

An independent newsletter for people interested in Aged Care

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**Emailed to:
1826 readers
and counting**

**Welcome to my
overseas readers**

09jelica@gmail.com
www.jelicatips.com
mobile: 021 311055

4 YEAR CERTIFICATION

It give me great pleasure to publish the below facilities who achieved

4 year certification

My compliments and congratulations to:

Ultimate Care Cambridge Oakdale – Cambridge
Raeburn Lifecare – Cambridge
Lyndale Care - Masterton

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

SPECIAL DAYS THIS MONTH

3 November : Diwali
4 November: Marlborough anniversary
5 November: Guy Fawkes
15 November: Canterbury anniversary
25 November: "White Ribbon Day" for the Elimination of Violence against Women



BED LOOPS - ENABLERS

I know that some providers have been told by auditors that bed loops are not enablers. I have thought clarification from Healthcert and at this stage the message is 'bedside loops' are enablers if the resident can consent, restraint if not. So until another decision has been made best not to change your practices.

RECOMMENDED READING

I haven't read this book but it was recommended by a reader.

A Common Sense Guide to Aged Care : Choosing the Right Type of Care for You or Your Loved One

This book is designed to help people make an informed and balanced decision on how to best care for their loved ones when they are ageing or dealing with dementia. It examines the benefits and drawbacks of the various care options available and compares them according to the needs of each individual. It also provides detailed practical advice on how to make a home a suitable and safe place to live. Through check-lists and questionnaires, this book answers some of the important questions that arise when assessing a person's need for care and ease some of the guilt that might be associated with making those decisions.



Please take my
advice as I am
not using it.
Unknown

THE PURE FOOD CO



The Pure Food Co are proud to be recognized as the Massey University Supreme Winner and the James & Wells Business Innovation Winner at the New Zealand Food Awards 2019. This honour reflects their focus on high quality, great tasting products and continuous innovation for the industry

You can also learn more about swallowing difficulties and IDDSI on our website. www.thepurefoodco.com

FRAILTY CARE GUIDES

As Aotearoa's aged population increases, the recognition and treatment of frailty has become crucial to all health care environments.

Our *Frailty care guides* | *Ngā aratohu maimoa hauwarea* offer practical advice on frailty for health care providers.

The guides comprise 26 practical tools covering the full spectrum of frailty, from deterioration and specific health concerns to communication and advance treatment planning. There is decision support for health care professionals to use in practice to reduce variation, provide consistency and empower nurses in caring for their frail patients.

The guides are intended to be used in any setting where people at risk of frailty receive care, including aged residential care (ARC), primary health care, community care, hospice and acute hospitals.

The guides do not replace sound clinical judgement or individualised resident goals of care. Rather, they promote early intervention and communication with the person's health care team.

The Commission, along with the ARC programme clinical lead, will continue to develop these resources with the sector, and all feedback is welcome.

The *Frailty care guides* | *Ngā aratohu maimoa hauwarea* cover a large number of key topics.

Source: <https://www.hqsc.govt.nz/our-programmes/aged-residential-care/projects/frailty-care-guides/>


TWO IMPORTANT CONSULTATIONS OPEN Employment New Zealand

Two important consultations have opened that will impact both employers and employees. One consultation provides different options in relation to fair pay agreements and collective bargaining. The other consultation provides options in relation to reducing and stopping migrant exploitation, and access to migrant workers. This is your opportunity to provide feedback on the design of new employment and immigration legislation. Your feedback is important.

[More information on the Fair Pay Agreements consultation.](#)

[More information on the Temporary Migrant Worker Exploitation consultation.](#)

All members of the public are invited to submit their feedback on these consultations. Submissions for both consultations are due by 5pm, 27 November 2019

<p>Believing in yourself is the first step to success.</p>	<p style="text-align: center;">WORKFORCE SURVEY 2019</p> <p>We, Associate Professor Katherine Ravenswood and Dr Julie Douglas, are conducting the New Zealand Workforce Survey 2019. This is the third iteration of the survey and this year we are extending it to include disability support and the mental health and addiction sectors.</p> <p>We are asking managers, nurses (enrolled & registered) and care and support workers who work in any of residential aged care, home and community care, disability support or mental health and addiction to complete our survey in 2019. There is one survey and it is online. The same survey can be completed by managers, nurses and care and support workers.</p> <p>Everyone who completes the survey can choose to enter a draw to win vouchers worth up to \$500.</p> <p>We would really appreciate it if you could:</p> <ul style="list-style-type: none"> • Complete the NZ Care Workforce Survey 2019 yourself, <u>and</u> • Distribute the NZ Care Workforce Survey 2019 to your nurses and care and support workers. <p>The Survey link is https://bit.ly/2py7Kjr</p> <p>If you have any queries please do not hesitate to contact kravensw@aut.ac.nz</p> <p>Kind regards</p> <p>Katherine Ravenswood & Julie Douglas</p>
	<p style="text-align: center;">BREAST CANCER FUNDRAISER</p> <p>Regular readers of my Link will know that beside aged care I have another passion which is the Cancer Society and Pink Ribbon day (breast cancer)</p> <p>As I was out of the country on Daffodil Day I hope to make up for that by once again completing the “Pink Walk” on the 16th of November.</p> <p>If you like to support the cause please go to my page and donate. This will be very much appreciated. Thanking you in advance for your generosity and support.</p> <p>https://pinkstarwalk.co.nz/page/jessicafundraisingpage</p> 
	<p style="text-align: center;">HAVE YOUR SAY ON THE DRAFT NEW ZEALAND DEMENTIA ACTION PLAN</p> <p>Dementia presents a major challenge for New Zealand and globally. In response to the WHO’s calls for action, many countries around the world are implementing dementia action plans. In New Zealand, the Framework for Dementia Care has been in place since 2013, but current services are not always meeting the needs of people with dementia.</p> <p>The dementia sector has now taken up the challenge by joining together to work on New Zealand’s first national Dementia Action Plan under the leadership of Alzheimer’s NZ, Dementia NZ, and the NZ Dementia Cooperative. The aim of this partnership is to clarify the objectives and identify the areas that are priorities for action within the context of the Framework.</p> <p>The draft Plan has been circulated to as many people and organisations in the dementia sector as possible since September.</p> <p>Please note: responses close 30 November 2019.</p> <p>We encourage you to re-read the draft Plan attached before answering the short survey.</p> <p style="text-align: center;">Ask Shereen: director@nzdementia.org for access to the survey</p>

CHIEF OMBUDSMAN'S INSPECTIONS PROGRAMME

Background

New Zealand has made an international commitment to make sure 'detained' people – those who cannot leave when they want to – are being treated in the right way and are living in a humane environment. People can be detained because they are very unwell, have broken a law, or to keep themselves or others safe. They still have human rights.

One of the Chief Ombudsman's roles is to let Parliament know what is happening in 'places of detention'. His focus is on making sure these facilities have sufficient safeguards in place to prevent any human rights violations. If not, he recommends practical improvements to address any risks, poor practices, or systemic problems, which could result in a person being treated badly.

On 6 June 2018, the Chief Ombudsman was told by Parliament to also inspect the treatment and conditions of people held securely in privately-run aged care facilities. Parliament gave him funding on 1 July 2019 to develop and implement this new inspections programme, over three years.

August 2019 Update

OPCAT inspections to include people held securely in privately-run aged care facilities (Optional Protocol to the Convention Against Torture (OPCAT)).

The Chief Ombudsman's inspections programme is being extended to include people held securely in privately-run aged care facilities – people who cannot leave when they want to, primarily those in locked care facilities ('residents'). The new programme will be phased in over the next three years.

Our first step is to familiarise ourselves with privately-run aged care facilities. We will be visiting a number of facilities over the next few months. These visits are part of our ongoing information gathering and will help inform development of the assessment criteria we will use when conducting inspections. These visits are also a chance for us to introduce ourselves and our inspection function. We're calling these visits 'orientation visits'.

We expect these orientation visits will start in October 2019. We will let you know further detail closer to the time.

We still have a lot more work to do and, at this point in time, expect that full inspections will not start for at least 18 months.

Why the Chief Ombudsman is inspecting privately-run aged care facilities

The Chief Ombudsman already examines the treatment of people held in secure, state-run health and disability facilities, including residents and patients in locked dementia facilities and psychogeriatric wards.

Extending the Chief Ombudsman's mandate to monitor the treatment of people detained in all aged care facilities, including privately-run facilities, will provide Parliament and the public with an independent overview of how some of our most vulnerable people are treated and what, if any, improvements need to be made.

What will be involved in an inspection

We're still working on exactly what will be involved but expect it will be similar to how we inspect other facilities.

That is, we conduct a physical inspection of the facility (sometimes unannounced); review the facility's paper work, policies, procedures; and talk to staff, residents (where possible), and residents' family, whānau, or representatives.

Life is to be
enjoyed, not
just endured.

CHIEF OMBUDSMAN'S INSPECTIONS PROGRAMME Cont'd

**It's more fun
when you're
not the only
one having it**
Mary Wilson Little

We use the same assessment criteria across the same type of facility so it is fair to all. Some of the things we look for are:

- How residents are treated, including any allegations of ill-treatment, the use of isolation, force, or restraint
- The facility's protection measures, such as information provided to residents on admission, complaint processes, registers, and record-keeping
- Residents' living conditions
- Residents' activities, such as contact with their family and others outside the facility, outdoor exercise, education and leisure activities
- Residents' access to health care
- The facility's staffing levels, staff conduct, and staff training.

We prepare a report after an inspection, outlining what we saw at that point in time. These reports highlight good practice, identify areas for improvement, and make recommendations where necessary. Reports are given to those in charge of the facility and may be published.

In most cases, we do a follow up inspection to find out how the Chief Ombudsman's recommendations have been addressed.

How inspections differ from other audits and reviews

The Chief Ombudsman is an Officer of Parliament, not part of government. His inspections programme is fully independent of government, the health and disability sector, and private interests.

To meet international obligations, the Chief Ombudsman is tasked with assessing the conditions and treatment of detained people to determine if there are any risks, poor practices, or systemic problems in the facility that could result in a human rights violation.

Current health sector audits and reviews check to see if a facility's systems and standards comply with requirements set by New Zealand authorities.

The Chief Ombudsman's inspections have a very different purpose from current audits and reviews, and must be independent.

Who does the inspections

Inspections will be done by our experienced team, which includes inspectors with various expertise and backgrounds in areas such as health and disability and social work. We are currently recruiting more inspectors to help us with our expanded inspection programme.

Inspectors are also helped by specialist advisors with medical, cultural, disability and social expertise, and lived-in experience, or people who have advocated on behalf of residents. Our team members are authorised by the Chief Ombudsman to exercise his powers to enter premises, talk to people, and gather the information.

Who will pay for the inspections

Individual facilities will not be charged. The Chief Ombudsman's inspections programme is paid for by Parliament.

What assessment criteria will be used during an inspection

We have yet to develop our inspection assessment criteria as we are still in our information gathering phase.

CHIEF OMBUDSMAN'S INSPECTIONS PROGRAMME Cont'd

How to be involved

We will be seeking feedback on our proposed assessment criteria. We will let you know closer to the time when this will occur.

Note that while feedback will be sought, the Chief Ombudsman is not co-designing his inspections programme. The United Nations require him to establish a totally independent inspection function so it is for the Chief Ombudsman to decide how to implement this function.

October 2019 Update

Chief Ombudsman's inspections programme to be phased in over three years

Chief Ombudsman, Peter Boshier, is phasing in his independent inspections of privately-run aged care facilities over the next three years. These inspections are part of international human rights obligations that New Zealand has signed up to. As part of phase 1 – information gathering - Mr Boshier has authorised his staff to visit some facilities from November 2019.

'At this stage, I want to understand how the privately-run aged care sector operates and to generally orientate myself with the sector,' says Mr Boshier. 'My first step will be to familiarise myself with privately-run aged care facilities to learn how they operate.'

'These visits are part of my ongoing information gathering and will help inform the assessment criteria my inspectors will use when conducting inspections,' he says. 'My staff made similar visits when we were developing our other inspection programmes.'

These are 'orientation visits' not a formal inspection. 'My staff will not be inspecting the treatment and conditions of residents during these visits,' he says. Formal inspections and reports – phase 3 - are expected to start from 1 July 2021.

His staff aim to visit 15 facilities that provide specialised dementia and/or psychogeriatric care, are of a range of sizes, and have differing ownership structures, across New Zealand by the end of the year. They will directly contact each facility they are visiting at least one week before they visit.

Information about the Chief Ombudsman's inspections programmes is available on his website www.ombudsman.parliament.nz/what-we-do/protecting-your-rights/monitoring-places-of-detention, including more detail about the orientation visits to some aged care facilities, a graphic summarising the inspection development programme, and the legal framework he operates within.

Background information

New Zealand is required to have independent inspections of 'places of detention' under a United Nations Convention, to ensure people are being treated humanely.

The Chief Ombudsman is one of the independent inspectors in New Zealand. The Chief Ombudsman has a prevention focus, to make sure facilities have sufficient safeguards in place to prevent any human rights violations. If not, he recommends practical improvements to address any risks, poor practices, or systemic problems.

On 6 June 2018, the places to be inspected by the Chief Ombudsman were extended by the Minister of Justice to include people detained in privately-run aged care facilities. Parliament gave the Chief Ombudsman funding which is progressively available from 1 July 2019, to develop and implement this new inspections programme over the next three years. *I strongly advise you to sign up for the regular updates by the Ombudsman office.*

"Better to remain silent and be thought a fool than to speak out and remove all doubt."

Abraham Lincoln

<p>Learn from yesterday Live for today Hope for tomorrow</p>	<h2>RECALL FOR PRODUCT CORRECTION – SINGLE LOOP BED LEVERS</h2>
	<p>In December 2018, Medsafe issued a safety notice outlining the potential risks of clients/patients using Bed Levers BL1, BL1-600, BLF, BLF-600 (single looped Bed Levers).</p> <p>The notice was a result of a recent Coroner report that noted deaths due to entrapment had been a factor implicated in the cause of death.</p> <p>The Bed Lever is designed to assist a person into a sitting position, and with getting in and out of bed. The recall applies to all single loop Bed Levers with no anti-entrapment bar and rope & cleat fitted.</p> <p>In April 2019, Tas-Tech and Multifit notified customers of the recall of single looped Bed Levers currently in circulation for product correction. The product correction involves the addition of a central bar into the single metal loop, and also the addition of a cord and cleat.</p> <p>Allied Health Professionals, other staff and EMS Assessors have been working with a staged Recall approach which aims to address patients with higher risk early in the process and also ensure that all of the Bed Levers of concern are taken out of circulation as soon as practicable.</p> <p>The recall process will ensure that:</p> <ul style="list-style-type: none"> • A risk assessment is carried out for all clients who have previously been issued one of the affected Bed Levers • High risk clients are immediately provided with a Bed Lever which incorporates the anti-entrapment bar, cord and cleat • All other clients are provided with a Bed Lever which incorporates the anti-entrapment bar, cord and cleat as soon as practicable <p>It is noted there are a large number of Enable New Zealand and Accessable clients affected by the recall, therefore both Enable New Zealand and Accessable are assisting District Health Boards with the recall process.</p> <p>We are now at the stage where we are contacting all Aged Care Facilities to ensure they are aware of the risk and ensure an appropriate process is put in place to help assist with the recall.</p> <p>All clients using an existing single loop Bed Lever <u>should immediately</u> be replaced with a three bar Bed Lever and cord & cleat.</p> <p>Your facility will need to carry out the following steps:</p> <ul style="list-style-type: none"> • Any existing single loop Bed Lever that have been identified as Ministry of Health owned with an asset label, please arrange for them to be returned to Enable New Zealand. The collection of these Bed Levers can be arranged by calling 0800 362 253 or emailing enable@enable.co.nz. • Any existing single loop Bed Levers that have been identified as supplied by Accessable / MOH owned needs to be returned to Accessable. The collection of these Bed Levers can be arranged by calling 0508 001 002 or emailing collections@accessable.co.nz <p>Any existing single loop Bed Lever that belongs to your facility needs to be retrofitted with an anti-entrapment bar and a rope & cleat installed. You may choose to arrange your own private technician to undertake the work, otherwise you may send them to the supplier, Tas-Tech or Multi-fit to have the work done. Please note, to have the bed lever retrofitted will be at your own cost.</p>

5TH RYMAN PRIZE



*Prime Minister Ardern announced the winner:
Dr Michael Fehlings.
Photo by: Maryvonne Gray*

Dr Michael Fehlings, a Toronto neurosurgeon, has won the 2019 Ryman Prize in recognition of his long career dedicated to helping older people suffering from debilitating spinal problems.

The jury singled Dr Fehlings out for his pioneering work for older people suffering from Degenerative Cervical Myelopathy (DCM), a degenerative neck compression problem which is the most common form of injury to the spinal cord.

The Ryman Prize is an annual \$250,000 international award for the best work carried out anywhere in the world that has enhanced quality of life for older people. It is the richest prize of its kind in the world.

Dr Fehlings was presented with the prize by the Right Honourable Jacinda Ardern, at a special ceremony in Auckland on 4th of October.

“Dr Michael Fehlings is a neurosurgeon, a researcher and a teacher who has had an amazing impact on patients with degenerative spinal conditions. He has dedicated his long career to their care and to research into alternative ways of treating debilitating problems which can have a profoundly negative impact on the lives of older people,” Prime Minister Ardern said.

HOW TO IGNITE THE *SPARK OF LIFE* – A DAY ON CULTURE ENRICHMENT

A Wonderful Opportunity for Managers, Care Staff & Family Carers

Friday the 8th of November from 0900-1700

This experiential education is based in the new holistic paradigm at the cutting edge of dementia care. It provides the skills to ignite the *Spark of Life* within the residents, clients and patients and each other in a team. It also provides practical strategies for the best possible way to connect and communicate, facilitate Rementia (recovery of lost abilities) and prevent and dissolve challenging behaviours.

This day is for everyone working in the field of care. There is no prerequisite of a certain skill level and it is also equally applicable for families, GPs and people in the community.

The *Spark of Life* Philosophy was developed first for people with dementia however it has universal application - you will benefit both personally and professionally from what you learn and the skills you will discover.

See attached flyer for further information and how to register for this day.

“Life is 10 percent what happens to me and 90 percent how I react to it”
Charles Swindoll

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

SILVER RAINBOW

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



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.

HANDY HINTS

Flowers: Cut an inch off the bottom of the stems and place in water within 13 seconds (prevents inhalation of air). Adding a little bleach to the water will preserve your flowers longer, because the water is cleaner. Change the water regularly.

Eyes: Relax your eyes at regular intervals when reading or using a computer by taking 5-minute breaks, or focusing at a distance of 5 yards away.

<p><i>“Goodbyes are not forever, Goodbyes are not the end. They simply mean I’ll miss you, until we meet again.”</i> Author Unknown</p>	NEWSLETTERS BACK ISSUES	
	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!	
	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. 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. Thank you all for your contribution each month.	
	Jessica	

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.hqsc.govt.nz>;
www.safefoodhandler.com; www.learnonline.health.nz; www.nutritionfoundation.org.nz/about-nznf/Healthy-Ageing;
www.glasgowcomascale.org; <https://www.health.govt.nz/our-work/disability-services/disability-publications/disability-support-services-newsletter>

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 antivirus protection in all aspects of e-mail sending and receiving

Signing off for this month!!

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.