

An independent newsletter for people interested in Aged Care



In this issue:

- 4 year certification
- More congratulations
- Notifications
- Section 31
- Advance careplanning conference
- Infection control
- Snippets
- GST changes
- Feedback
- Some audit findings
- Redurced to Clear
- Auditing
- Bouquet
- Training
- Back issues
- Helpful websites

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4 YEAR CERTIFICATION

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

My compliments and congratulations to:

Woburn Masonic Care, Lower Hutt

St Nicholas Care Home in Christchurch

**The Booms Home and Hospital, Thames were recertified for their
second 4 years**

Parkwood Retirement Village, Waikanae

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.

CONGRATULATIONS TO

Claud Switzer Memorial Trust, Kaitaia

Who entered the Westpac Northland Business Excellence Awards and won the ACC Workplace Safety Award for 2014.

<p>Don't wait for the perfect moment. Take the moment and make it perfect.</p>	<h2>NOTIFICATIONS</h2>
	<p>Just a friendly reminder that when you have an outbreak (more than 3 people) of norovirus, scabies or anything contagious you are required to complete and submit a Section 31 to HealthCert.</p> <p>Section 31 notification is available on the MOH website.</p> <p>http://www.health.govt.nz/our-work/regulation-health-and-disability-system/certification-health-care-services/information-providers-health-care-services/notifying-incident-or-other-matter-required-under-section-31</p> <p>You are also required to inform the DHB as they might also give you further advice.</p> <p>Also remember to inform your DAA if you are in the spot audit period.</p>
	<h2>SECTION 31</h2>
	<p>Section 31 of the Health and Disability Services (Safety) Act 2001 requires all certified providers to notify the Director-General of:</p> <p>Sub-sections (1)-(4)</p> <ul style="list-style-type: none"> all changes in name, address, or telephone number of the person who should be contacted about the service/s any new fixed location at which the services are being provided any change in the membership of the governing body, partners or trustees of the service provider <p>Sub-section (5) *Refer Reporting guidelines</p> <ul style="list-style-type: none"> any incident or situation that puts at risk (or potentially could put at risk) the health or safety of the people for whom the service is being provided any investigation commenced by a member of the police into any aspects of the service any death of a person to whom you have provided services, or occurring in any premises in which services are provided, that is required to be reported to a coroner under the Coroners Act 1988. <p>Please ensure you take the time to familiarise yourself with the full details of section 31 of the Act, which details the information that must be provided.</p> <p>Please refer to the Section 31 Notification Guidelines Form (docx, 27 KB) for more information on making a notification.</p> <p><i>More xamples in January.</i></p>
	<h2>ADVANCE CARE PLANNING & END OF LIFE CARE CONFERENCE</h2>
	<p>The 5th International Conference on Advance Care Planning and End-of-Life Care (ACPEL) to be held on 9-12 September 2015. They are calling for abstracts at present, and it would fantastic to have good representation of our work in NZ. We encourage you all to consider submitting an abstract. The closing date for submissions is 15 February 2015.</p> <p>The conference itself will be held on 9 –12 September 2015 in Munich, Germany. You can click on these links to read the email newsletter the organisers recently sent out. Feel free to share the flyer, and/or the one page PowerPoint with colleagues who may be interested.</p> <p>You can view further details around the conference at their website: www.acpel2015.org</p>


<p>Knowing when to walk away is WISDOM Being able to is COURAGE. Walking away with your head held high is DIGNITY</p>	INFECTION CONTROL SNIPPETS (Bug Control)
	<p><i>A couple of people responded to the article regarding sanitisers last month which I forward to Julie. Here is the response.</i></p> <p>I asked the question (How many times can you use alcohol based hand sanitiser before you need to wash your hands with soap and water?) to the 40 infection prevention and control coordinators at Bug Controls “Simple Solutions to Managing MRO’s” Seminar and there was some debate. Just a few of the attendees insisted that you had to wash your hands with soap and water after 5/6 times. Gabby Irvine, Bug Controls’ consultant disagreed and asked for evidence of this requirement. Gabby says there is none. None was produced or has been since. Gabby says there are only two times you would need to wash your hands with soap and water:</p> <ol style="list-style-type: none"> 1) If hands are visibly soiled 2) Some hand sanitisers leave a sticky residue and that this would need to be washed off <p>McGreer Infection Surveillance definitions. Some IPC people have not caught up with the fact that The McGeer Infection Surveillance definitions have changed.</p> <p>Answer: Yes the Infection surveillance definitions for long-term care facilities - the McGeer Criteria 1991 have changed. The 2012 definitions are available online and should now be adhered to. Google “2012 McGeer definitions”. There is a good summary of the changes at http://www.iqisystems.com/files/1413/7029/9872/Surveillance_Definitions_of_Infections_in_Long-Term_Care_Facilities.pdf</p> <p><i>On another note, if you are an experienced RN and passionate about Infection Prevention and have a way of making other people excited about this topic, then the below might be of interest to you.</i></p> <p>Bug Control NZ are looking for an enthusiastic Infection Prevention and Control Consultant on a casual part time basis based in Auckland - but travel within NZ will occasionally be required.</p> <p>Sounds like you please contact Julie for more information and details about this position.</p> <p>julie@bugcontrol.co.nz or phone: 03 304 7027 <i>Julie Sparks (managing Director)</i></p>
	PHARMACY CHARGES
	<p>There seems to be some confusing regarding the pharmacy charges and the portion that can be charged to the resident.</p> <p>Basically you pay for everything except the non funded portion of the medication (NSS). Check with the GP if there is a funded alternative as most medicines have one.</p> <p>You pay for the:</p> <ul style="list-style-type: none"> • government tax (Co-Pay) on the first 20 prescriptions. (starts on 1 February of each year) • Packing • Premium (manufacturer’s surcharge)
	<p><i>Jessica</i></p>

<p>Our days are happier when we give people a bit of our heart rather than a piece of our mind.</p>	LATEST CHANGES TO GST
	<p>A raft of amendments to GST came through in June, clarifying grey areas and closing loopholes from some of the major changes of the last few years. In broad brush, these include:</p> <ul style="list-style-type: none"> • a new wash-up rule in the GST apportionment rules applies when use of an asset changes to 100 percent taxable or 100 percent non-taxable use when usage has previously been split between private and commercial use. Depending on the change, there may be output tax to pay back • residential units in retirement villages or rest homes where occupants live independently now come under GST-exempt supplies • the backdating effect of the tax residency rules has been removed for GST purposes • the definition of 'hire purchase agreement' now includes any contract with an option to purchase • where an employee is engaged by a third party to be a director or board member, and required to remit fees from the third party to their employer, there is a new flow-through rule which means the employer will be treated as supplying services to the third party • non-profit bodies can claim all GST input deductions other than those relating to the making of exempt supplies <p style="text-align: right;"><i>Ref: Moore Stephens Markhams Auckland</i></p>
	FEEDBACK ON “ROCK THE BOAT” ARTICLE
	<p>Congratulations on the “Rock the Boat” column in your latest newsletter. In many respects the health sector including aged residential care has been stymied by managerialism – the idea that following certain formulaic structured processes and procedures somehow leads to a ‘nirvana’ that ensures both a good financial return and benefit for all – not the least for a few; the shareholders! We are very good at reciting the correct mantras and relying on ‘good process’ to make our ‘business’ work. Yet not so good at understanding what underpins our relationships and responses. Every day we walk through the door we work with real people with real needs who require our regard, care and attention. Person centred care means unconditional genuine regard. It means that whatever tool or process we use it must be underpinned by the very basic and essential rules of genuineness. Leadership is not just about leading the way it is about ensuring we meet our responsibilities to our fellow humans, it is about knowing ourselves, upholding certain values and being able to reflect on our own reactions and responses. For me the reason why we sometimes do not achieve what we want to achieve is because we haven’t been in the right place ourselves. Anyway – a few thoughts triggered by your column!</p> <p style="text-align: right;"><i>Thank you Chris for taking the time to comment!</i></p>
	SOME OF THE AUDIT FINDINGS
	<p>Expired medicines Unlabelled eye drops Using medicines prescribed for another resident (deceased residents meds on site) Food and medicines kept together (meds not kept in sealed container) System to ensure safety with storage of medicines Multiple charts for same residents Incorrect storage – leaving medication out Not signing – or not having two signature signed Weekly checks not completed Six monthly checks not completed</p>

	<p style="text-align: center;">THE PURE FOOD COMPANY</p> <p><i>I had the pleasure to meet Sam, who, as a result of a personal experience, created the Pure Food Company. I tasted some of the carrots and they were very nice. The Christmas option sounds like a great idea!</i></p> <p>The Pure Food Co was born out of personal experience – brothers Sam and George Bridgewater observed their stepfather experiencing eating difficulties following illness, and saw just how hard it was to prepare soft food. What made it worse was the fact that this was a time when he really needed quality nutrition and preparing meals using a kitchen blender carried with it all sorts of issues.</p> <p>Having observed the difficulty in getting soft meals right, the company teamed with food specialists and dietitians to develop meals that looked and tasted great. They received speech-language therapist input throughout to ensure the meals were the right consistency and safe to swallow.</p> <p>Experienced dietitians helped develop a 28-day full-menu solution for aged care with a wide variety of classic meals, from fish pie to roast lamb, that residents love. The meals are highly appetising, containing NZ produce, that people look forward to eating, and naturally fortified to ensure a very high level of quality nutrition is received.</p> <p>The solution means kitchens can prepare quality meals with consistent texture, fresh from the bag and prepared almost immediately – providing ease and efficiency, saving time and minimising waste. Kitchen staff can focus on conventional meals, and meals provide ‘whole-of-house’ benefits, including making it very easy for consulting dietitians, with all the dietetic information provided, assisting greatly at audit time.</p> <p>Having worked closely with the aged-care industry, the company knew just how important it was to deliver high-quality meals at a very affordable price. Many providers find the cost per meal to be similar to that of their cost for ingredients, with all the other benefits a bonus!</p> <p>Pure Foods are delivered regularly and are stored in the fridge. Despite having a long shelf-life (they don’t use preservatives, just special packaging) they deliver regularly to care-providers, ensuring that the varied and planned menu is always ready to serve.</p> <p>The pouches (separated into food groups) are popped into the microwave and dispensed in no time, cutting preparation time to a fraction of that when preparing in-house. Some people even eat some of the products cold – providing a delicious snack and the equivalent of (a personal favourite of mine is the glazed carrots – a great substitute for the summer salad!) Providers have talked of the benefit of being able to provide a delicious, nutritionally fortified snack to those who wake hungry in the night, or need a quick snack.</p> <p>The feedback has been fantastic, with residents thoroughly enjoying their meals, and kitchens finding this aspect of meal prep very easy. Additionally, loved ones have been very impressed by the quality of the meals. One happy consumer told carers that she has never been so excited about food since transitioning to soft food years ago, saying she loved the flavours and no longer became anxious about whether she would be able swallow safely.</p> <p>The Company is currently offering a Christmas Roast Turkey Dinner special – Roast Turkey with thyme, lemon and cranberry, roast vegetables and minted peas, delivered for Christmas day. This can be provided for 5+ people at \$21.95 per five meals. The food arrives pouched, ready to serve fresh, delicious meals.</p> <p>Give Sam a call on 0800 1 PURE FOOD (0800 178 733), or through their website, www.thepurefoodco.co.nz.</p>
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There is no elevator to success; you have to take the stairs.

	REDUCED TO CLEAR
<p>Your smile is your logo, your personality is your business card, how you leave others feeling after having an experience with you becomes your trademark.</p>	<p>Reduced to Clear (RTC) offers the lowest prices on quality, everyday groceries <i>By Cindy Cascalheira, marketing manager, Reduced to Clear</i></p> <p>At RTC they have a very simple philosophy, source the best quality groceries at the cheapest possible prices and pass these savings onto their customers. The enormous cost of living and in particular the very high cost of everyday groceries has been a major concern for all Kiwis for some time now, This is where Reduced to Clear fits in. Offering a unique shopping experience, they go about acquiring a complete range of groceries covering, breakfast, lunch, dinner, snacks and drinks and everything in between at anything up to 50% cheaper than other retailers.</p> <p>At RTC you can stock your home with big brands including local and international, quality products.</p> <p>So how can they do this? The answer is simple; they buy well. They partner with suppliers, both locally and internationally, who often want to clear stock for many different reasons; clearing deleted lines, change of packaging and misprints, post-Easter and -Christmas clearance lines and over runs of new product lines.</p> <p>These are all good quality products that bigger retailers or manufacturers simply need to move. Some of their products are bought when they are nearing their 'best by' date and the big retailers want to quit them. They want to quit them because many shoppers do not understand the difference between 'BEST BEFORE' and 'USE BY'.</p> <p>Now, because there is some confusion amongst shoppers about the difference between best before and use by labelling on food packaging, lets looks at a few misconceptions.</p> <p>Best before simply refers to quality and not food safety. It tells you when the product potentially is at its best in terms of quality. Biscuits, crackers, bread, pasta, soft drinks and canned goods often come with best before dates. In fact, these foods are typically safe to eat well past their best before. As long as the food has been stored properly and the packaging has remained unopened, the food is perfectly safe to consume. At RTC continuously test the quality of our products to ensure the quality is exactly what it would have been had the product been within its best before date. If it does not meet our strict quality criteria, the product is removed from the shelves. This then ensures that you as the customer always get the best quality product. They are so confident in their quality control measures that they back this with a 100% money back guarantee on quality.</p> <p>Use by dates are something else. You should not consume any food product that is past its use by date. Typically you find use by dates on perishable food such as meat, poultry, seafood and deli products. Use by labels show the date by which food is safe to be eaten. RTC never sells product beyond its use by date.</p> <p>Quality products You can trust Reduced to Clear to ensure quality is paramount. They have strict quality control procedures in their 12 nationwide stores. Reduced to Clear stores are located in Auckland – Botany, Henderson, Manukau, North Shore and Takanini – Hamilton, Hastings, Palmerston North, Porirua, Rotorua, Tauranga and Whangarei.</p> <p>So come on in for a unique shopping experience and see how you can save.</p>

<p>The problem with close-minded people is that their mouths are always open</p>	TIME FRAMES	
	<p>Some time frames to be aware of.</p> <p>MONTHLY-3 MONTHLY</p> <ul style="list-style-type: none"> • GP visits • Accidents/incident collation and evaluation • Infections collation and evaluation • Staff meetings • Hot water temperature checks <p>3 MONTHLY</p> <ul style="list-style-type: none"> • Medication reviews (signed for on medication charts) <p>SIX MONTHLY:</p> <ul style="list-style-type: none"> • Fire evacuation • Care plan and activities care plans evaluations • Controlled medication stock take (June and December) It is not a requirement for the pharmacist to do this but if it is part of your agreement with the pharmacist then he/she will do this. • Restraint approval group meetings <p>ANNUALLY;</p> <ul style="list-style-type: none"> • Medication competency testing • Appraisals • Practicing certificates checks • Hazard reviews • Infection control surveillance review • Internal audits • Staff education <p>EVERY TWO YEARS</p> <ul style="list-style-type: none"> • Policies and procedures review • First aid certificates (at least one person with up to date CPR certificate on each shift) <p style="text-align: right;"><i>Jessica</i></p>	
	BOUQUET	
		<p>I would like to send a virtual bouquet to all the readers of the Link who have emailed me with feedback, suggestions, ideas, requests and questions. I hope that I can keep writing them for a long time to come and look forward to your feedback in the New Year. Thank you and wishing you, your residents and all your loved ones a very Merry Christmas and all the best wishes for a Happy and Healthy 2015!!</p>

<p>Happiness is not the absence of problems, it is the ability to deal with them.</p>	TRAINING SESSIONS
	<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: Cultural safety, Spirituality, Sexuality, Privacy, Rights, Confidentiality, Communication and documentation, Abuse and neglect prevention, Restraint minimisation and safe practice, Behaviour management, Complaints and risk management, open disclosure, EPOA, Advance directive, informed consent and resuscitation, Health and Safety, Ageing process, mental illness.</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>
	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>

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

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 and hope to talk with you again in 2015!

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.