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**Emailed to:
1461 readers
and counting**

**Welcome to my
overseas
readers.**

09jelica@gmail.com

mobile: 021 311055

1/3 Price Crescent
Mt Wellington
Auckland 1060

4 YEAR CERTIFICATION

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

My compliments and congratulations to:

**Kamo Home and Village in Whangarei
Holmdene Care Home in Balclutha**

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.

HANDY HINTS

If you have any tips or ideas, please let me know.

Pick up glass with a piece of bread

Next time you break a glass, here's an easy way to pick up any little pieces. Take a slice of white bread and sponge it over the area. The bread does a great job at picking up all those fragments you've missed.

Cool down your car in less than a minute

Cool down a hot car in a flash. Wind down one window all the way, go to the other side and open and shut the door about 5-10 times. The fanning action will push the hot air out of the open window.

Supercharge your phone charge

Down to 3% power and need to charge your phone in a hurry? Turn your phone to flight mode before you plug it in. By turning off GPS, emails etc, your phone will recharge faster.

Hazy headlights

Put a little bit of toothpaste on an old cloth and rub on the glass and rinse. They should come up gleaming.

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

PREPARE FOR AUDITS

It is absolutely important to prepare for an audit and try to get to the stage where every day can be an audit day.

This means completing your own internal audits, exception reporting and surveillance data collation, analysis and investigations such as accidents, incidents, infections, complaints etc.

If you leave it until the last minute you don't do yourself or your facility a good service. This data should be used to look at possible quality improvement initiatives. Don't just collect it because the auditors expect it, use the data collected to have a closer look at your services.

The more you prepare yourself for the audit and understand what the expectations are the more confident you will feel and come across, which will help you during the audit.

Be proud of the service you provide and showcase this. Don't let an auditor tell you how to manage your facility. They are there to ensure you comply with the Standards and the Contract not to tell you how to comply.

Take control of the audit, be in charge.

Inform residents and relatives about the audit and invite them to take part in it. Emphasise the positives.

If you feel that the auditor is not fair or makes comments you don't agree with, phone their manager.

If there are Partial attainments (PA) check against the criteria the auditor indicated to ensure that it is a fair PA.

If you feel that you should receive continuous improvement ratings (CI) discuss this with the auditor. To receive a continuous improvement (CI) rating to a Standard or criterion, the auditor must collect evidence that clearly demonstrates the interpretation for this level of attainment, which is: Having fully attained the criterion the service can in addition clearly demonstrate a review process including analysis and reporting of findings, evidence and action taken based on those findings, and improvement to service provision and consumer safety or satisfaction as a result of the review process.

I often see really good initiatives implemented as a result of the exception data that was collected but this is not always documented which means that you might miss out on a CI.

If you implement a quality improvement ensure it is followed up, reviewed and evaluated to evidence that as a result of this initiative the outcome is better/improved. It needs to be auditable.

Example: Your data collation, analysis identify high number of UTI's. Staff seems to be well aware of their IC practises. To ensure that all residents/relatives/visitors receive the important message you plan an IC week with posters, notices, games, relays etc. (This is so much fun!!)

After this you have clear evidence that the number of UTI's decrease and you maintain this lower level of some time this could be seen as deserving a CI. You can then also plan an IC week more often to remind people.

Having fun and learning is the best way!!!

Jessica

I changed my password to "incorrect" so whenever I forget what it is and type it wrong, the computer will say "your password is INCORRECT"

HEALTH AND SAFETY AT WORK ACT 2015

Notifiable events under the Health and Safety at Work Act

The new Health and Safety at Work Act 2015 (HSWA) comes into force this April the 4th 2016, and will significantly overhaul New Zealand's health and safety legislation. An issue for aged care providers to be aware of is the HSWA obligations for reporting notifiable events.

What is a notifiable event?

Under the HSWA, the definition of "*notifiable event*" includes:

- The death of a person; or
- A notifiable injury or illness – this includes an injury/illness that requires immediate treatment, hospitalisation, and/or medical treatment within 48 hours of exposure, such as:
 - The amputation of any part of the body;
 - A serious head injury;
 - A serious eye injury;
 - A serious burn;
 - A spinal injury;
 - The loss of a bodily function; and
 - Serious lacerations.

A notifiable injury or illness also includes any infection to which the carrying out of work is a significant contributing factor. I.e. an injury or illness would likely be a notifiable event if it is serious enough to need treatment other than just first aid; or

- A notifiable incident – an incident in relation to a workplace that exposes any person to a serious risk to that person's health and safety arising from immediate or imminent exposure to external physical influences like electric shocks, structural collapse, inrush of water, interruption in ventilation, collision of vessels etc. This includes situations where no injury occurred but where nevertheless there is an exposure to a serious risk.

How do you report notifiable events?

As soon as possible after becoming aware that a notifiable event has occurred, the organisation must ensure that WorkSafe is notified. Notification may be given by telephone or in writing (including by email, or other electronic means). If required by the regulator, a written notice of the incident must be given within 48 hours of being informed of the requirement. A record of the notifiable event should then be kept for 5 years.

When don't you have to notify?

An event is not notifiable simply because it happened around the workplace. Workplace has recently advised that where an issue can more correctly be described as "*medical*", the correct body for an investigation is the HDC.

Rumours!
I find out so
much about
myself that I
didn't even
know!

HEALTH AND SAFETY AT WORK ACT 2015 Cont'd

So an event will only be notifiable if it arises from the conduct of the business. For example, if a resident of a care home were to have an accident that was unrelated to the conduct of the business; i.e. suffered a heart attack, or had a fall and suffered a head injury while they were by themselves (but which was entirely unrelated to the care home's staff, premises, or systems), it would likely not be a notifiable event. However, it would be notifiable event if a resident were to fall and suffer injury due to some action or inaction by a staff member, or something to do with the physical premises or business processes. There has to be some causal connection between the event and the conduct of the business.

(Keep in mind that the events listed above should still be reported to HealthCert on Section 31)

What are the consequences of failing to notify?

Failure to notify WorkSafe of a notifiable event may result in a fine of up to \$10,000 for an individual, and of up to \$50,000 for any other person (i.e. the business). Because of the potential seriousness of failing to notify, we recommend that you form a relationship with your local Worksafe representatives, and discuss this issue with them. And keep an eye on updates – once there are prosecutions post-April we will all be able to understand the new law better and take the steps we need to take to ensure compliance.

I hope that assists you, please let me know if you have any further questions. And I really recommend the Worksafe website – there's some really useful information on it.

Shelley Eden Partner **Shieff** England

THE GAS ARROW

Have you ever come across the problem of driving in a car not your own and when going to fill it up not knowing on which side to of the pump you should be?

I often drive in as I would do with my own car but many times that was an unlucky decision and I had either pull out and drive in on the other side or strain the hose over the roof in the hope I can make it.

But guess what? I have recently discovered **The Gas Arrow**! Yes, believe it, it truly exists. **The Gas Arrow is a little, tiny arrow right beside the picture of the gas pump, which tells you which side your car's gas hole is on!** I know, it's crazy. And I guess whoever is responsible for marketing really dropped the ball on this one, because nobody I asked has even noticed this before!

The great, Gas Arrow, telling you which way to park your car.

AWESOME!

Safety doesn't
happen by
accident

WHAT IS ON...?

ALZHEIMERS NZ 2016 CONFERENCE

**"Dementia Today: Diverse Communities, Collective Action.
Wellington, 3-5 November 2016.**

This conference is Alzheimers New Zealand's biennial conference and the 19th Asia Pacific Conference of Alzheimers Disease International.

CALL FOR ABSTRACTS NOW OPEN.

Visit the Alzheimers NZ website for more information
[Alzheimers NZ Conference 2016](#)

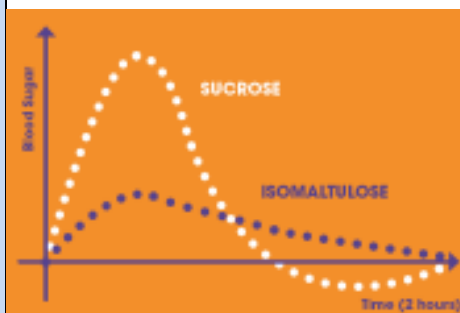
FORTIFIER FOR FUSSY EATERS?

Many of you may be familiar with Altrix[®] Thickener for treatment of residents with 'dysphagia' (difficulty swallowing), and we have now launched a companion product for this range called Altrix[®] Fortifier.

Altrix[®] Fortifier is a powdered supplement that can be used as an energy and protein source.

The main point of difference compared to other powdered products on the market is that Altrix[®] Fortifier is unflavoured so can be easily mixed into both savoury and sweet applications depending on what best meets the needs of your residents.

Altrix[®] Fortifier also contains a sugar, Isomaltulose, that provides the same energy as sucrose (table sugar), but provides sustained energy release without significant spikes in blood sugar over time compared to sucrose as shown in the graph below:



Altrix[®] Fortifier has been used in an extensive range of both savoury and sweet applications, and it can be used to prepare bulk preparations for a group of people, or customised for an individual serve.

Altrix[®] Fortifier is versatile and easy to use and we are confident you will find this a great addition when considering options to meet the nutritional needs of your residents.

Altrix[®] Fortifier is available in 4.5kg tub.

Bidvest Foodservice is a distribution partner for supply to rest homes & hospitals.

If you want to find out more information about this product please go to

www.altrix.co.nz or phone 0800 478 742

Success, as I see
it, is a result, not
a goal.
Gustave Flaubert

The Auckland Branch of the NZNO Gerontology Section



Invites you to participate in a Study Day for Registered and Enrolled Nurses
On 13 April 2016, at Waipuna Conference Centre,
58 Waipuna Road, Mt Wellington, Auckland

Hugging is the most beautiful form of communication that allows the other person to know beyond a doubt that they matter.

Rebecca Fox

Morning		Afternoon
08.45 – 09.00	Welcome and house keeping	12.30 - 13.15 Lunch
09.00 - 10.00	Sleep Well Clinic – shift work <i>Sleep Clinic</i>	13.15 - 14.30 Resilience – Bounce <i>Margaret Cain, NZNO</i>
10.00 - 10.30	Morning Tea	14.30 - 15.30 MOH Pressure Injury Auditors - <i>Annette S</i>
10.30 - 11.30	Psychological Therapy Clinical Psychologist <i>Dr Dionne Taylor,</i>	15.30 - 15.45 Summing up and clo
11.30 - 12.30	Bullying – What is it? <i>Margaret Cain, NZNO</i> <i>Professional Nursing Advisor</i>	

Certificates of Attendance will be provided that can be used as evidence of professional education.

For booking please tear off this section and complete.

Registration will not be guaranteed until payment received. Registrations close **Wednesday 6 April 2016.**

Name of Attendees: *(please print clearly as the spelling will be used for the certificate)*

.....

Mailing Address:

Telephone number: E-mail address:.....

Any specific dietary requirements:

Cost: NZNO Members \$80 Non NZNO Members \$95

Direct payments can be made to **12-3040-0521250-00**. Please ensure that you include your first and last name.

Cheques to be made payable to NZNO Auckland - Gerontology Section.

Post to: Sue Kahaki, P O Box 8921, Symonds Street, Auckland 1150.

Enquiries to be directed to Sue Milton. Phone (09) 535 6050

I am a member of NZNO Yes / No

I am a member of the Gerontology Section Yes/ No

SILVER RAINBOW IS IN THE HOUSE!



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

Silver Rainbow is now officially launched and bookings are being taken. Some facilities are already well on the way to attaining their Silver Rainbow Seal.

A special shout out to people in the Nelson area – you could book a workshop or needs analysis on 24th, afternoon of 25th or 26th of May with subsidised travel charges as one of our educators is working in the area already.

And an equally special shout out to those in the Christchurch area. If you want an education session from 2 -5pm on April 4 – 7 or May 16 – 19 there will be no travel charge.

People in the Dunedin area the afternoons of 9th May, 15th August or 14th are available with no attached travel cost.

If you are in Auckland this is where Silver Rainbow is based and there are no travel charges. We also hold workshops at our premises in Greenlane, the next one is 10am – 1pm June 13th.

To make a booking contact Julie on any of the contacts below.

Affinity Services offers an organisational needs analysis and educational workshop for care workers and managers in the aged care sector. The workshop will introduce you to people with lived experience and take you through scenarios in an interactive and non-threatening way. We can equip you with the skills to make your service an inclusive and safe place for people of all sexes, genders and sexualities. We know that people are increasingly looking for rainbow-friendly services, not just for themselves, but for their families and loved ones. On completion of the Silver Rainbow Workshop and needs analysis, you will receive the Silver Rainbow Seal that you can include on your promotional material and display in your reception area.

Costs:

\$500 for up to 20 participants at your venue. We also offer workshops for individual staff members at our premises in Greenlane monthly (\$50/person). Organisational snapshot for up to 5 hours consultancy (\$500) and \$80 per hour for any additional hours.

Contact us to find out more:

We have lots of ideas about how to make your service a welcoming place for people of all sexes, genders, and sexualities.

Interested? Contact Julie on

T 09 531 4040 | M 027 700 0432 | E Julie.Watson@affinityservices.co.nz

**The 3 C's of life:
Choices,
Chances,
Changes
You must make
a choice to take
a chance or
your life will
never change**

9LoLs.com

<p>Whatever you decide to do. Make sure it makes you happy</p>	<p>BOUQUET</p>
	<div style="display: flex; align-items: center;">  <div style="margin-left: 20px;"> <p>I was surprised that nobody responded to the issue regarding personal first aid in case of a heart attack. I had thought we could get an interesting discussion going here. So maybe it is something that is worth investigating further. Funny that we always learn how to look after others but there is not a lot available when it comes to looking after ourselves in case of an emergency.</p> <p>So I hope that I can dedicate this bouquet next time to somebody with an interesting answer. Looking forward to an overflowing mail box.</p> </div> </div>
	<p>TRAINING SESSIONS</p>
	<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:</p> <p>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.</p> <p>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.</p> <p style="text-align: right;"><i>Jessica</i></p>
<p>TOTAL QUALITY PROGRAMME</p>	
<p style="text-align: center;">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?</p> <p>If the answer to the above is yes then</p> <p style="text-align: center;">Join hundreds of other aged care providers</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. 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 09jelica@gmail.com</p>	

NEWSLETTERS BACK ISSUES

Don't ruin a good today by thinking about a bad yesterday. Let it go.

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.

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.

I don't mind sharing this information but I don't agree anybody making financial gain from this information!

Some interesting websites:

www.careassociation.co.nz; www.eldernet.co.nz, www.insitenewspaper.co.nz, www.moh.govt.nz; www.healthedtrust.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.learneonline.health.nz; www.bugcontrol.co.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 Norton 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.