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**Emailed to:
1497 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:

Mercy Parklands, Auckland

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.

DAFFODIL DAY



If you always wanted to do something special this is that golden opportunity. I have been doing this for years and it is a great opportunity to meet some wonderful people and hear just as many sad, courageous and lovely stories.

DAFFODIL DAY is coming up on Friday the 26th of August.

We are looking for some awesome people to organise the street collection in their neighbourhood! If you like to volunteer to help people with cancer, check out the areas that are still in need of some passionate, dedicated volunteers. Training is provided.

Daffodil Day is the Cancer Society's annual flagship event and one of the most important fundraising and awareness campaigns in the country.

The daffodil is one of the first flowers of spring, whose bright yellow blooms remind us of the joys the new season will bring. It represents the hope there is for the **1 in 3 New Zealanders affected by cancer.**

The donations we receive go towards vital scientific research into the causes and treatment of all types of cancer, as well as providing a wide range of support services, information, health promotion and education programmes to reduce cancer risk, awareness campaigns and programmes for people affected by cancer

There are many interesting and exciting ways to be involved in Daffodil Day. Volunteers are essential to the success of Daffodil Day. If you can't volunteer then be generous and donate!

The Cancer Society needs around 8,000 volunteers each year from throughout the country to help ensure Daffodil Day is a success. Be one of them and make a difference!!

Contact Maureen: **09 308 0240** or email daffodilday@akcansoc.org.nz or visit

Mistakes are proof that you are trying	WORKFORCE SURVEY
	<p>Dr Katherine Ravenswood and Dr Julie Douglas (AUT), are conducting the New Zealand Aged Care Workforce Survey 2016 and would like to invite you to participate in our survey. We are surveying all those who work in direct care (like caregivers, health care assistants, support workers and nurses) and managers. We are surveying both residential and community aged care. After the survey we will produce a report on some of the key issues that arise from survey responses. We hope you will complete the survey and appreciate your time doing so. Please send the link to anyone you know working in aged care who might be interested in completing it.</p> <p>You can link to the survey from here:</p> <p style="text-align: center;"> NZ Aged Care Workforce Survey Employees Aged Care Workforce Survey Managers </p>
	PIPM and the SEVEN SYSTEMS ASPECTS
	<p>When the PIPM Work Programme began, the following seven systems aspects were defined for consideration during an audit.</p> <ol style="list-style-type: none"> 1. Policy – Is the provider implementing a policy/guideline that is sufficient to support the prevention and (if required) management of PI? 2. Internal audit programme – Does the provider include monitoring of PIPM and/or wound care in the annual audit schedule? 3. Meeting minutes – Do the provider’s clinical/staff meeting minutes record PIPM strategies and/or treatment of those residents with PI? 4. Adverse events – Is it the provider’s practice to report PIs through the adverse event/incident reporting programme? 5. Annual training programme – Does the provider include training related to PIPM in its annual training schedule? 6. Equipment – Is there a range of PIPM equipment available or in use at the facility? 7. Staff interview – Are there formal opportunities for staff to discuss strategies to minimise the occurrence of PI? <p style="text-align: right;"><i>HealthCERT bulletin June '16</i></p>
	INTERRAI
<p>To prepare for audits and what to make available for audits. Suggestions include:</p> <ul style="list-style-type: none"> • Assessment Summary Report – the link between the interRAI LTCF assessment and the care plan • Face Sheet – all the bio-demographic information about the resident, under the ‘Reports’ section in the ‘Resident overview’ • Care Plan Report – if your facility’s nurses use the interRAI software system’s Momentum Care Plan template, you can make that available. If you don’t use this Care Plan, make the one you use available • Client Summary Report – key resident summary information from the LTCF assessment, including the health summary, diagnoses, conditions and changes in the last 90 days, formal care received, and the CAPs and outcomes scores • MDS Comments – the notes the assessor writes during the assessment to provide more information about the residents’ needs. <p style="text-align: right;"><i>HealthCERT bulletin June '16</i></p>	

NEW FOOD LAW FOR AGED CARE PROVIDERS

By now, you've probably heard that there's a new law for food safety. The new Food Act came into effect on 1st March this year, and brings in new rules for everyone selling food. This includes those who provide food as part of a service, like residential care facilities.

As care providers, your number one priority is looking after people. You probably don't see food as a key part of what you do. But the people in your care rely on you to make sure the food they eat is safe – and the new law is designed to help you do that.

What do you need to do?

The new law is all about risk, and there are different rules for different business, depending on what they do. If you make food (whether cooking or preparing cold food like sandwiches and salads), you need a written plan for food safety. This is called a food control plan. It helps you to identify and manage food safety risks on a day to day basis, and give you peace of mind that you're doing everything you need to. Rest homes don't need to write a plan themselves, but can use a template developed by the Ministry for Primary Industries (MPI). You'll need the 'food service' template.

If you want more flexibility, or are already working with your own plan, you don't have to use the template. You can create your own plan (this is called a custom food control plan).

Register and get checked

Once you have a plan, you'll need to register under the Food Act. Most of you will register with your local council. If you use a custom plan, you will register with MPI instead. If you operate in different locations, you can choose to register all your facilities with MPI, and only pay the cost of registration once.

After you've registered, someone needs to come and check that you're making safe food. They'll either be from your council, or from a third party agency. If you're managing food safety well, you'll get checked less often.

When do you need to do this?

All new businesses need to register before they open, but those operating before 1st March 2016 have different deadlines. Rest homes with a liquor licence need to apply for registration by 1st March 2017. Those who don't have a liquor licence have until March 2018.

Find out more

For more information, see the Ministry for Primary Industries website: www.mpi.govt.nz/foodact

Here's some links that might be useful:

- Follow [steps to a template food control plan](#) to create and register your template food control plan. For a helpful overview, download the guide [getting started with your template food control plan](#).
- For advice on creating your own plan, see [steps to a custom food control plan](#).
- If you don't make food (but you just sell it) you might not need a written plan. Check the ['Where do I fit? tool'](#) to see how the law applies to you.
- To check when you need to register, see the [transition timetable](#)

Naomi Landau MPI

Our residents
do not live in
our
workplace
We work in
their
home

KNOCK, KNOCK. WHO'S THERE? THE COMMERCE COMMISSION

“Standard form consumer contracts.” Those terms might be unfamiliar but you will definitely have signed these types of contracts before. They are essentially the “take it or leave it” contracts that we sign when we join the gym or rent a car, or set up an electricity or broadband account. Usually they are pro-forma contracts and most of us don’t even read them; we simply sign on the dotted line. After all, it’s not like the terms can actually be negotiated.

Until recently, there were very few restrictions on what could go into “take it or leave it” contracts but all that changed in 2015 when the Commerce Commission (who we like to call ComCom) was given the job of ensuring that consumers are protected from unfair terms in standard form consumer contracts

Why should aged care providers care about this? The contracts used to admit residents into aged care facilities (admission agreements) often fall into the category of “standard form consumer contracts” - they are usually pro-forma agreements that potential residents are expected to accept or reject wholesale and there is very little scope for meaningful negotiation (putting aside the resident’s right to opt in or out of certain services and add-ons).

There is nothing wrong with using admission agreements in that way (it would be unworkable for providers to negotiate every new admission agreement) but aged care providers need to make sure that the terms in their admission agreements are not unfair. Why? Because if ComCom thinks that a term is unfair (and we’ll come back to what that means soon), then it can ask the Court to declare that the term is unfair. If the Court agrees with ComCom, then the term will be unenforceable.

What does “unfair” mean? The definition is somewhat complicated because there is a range of intersecting factors that the Court has to consider in deciding whether a term is unfair. Helpfully, though, the unfair contract terms legislation gives examples of terms that the Court may find unfair. These include terms that allow one party (but not the other party) to unilaterally vary the contract, terminate the contract, renew or not renew the contract or decide if the contract has been breached, plus a number of other terms.

Hang on, hang on. If the law came into effect in 2015, then why are you telling us this now? Because ComCom may come knocking sometime soon and ask to look at your admission agreements. ComCom has publicly said that it will review the standard form consumer contracts used in specific industries including retirement villages, and it has told us that it may also look at admission agreements used by aged care providers. If ComCom does decide to do that, then it will probably start its review in the next month or so.

And here is the kicker. ComCom is not afraid to name and shame - it is publishing reports that include the names of the providers whose contracts were reviewed and whether those contracts contain unfair terms.

Long story short: Make sure that your admission agreement does not contain terms that could be held “unfair” before ComCom comes a knocking...

If you would like to talk about anything covered in this article in more detail, please contact us. For further information about what we do for aged care providers

[Aisling Weir, Consultant](#)
DDI Auckland: 09 551 0459
Email: aisling.weir@clarolaw.co.nz

[Sonya Hill, Consultant](#)
DDI Christchurch: 03 372 1090
Email: sonya.hill@clarolaw.co.nz

You were given
this life
because you
are strong
enough to live
it.

FINDING MEANINGFUL ACTIVITIES FOR RESIDENTS WITH DEMENTIA CAN BE A CHALLENGE.

Especially if it is a new venture for you when caring for residents. It can be an ongoing challenge if you're a activities coordinator. So look over this page and see what is a fit for you.

The ideas on this page are meant for those with **early or middle stage dementia**. Many times dementia activities are simply demonstrated by the staff, with the resident(s) watching, choosing items, or talking. Sometimes you may make the activity sample(s) up ahead of time, and just leave out a few details so participants can choose ways to finish them off.

So these **activities are basic guidelines explained here** -- and you can decide how you will actually present them.

THINGS MAY VARY DAILY

(If you've been working with residents who have dementia for awhile, you'll likely know the following explanatory material already). As you may know if you are working with a group, various residents will be at various ability levels – and what they can or want to do and for how long, can vary from day to day.

Activities should not only be meaningful, but ideally something they used to be interested in. The more reminiscing that can happen, the more opportunity to keep the memory active for as long as possible.

It does take continual observing, modifying, adjusting... and relaxing to have fun! The activities should be done at a slower more patient pace, for shorter time allotments, along with lots of praise and encouragement.

The activities discussed here may need to be modified to suit your particular memory care needs.

The Usual

Most of us are familiar with **the usual** activities...

Baking cookies or making popcorn, simple gardening like planting and weeding, folding laundry, sorting items, stringing things, looking at photographs, taking walks, baby visits, pet visits, etc.

So we won't go into those here, but will instead discuss many others.

Food Activities

Activities involving food are really popular. Besides those that are baked making memorable aromas, it seems chocolate is another favourite.

No-bake chocolate covered chow mein noodle cookies – Chocolate is a favourite treat and often associated with fun memories. Warm up a container of dipping chocolate in the microwave according to instructions. Make sure you heat it in 15 second intervals, stirring in between, to eliminate burning.

Transfer the melted chocolate to a larger mixing bowl (it has more room). Stir in about 2 cups of chow mein noodles, mixing gently but well. You can also add in a little coconut, if you like that.

If you think you're too small to make a difference... try sleeping with a mosquito in the room

Dalai Lama

ACTIVITIES cont'd

Put spoonfuls of the mixture onto a platter that's been covered with waxed paper. Refrigerate for at least a half an hour, until firm. Take the out of the fridge about 15 minutes before eating, or they may be hard to bite.

Cookie cutter mini-pancakes -- For this one, you will need a pancake griddle and metal cookie cutters to pour the batter into, such as stars, hearts, Christmas trees, flowers, bells, etc. Keep the cookie cutter around the batter until the shape sets. When done, people can choose decorations: raisins, apple slices, coconut, candies, nuts, even a little whipped cream. Great for a brunch or special birthday breakfast too.



Make a creative planter – If you're growing little mini gardens or just want to have some live plants around, consider putting them in a really creative planter...

Like an old-fashioned pail, a bright rain boot, an upside down hat, or an old fancy purse. If you line up several interesting planters, with their plants, they make a lively display. And residents can weed, prune and water them too

Have fun and let me know if you have any ideas or if you have tried any of the above and you found it.

NZ DEMENTIA COOPERATIVE

The New Zealand Dementia Portal is now online at <http://nzdementia.org>

This interactive site is where we can share, inform, argue, create and cooperate to improve life for people with dementia and those who support them in Aotearoa / New Zealand. If you are logging on to this site you probably already know that the prevalence of dementia is increasing as our population ages and this is a condition that is really costly in terms of energy, emotion, time and money

We at the NZ Dementia Cooperative are working together to minimise those costs, at the same time as improving the care. We passionately believe that sharing all the community's knowledge and experience is one way to meet these goals. New Zealand is a small country and there are always demands on our limited resources. By collaborating we will reduce waste and duplication.

So, please be willing to share. This site depends on your input, be it a question, a blog, a working forum, the link to an interesting article or YouTube clip, your response to what someone else said, your experience or your research. There are many, many aspects to dementia; you might be the New Zealand expert in one of them. We can all learn from each other.

Finally, please join the New Zealand Dementia Cooperative. The more there are of us, the better our chances of achieving our aims in cooperation with other bodies with similar goals.

Chris Perkins, Chair, NZ Dementia Cooperative

Death leaves a
heartache no
one can heal,
Love leaves a
memory no one
can steal.

ELDERNET

For new providers in the sector but also to remind existing providers about the services and the importance of Eldernet.

Are you aware of Eldernet and its role?

Prospective residents and their families are often referred to Eldernet by DHB Assessors, social workers etc.

If you are a member keep your site up to date!

I often visit facility's Eldernet Sites and see out of date mention of a manager who I know has left the facility. Keep your site fresh and reflecting the here and now. Update your own site in regard of audit outcomes. If you have rectified partial attainments write about this on the site so that prospective clients see that you are pro-active.

Eldernet provides **timely, relevant information about services for older people in New Zealand.**

The Eldernet site includes a nationwide database directory and information about: community groups and organisations, retirement villages and lifestyle villages and living, home help services, respite care and short term options, aged care services, rest homes, residential care, private hospitals, dementia care, public hospitals and other third age services for seniors.

If you are not an Eldernet client yet speak with them about the benefits of Eldernet membership.

The cost of joining is affordable – for a standalone , one level of care, facility it's less than \$250.00 per annum. Jess Brown, in the office, would be the best person to give a call – she can be reached on 0800 162 706.

<https://www.eldernet.co.nz>



SPARK OF LIFE

3-Day **Spark of Life** Club Facilitator Course. 24th - 26th August 2016

A powerful program for rehabilitation in dementia

The *Spark of Life* Club Facilitator Course is an assessed and internationally certified course that will give the participants the skills and knowledge to implement and run the *Spark of Life* Club Program either in residential care or a community setting.

This program is a practical way of implementing the essence of Person Centred Care when it comes to the facilitation of social activity.

Registration

Please register directly with Dementia Care Australia. Complete all sections of the attached registration form and return to Dementia Care Australia either by fax + 61 03 9727 2766 or email: info@dementiacareaustralia.com

Time is
precious, waste
it wisely

HAVE YOU HEARD ABOUT GREY MATTER?

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

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](#)

HCHA CONFERENCE

The 2016 HCHA Conference will be held on 28 and 29 September in Te Papa Wellington. Registrations open 7 July, with the early bird opportunity closing on 18 August. Mark these dates in your calendar.

We will be delivering another great conference with stellar keynote speakers and work-stream presentations and workshops.

For the programme, we will offer participants opportunities to look inwards:

- clients - physical, mental, social or cultural needs, gifts and challenges
- workforce development including regularisation and training
- ways of thinking about the best ways of working with people and other organisations
- organisational quality, health and safety, information technology, financial management, privacy and governance

We also want to offer opportunities to look outwards:

- health strategy planning and funding, medium and long term planning
- robotics and other technologies
- emerging and future care and support options
- what's new in rehabilitation, restoration, injury and illness prevention and health and wellness promotion
- intersections between home support and other social systems.

We invite abstracts on the above, or on any other topic that you think may be of interest. Attendees include service providers, health and disability funding and planning, needs assessment agencies, relevant community, primary, secondary and specialist services, and providers of technology, training and other organisational supports.

Sponsorship opportunities are available - please contact hchaconference@auaha.co.nz to receive a Sponsorship and Exhibition Prospectus.

Make time for
the "I love
yous," the hugs,
and stretch out
all the good
moments.
Leave no room
for regrets of
kind words left
unsaid.
Say them daily.

Doe Zantamata

POEM

The life trade

Trade your fears for courage
Trade your regrets for lessons learned
Trade your worries for surrender
Trade your doubts for trust
Trade your sorrows for joy
Your anger for compassion
And without even realising it,
You will have traded your
Misery for Happiness

Doe Zantamata



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

There are no
shortcuts to
any place
worth going.

<p style="color: #4F81BD; font-weight: bold;">"The tongue has no bones, but is strong enough to break a heart. So be careful with your words."</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

- 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 Trend Micro 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.