown Environment in 2013, have been achieved without need to turn it into a secure area or increases in medication or other forms of restraint.

"The residents in this wing feel much more strongly that this space is their home," says Ms Delmonte.

The program in place enables the resident more involvement in activities that are meaningful to them with participation in specific Spark of Life clubs and contributing to daily living tasks such as cooking and gardening. The environment helps facilitate dementia - recovery of lost abilities when the social and emotional environment becomes more supportive and understanding

The *Spark of Life* programme operates in countries in Europe, Australia and the United States as well as New Zealand and first came to the attention of Ms Coughlan at a NZACA conference several year ago. "Since we first became involved in the programme it has been promoted by our senior OT and Allied Health team manager Helen Delmonte, who has done an exceptional job ensuring we meet the incredibly stringent standards which has allowed us to achieve Centre of Excellence status."

*Congratulations all!! Well done. And thank you for inviting me to this special event.*

Smile, it is the key  
that fits the locks  
on everyone's  
heart.

### Facts on dementia in New Zealand (from the 2012 Dementia Economic Impact Report):

- In 2011, 48,182 New Zealanders had dementia – 1.1% of the New Zealand population. This has increased over 18% in three years, from 40,746 people in 2008.
- The majority (60%) of New Zealanders with dementia are women. In 2011, 28,864 New Zealand women had dementia compared to 19,318 New Zealand men. This is due to women living longer than men on average, and due to the prevalence rate of dementia being higher for women than men in age groups over 75 years.
- There were an estimated 13,486 new cases of dementia in 2011, with the incident proportions of males and females similar to those for prevalence.
- By 2050, it is estimated 147, 359 New Zealanders will have dementia, more than 2.6% of the population and more than triple current numbers. Prevalence ratios in women and men will remain very similar to 2011 results.
- The World Alzheimer Report of 2011 revealed that in countries like New Zealand, only 60% of cases are diagnosed and documented. This means there is potentially a further 40% of people with dementia in New Zealand that have not yet been diagnosed, making the numbers above significantly higher.
- The total financial cost of dementia in 2011 was estimated at \$954.8 million.

The informal value of carers, who are removed fully or partially from the workforce to care for some with dementia, was estimated at \$37.7 million.

## ANNUAL SERVICE PROVIDER DECLARATION

Certified providers are required to submit an annual declaration in any calendar year in which an audit related to certification does not occur.

The form needs to be submitted to your Designated Auditing Agency (DAA)

Service providers shall undertake regular monitoring processes with sufficient scope and depth to verify that it is conforming to certification requirements before completing this form. Monitoring records must be available for review by the DAA on request.

The DAA shall review all declarations and retain these as a record contributing to the monitoring activities that occur between certification-related audits. Where a provider does not make a declaration or significant concerns are identified, the DAA shall advise the Ministry, who shall determine what action is taken.

See information and the form <http://www.health.govt.nz/our-work/regulation-health-and-disability-system/certification-health-care-services/information-providers-health-care-services/annual-service-provider-declaration>

This is another exercise for which the DAA might charge you a fee. Ensure you question this before deciding which DAA you choose.

## National Dementia Cooperative Update February 2014

☑ Dementia Networks: the next network meetings in both Wellington and Waikato will be on 6 March; in the Southern region on 25 March; in Auckland planning is in progress for a meeting probably on 19 March. Find venues and times on our website <http://ndc.hiirc.org.nz/section/29653/networks/>

☑ Call for Abstracts now open for the Alzheimers NZ 2014 conference 14-15 November. Key note speakers have been announced, abstracts are welcomed in the following categories: A dementia friendly New Zealand; Good brain health; Early recognition and assessment; Living well with dementia; and High quality services. All information about the conference can be found on their website <http://www.alzheimers.org.nz/conference>

☑ The free *Understanding Dementia* 11-week massive open online course (MOOC) from the University of Tasmania is recommended by Ruth Thomas, Midland's Regional Dementia Coordinator. The next course starts in March 2014, [registrations of interest](#) are now open.

☑ For your diaries: Hospice NZ Palliative Care Conference 29 – 31 October 2014 in Wellington <http://www.hospice.org.nz/conference-2014>

Please forward this update to others who have an interest in improving care for people with dementia. As always, if you have any questions, do contact me. Naku noa

**Marja Steur**

**National Coordinator, National Dementia Cooperative**

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The question  
isn't who is  
going to let me;  
it's who is  
going to stop  
me

## ELECTRICAL EQUIPMENT TESTING

OSH regulations make it mandatory to comply with the electrical regulations and in addition you must “take all practicable steps to ensure safety”

An accident with an untagged appliance would result in a prosecution by OSH unless you can prove that it has been periodically tested to an approved standard.

Further an insurance company may use the fact that you did not comply with regulations to decline a fire claim. You don't want an insurance claim denied if there's a fire due to untagged/unsafe appliances. Or to fail an OSH audit. Or have a resident or staff member harmed. Or to face prosecution if, heaven forbid, it ever happened.

Every Person and Business **MUST** comply with **the Health and Safety in Employment Act 1992**

OSH would say you haven't taken all practicable steps to ensure safety if you have an accident with an un-tested and tagged appliance.

Electrical equipment can be tested by a competent person. Standard AS/NZS3760:2010 states:

Testing must be done by a **competent person**, who is described in AS/NZS 3760:2010 as a person with the necessary practical and theoretical skills acquired through training, qualifications, experience or a combination of these, to correctly do the tasks in the Standard.

Competency levels may need to be updated following technological advances in both the testing instrumentation available and the equipment being examined

This Person shall:

- be able to use test equipment safely and effectively
- Have an understanding of the dangers of electricity, leading to an appreciation of the need for inspection and testing
- Have an understanding of the construction of Class I and Class II equipment, and of the terms: basic, reinforced, and double insulation, protective earth and earth continuity, insulation resistance and earth leakage current
- Have an understanding of the application and requirements of this Standard [AS/NZS 3760:2010]
- Have an understanding of the relevant legislative requirements appropriate for the jurisdiction they are operating within.

Basic electrical principles

- circuit protection
- electrical safety
- inspection and testing to this standard
- applicable regulations

While the competent person is not required to be a registered or licensed electrical practitioner, there is a requirement to ensure a 'competent person' undertakes the testing.

*There are a number of companies that provide this relevant training which will give you some evidence that you are deemed competent. You can Google these website or check the websites to find a company to do the testing for you. I would strongly encourage you to seek quotes first.*

Surround  
yourself with  
people who  
reflect the  
person you  
want to be.

Relationships should help you, not hurt you.

### BMI= BODY MASS INDEX.

Use Ulna length to estimate height of a person. Ideally in case a person is unable to weight bear.

If possible use left side and measure the point of the elbow and the midpoint of the prominent bone of the wrist.

There is a quick way to calculate a person's BMI on: <http://www.heartfoundation.org.nz/healthy-living/losing-weight/bmi-calculator>

The BMI is a useful measurement for most people over 18. But there are limitations to this system. For instance:

- Adults with a very athletic build (eg, professional athletes) could show as overweight. This is because muscle weighs more than fat and the BMI does not take this into account.
- If you're pregnant, the BMI does not apply.
- You should seek advice from your doctor or midwife on what a healthy weight is.
- See your doctor if you require a more precise reading.

If you have a copy of the RN Care Guides you will find a helpful section on this also.

### CODE OF HEALTH AND DISABILITY SERVICES CONSUMERS' RIGHTS

#### Consumers have Rights and Providers have Duties

1. Every consumer has the rights in this Code.
2. Every provider is subject to the duties in this Code.
3. Every provider must take action to:
  - (a) inform consumers of their rights; and
  - (b) enable consumers to exercise their rights.

If you have residents for who English is a second language ensure you have some brochures of the Rights in each person's language. These can be printed from the web: <http://www.hdc.org.nz/publications>

### BOUQUET and BRICK



*A bouquet for all the lovely people who sent me emails following my sister's passing. Thank you very much for these.*

*A bouquet also for you, the providers, who are going to make a 1% increase work in the best interest of the residents you are looking after and the staff helping you to achieve that.*



*My brick this month goes to the person, or persons, who decided that 1% increase in funding is enough!*

<p><b>Generally speaking, you aren't learning much when your lips are moving.</b></p>	<p><b>RELAY FOR LIFE</b></p>
	<p style="text-align: center;"><b>DID YOU KNOW THAT IN NEW ZEALAND</b></p> <p style="text-align: center;"><b>22 PEOPLE PASS AWAY EACH DAY OF CANCER!</b></p> <p style="text-align: center;">Just take a minute to think about that.</p> <p>I have been up close and personal with many people during my numerous years as volunteer chair and I get inspired every year listening to the stories of these brave and dedicated people. So look around and see whom you can Relay for!</p> <p>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/nz/jessica-1">https://aucklandnorth.everydayhero.com/nz/jessica-1</a></p> <p>A big THANK YOU for the generous people who have already donated towards this cause.</p> <p>Thanking you in advance. <span style="float: right;"><i>Jessica</i></span></p>
	<p><b>NEWSLETTERS BACK ISSUES</b></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>

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 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.