

An independent newsletter for people interested in Aged Care

In this issue:

- 4 year
- Handy Hints
- Improving diversity
- Respect
- Silver Rainbow
- Fatigue
- Grateful for getting older
- Have you heard of Grey Matter
- Training
- QA Programme
- Back issues
- Helpful websites

**Emailed to:
1709 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:

Real Living (Services) Limited at Kensington House- Auckland
Aria Park (Arvida) – Epsom, Auckland
Waihi Lodge Care Centre- Geraldine
Tuapeka Community Health Company - Lawrence

For my friends, who have an audit this month, all the best!

If you are achieving this then please let me know as it deserves a special place and recognition!

HANDY HINTS

GENERAL

- Since the dirt rings in collars are oil stains, shampoo for oily hair will remove them. Rub it into the fabric before washing the garment.
- Remove ink spots from clothing by squeezing toothpaste on the spot. Scrub and rinse thoroughly.
- Remove rust spots from chrome car bumpers using a piece of tin foil dipped in Coca-Cola.
- A thick paste made from baking soda and water will remove perspiration stains from clothing. It will also remove urine stains from car seats.
- If you have poured too much washing powder into the machine, sprinkle salt into the water to settle the soap suds.
- Mothproof clothing by wrapping them in newspapers. Moths apparently dislike the taste of printer's ink. And newspapers smell a lot better than mothballs.
- Keep old toothbrushes - they are extremely handy for cleaning nooks and crannies other cleaning equipment cannot get into.
- Put candles in the freezer before using them. They will last much longer.
- Dig your nails into a bar of soap before doing dirty work. This will prevent dirt from getting under them

KITCHEN TIPS

- Soak limp lettuce leaves, celery and carrots in ice water for an hour. They will become crisper.
- Fill a scorched pan halfway with water and 50 grams of baking soda. Boil for 10 minutes and the burnt food will loosen and float to the top.
- When dropping dough from a spoon into a pan, wet the spoon in milk and the dough will not stick to the spoon.

References: angelfire.com; hints-n-tips.com; *People's Almanac 2*

IMPROVING DIVERSITY (Author: PASA)

Improving diversity in the workplace is not merely a question of ethical consideration – it can also improve productivity and business performance. This is one of the leading findings of a White Paper from Thomas International, which pulls together pertinent research from around the world on the impact workplace diversity has on organisations.

Globally, HR and psychology literature is focusing more and more on the impact that workplace diversity can have, both on employee wellbeing and productivity. More and more companies across the world are embarking on diversity programmes, not just to gain the moral high ground, but also to improve their bottom line in increasingly competitive markets.

One of the main reasons workplace diversity is so important stems from the moral argument that every individual should have the opportunity to be the best they can be. Research has shown that workplace diversity has the ability to engender feelings of belonging in a staff complement, and can lead to more innovation, driving better decision making and making teams more productive.

Crossley highlights five reasons why improving diversity in the workplace can have a positive effect on both morale and that all-important bottom line:

1. Acquisition of new skills and innovation; “Diversity helps to introduce staff with unique skills into a workforce,” says Crossley. “Global research has also shown us that 85% of senior executives feel diversity is critical in driving innovation because of the different perspectives it brings to a team. “Diversity shapes how we view situations, as cognitive functioning and attitudes vary with demographics,” he says.

2. Better decision-making: “Diverse teams have the potential to make better decisions,” says Crossley. Diversity can lead to an increase in scrutiny and, ultimately, better decision making and performance on a specific task or challenge.

3. Personality plusses: A more diverse workplace is one in which there is interplay between demographics and personality. Personality diversity is a winner when it comes to team-work. Groups of people with diverse character traits were better at solving problems. Demographically dissimilar people were perceived more favourably if they were more extroverted and showed higher capacity for self-monitoring.

4. Employee and client satisfaction: Demographics of both the general and working population have significantly shifted, giving rise to a desire for more diversity in the workplace and a need to attract staff with unique skills.

5. Financial gains: “Companies possessing a more diverse workforce (both in terms of gender and ethnicity) more likely to outperform less diverse competitors,” says Crossley. “Financial benefits from diversity come from the varied approaches and perspectives which in turn lead to more ideas and innovation, leading to better decision making, more complex thinking and increased ability to deal with unforeseen challenges,” he says. “For example, our research has shown a direct correlation between gender diversity and significant improvement in earnings before interest and tax,” he adds.

These findings highlight the need for organisations to rethink workplace diversity and the important role diversity and inclusion policies have on business growth.

Diversity within a workplace is so much more than a moral issue. Organisations can harness the difference in people to help them become more innovative, more skilled and better able to cater to their clients’ diverse needs. In today’s competitive environment, workplace diversity can be the key to success.

With so many things coming back in style, I can't wait until Morals and Respect become a trend again!!

I was raised to show respect.

I was taught to knock before I open a door. Say hello when I enter a room. Say please and thank you, and to have respect for my elders. I'd let another person have my seat if they need it. Say 'yes sir' and 'no sir', and help others when they need me to, not stand on the sidelines and watch. Hold the door for the person behind me, say 'excuse me' when it's needed and to love people for who they are and not for what I can get from them and most importantly, I was also raised to treat people exactly how I would like to be treated by others.

It's called respect.

Wherever you
go take
kindness with
you
White ribbons of Peace

FREE FREE FREE

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

Free Free Free

We here at Silver Rainbow are giving away one **free** workshop – anywhere in NZ.

The winner will be the first person who gets in touch with

julie.watson@kahuitukaha.co.nz



If you are interested please contact

Julie on Julie.Watson@kahuitukaha.co.nz to find out how you can book Silver Rainbow education for your organisation.

WHAT IS FATIGUE

Fatigue is an issue that businesses should take into account in their management of health and safety risks.

Fatigue is a state of physical and/or mental exhaustion which reduces a person's ability to perform work safely and effectively.

How are workers and others harmed?

Fatigue reduces alertness. This may lead to errors, and an increase in workplace incidents and injuries. There are various causes of fatigue including:

- Work schedules – hours of work, night work and shift work (including breaks between shifts)
- Sleep disruption: Everyone needs a particular amount of sleep to stay alert and perform well.
- Physical and mental work demands: Some industries, can be physically demanding which can increase fatigue. Mental demands can also increase fatigue
- Emotional well-being: Work events can be emotionally tiring and increase fatigue. Non-work events can also cause distress and lead to fatigue - for example: when a person faces the loss of a loved one or tries to resolve personal conflicts.

What you can do

First you must always eliminate the risk where you're reasonably able to. Where you're not reasonably able to, then you need to consider what you can do to minimise the risk. Here are some examples:

- Set achievable demands for your workers in relation to agreed hours of work.
- Match worker's skills and abilities to job demands;
- Support workers to have a level of control over their pace of work;
- Develop multi-disciplinary teams to share ideas and perspectives on ways to address situations.
- Involve workers in decisions that may impact their health and safety, and have processes to enable workers to raise issues and concerns they might have.
- Ensure managers and supervisors have the capability and knowledge to identify, understand and support workers who may be feeling stressed
- Provide workers with access to independent counselling services
- Have agreed policies and procedures to prevent or resolve unacceptable behaviour.
- Engage and consult with workers before implementing change processes, and ensure they genuinely have the ability to influence the decisions you make.

You need to select the most effective controls that are proportionate to the risk, and appropriate to your work situation.

Get your workers involved

- Ensure your workers know how to make suggestions, ask questions or raise concerns.
- Always ask your workers for input on identifying health and safety risks and how to eliminate or minimise them. People are more likely to take responsibility and make good decisions when they have been involved in the conversation. Your workers (including contractors and temps) are the eyes and ears of your business. They can help spot issues, and suggest practical, cost-effective solutions.
- Always train your workers on what the key risks are and how to keep healthy and safe.

Ref: Worksafe

**As long as you
feel pain,
you're still
alive. As long as
you make
mistakes,
you're still
human and as
long as you
keep trying,
there's still
hope.**

Grateful addicts

GRATEFUL FOR GETTING OLDER

by [Kristi Nelson, ChangingAging Contributor](#)

Today I am celebrating my 58th birthday. I don't share this news with hopes for either benevolent wishes or reassurances that 58 is really not *that* old. I am good with all that. I am sharing this because it truly makes me happy to get to be alive yet another year – and I finally figured out the secret: growing a bit older every day seems to be the only way to continue to be alive. This seems an insight worthy of note.

We all fall prey to messages that aging is something we are supposed to dread or incessantly lament; complaining about it is a sure-fire way to “belong” in our culture. Without a doubt, parts of my body that used to be perky are now more pendulous, facial features are dwarfed next to the lines that surround them, and organs and joints I never even knew I had because they were once quiet, now creak, ache, and clamour for attention all hours of the day. I definitely do not have the physical or mental energy I used to have; Friday night plans usually end early or get cancelled, my concepts of productivity have downsized, and, increasingly, I cannot remember simple, self-assigned tasks from one room to the next. But, weighed against *not* getting older, these all seem like very small prices to pay. Aging is surely better than the alternative.

I am no more entitled to a far-reaching lifespan than anyone else on this planet. No amount of attachment to nuanced goals or well-constructed plans for the future assures me longevity.

As far as I can remember, when I came into this world, no one promised me a certain number of days, months, or years to live. I am no more entitled to a far-reaching lifespan than anyone else on this planet. No amount of attachment to nuanced goals or well-constructed plans for the future assures me longevity. Neither does eating gluten free, taking ten supplements every morning, or meditating – but I do it all anyway for the sake of daily wellbeing. Counter to what some in the “New Age” movement say, I do not believe that simply wanting to be alive is enough to keep me alive, and that illness and death only come to those who “fail” at wanting life badly enough or making the “right” decisions. I know too many truly extraordinary people who have died to buy into these kinds of harmful concepts.

Having a birthday offers me the welcome reminder that it is nothing short of a total miracle to be alive yet another year. I could call it any number of things, but with the sheer volume of mind-blowing things that can go wrong, and the mind-numbing forces that have to function well and cooperate for any of us to get ourselves up out of bed every day – much less to move from one place to another, love whom we love, and do what we do – it feels appropriate to use the term “miraculous” to describe making it from one entire year to the next. And using the term miracle here, I am not referring to “lightning bolts coming down from heaven and having some wish granted” kind of miraculous – I mean that it is so stunningly humbling and awe-inspiring to be alive every day that I cannot help but think that having the opportunity to grow older and to age is a total privilege worth celebrating. Bring on the effects of gravity...and bring on the gratitude.

One of my favourite cards has the quote, **“Birthdays are good for you. Statistics show that the people who have the most, live the longest.”** What a great reminder to celebrate whatever we can, whenever we can, and to take absolutely nothing for granted.

Nothing except, maybe, that the longer we live, the more we will age. *That* everyday miracle seems worth celebrating.

I'm just human,
I have
weaknesses, I
make mistakes,
and I
experience
sadness; but I
learn from all
these things to
make me a
better person

Idlehearts

Common sense is like deodorant. The people who need it most never use it.

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

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

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:

Please be aware that I am based in Auckland. Very happy to travel but it will add to your cost. You might be able to talk to facilities in your area to get together and share the costs.

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

<p>Never be a prisoner of your past, it was just a lesson not a life sentence</p>	<p>NEWSLETTERS BACK ISSUES</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: 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>
	<p>HELP ME KEEPING THE DATABASE UP TO DATE!</p>
	<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.insitenewspaper.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.hgsc.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 Avast 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.