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Emailed to:
1715 readers
and counting

Welcome to my
overseas readers

09jelica@gmail.com

mobile: 021 311055

4 YEAR CERTIFICATION

I am very pleased to mention more facilities achieving

4 year certification

My compliments and congratulations to:

Ultimate Care Poneke House – Wellington
Te Ata Rest Home – Te Awamutu
Papakura Hospital - Papakura

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!

AGED RESIDENTIAL CARE CONTRACT (ARCC)

Just in case you are managing a facility or work as a RN knowing what you are responsible for under the ARCC is important. You need to know what the ARCC requires from you so you can comply.

I often hear from managers and RN's that they are not aware of the expectations under the ARCC so to make sure you can reflect back on this visit the following website as the agreements are available from here.

<https://tas.health.nz/health-of-older-people/national-agreements/>

Just thought it to be very helpful to check things from time to time and to prevent surprises as the auditors will audit against this as well.

Jessica

HANDY HINTS

Bananarama: Pull bananas apart before displaying them in your fruit bowl. If you leave them connected at the stem, they'll ripen faster and go brown quicker. Who knew?!


Flexible vacuum: To suck up hard-to-reach gunk under your fridge, or behind a bookshelf, insert an empty paper towel roll into the end of your vacuum cleaner and bend, or flatten it, to squeeze into these difficult spots.

Buying capsicum: We're not sure why, but a capsicum with three bumps on the bottom is sweeter than one with four. Oh, but four bumps makes for a crunchier, firmer capsicum, so you should weigh up crunch vs. sweet when picking out your pepper!

So cheesey: Wrap cheese chunks in aluminium foil and store in the fridge to keep your cheddar fresher for longer and to keep mould out.

Reopening envelopes; If you seal an envelope and realise you've forgotten to include something inside, just place it in the freezer for an hour or two and voila, the envelope will unseal without a trace!

	GOVERNANCE AND MANAGEMENT
<p>It is during the worst storms of your life that you will get to see the true colours of the people who say they care for you</p> <p>Deep Text</p>	<p>From: <i>Communitynet Aotearoa</i></p> <p>Effective governance</p> <p>At its core, governance is about leadership. Effective governance ensures that the organisation remains viable and thrives, improving its results (both social and financial) and making sure its assets are protected and funds are used appropriately. On the other hand, poor governance can put organisations at risk of commercial failure, financial and legal problems for directors/trustees, or may allow an organisation to lose sight of its purpose and its responsibilities to members and the people who benefit from its success. Effectively functioning governing bodies have:</p> <ul style="list-style-type: none"> • a good mix of skills • an effective chairperson • committees for specialist tasks • well-managed meetings and clear minutes • dynamics that allow free expression of different perspectives an effective chairperson, backed by a strong vision for the organisation and clear protocols, can make sure all perspectives are taken into account • outside specialist help on some issues this is necessary if you cannot use the organisation's staff e.g. in the case of highly sensitive matters • good self-evaluation <p>Difference between governance and management</p> <p>Effective governing bodies understand the difference between governance and management.</p> <p>In basic terms, governance is the role of leading an organisation and management is its day-to-day running or operating. Governance is the job of the governing body, such as a committee or board, to provide direction, leadership and control. Management is typically the job of a management team, led by a co-ordinator or chief executive and his/her staff. The governing body's role is to oversee management, not to manage. It must be satisfied that the management team is doing its job in accordance with policy and resources.</p> <p>Governing body/management relations</p> <p>A sound relationship between the governing body and management is central to a good working relationship and ultimately to an organisation's success. Having only one direct employee usually the chief executive or, in smaller organisations, the co-ordinator will mean one person is in charge and accountable to the board. The chief executive should be delegated maximum authority to manage all operational matters, should employ all other staff and be responsible for the work of the staff, be they paid or unpaid volunteers. An effective and productive governing body/chief executive relationship is built on</p> <ul style="list-style-type: none"> • mutual respect for their separate but interdependent roles and responsibilities • a clear definition of the results to be achieved • clearly defined and documented delegation and authority • mutual agreement about the boundaries of freedom granted to the chief executive to carry out his/her role and tasks • a fair, ethical and transparent process for evaluating the chief executive's performance • open and regular communication • an ability to engage in robust debate and a mutual willingness to challenge and to offer and receive constructive criticism <p>Tricker says: Governance is concerned with "doing the right thing", management is concerned with "doing things right".</p> <p>I think this is enough to understand these terms. Now it is a matter of putting it in practice!</p>

<p>People who love you for who you are rather than what you can do for them are the best kind of people</p> <p>Brigitte Nicole</p>	<h2>TRAINING YOUR STAFF AND KEEPING A RECORD OF YOUR HAZARDOUS SUBSTANCES</h2> <p>From 1 June, a new regulation came into force that means you must now keep a record of all of the information, training and instruction you give your workers about hazardous substances.</p> <p>Training and supervising your workers working with hazardous substances is really important, so that they can do their job safely.</p> <p>Workers need information and training, as well as practical supervised experience, on:</p> <ul style="list-style-type: none"> • the health risks and safety issues of the hazardous substances they work with • how to safely use, handle, manufacture, store and dispose of the substances they work with • the safe use of equipment, including personal protective equipment • their responsibilities and actions to take in an emergency. <p>You'll need to provide evidence of training including records to an inspector or a compliance certifier if asked.</p> <p>Check out the website for more information if this is relevant to your organisation: https://worksafe.govt.nz/topic-and-industry/hazardous-substances/managing/information-instruction-supervision-training/</p>
	<h2>SILVER RAINBOW</h2>
	<div> <p>Lesbian, Gay, Bisexual, Trans and Intersex (LGBTI) Education for Caregivers</p>  <p>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.</p> </div>
	<h2>THINGS YOU MIGHT NOT KNOW</h2>
	<p><i>Over the past few years, mobile phones have become a kind of addiction. It is almost impossible to imagine life without them. But how well do you really know that best friend (fiend?) in your pocket? Here're a few surprising facts about that thing you whip out roughly 85 times a day.</i></p> <p>Put Your Name on It. One day you leave your phone behind, but you get lucky—a good Samaritan finds it and wants to return it to you. But how will they know whom it belongs to? Android will let you put your name, email address, and an alternate phone number on your lock screen so that someone who picks up the device will know it's yours, but won't have access to any of the other info on your phone. To add your details, go into the Settings menu on your phone and then select Security, Screen Security, and then Owner Info.</p> <p>Become a Hard Drive. Need to transport a few files? Your Android phone can double as a portable hard drive. Connect your phone to your computer using your USB cable (the same one you use to charge it every night). The phone will ask if you want to enable it as a USB storage device. Say yes, and it will show up on your desktop just like any other hard drive, ready to hold any files you need to transport elsewhere.</p> <p><i>Share if you have some tips which could help others!</i></p>

	DEMENTIA CARE MONITORING
<p>You can't always have a good day. But you can always face a bad day with a good attitude. Backbenchers</p>	<p>On 6 June 2018, Justice Minister Andrew Little gazetted new responsibilities for the Chief Ombudsman in monitoring and inspecting privately run aged care facilities. This is an extension to the Chief Ombudsman's OPCAT (Optional Protocol to the Convention Against Torture) mandate to ensure decent and humane treatment of people held in detention. It addresses New Zealand's international obligations to have independent inspections. We expect the monitoring programme to start in around 12 months, and will provide further fact sheets during our planning work with the aged care sector over the next year.</p> <p>Why we need to monitor privately run dementia facilities Our ageing population is growing fast, and in coming decades the need for aged care facilities, including dementia facilities, will significantly increase. The conditions and treatment of residents in these facilities is an area of growing importance. We expect to find there will be aged care facilities that do provide a high standard of treatment and care. However, we are aware of reports that there have been some instances of neglect and mistreatment of very vulnerable people. Standards across the sector must be consistently high.</p> <p>How our monitoring will differ from current audits and reviews The Chief Ombudsman is an Officer of Parliament, not part of government. His OPCAT monitoring and inspections programme is fully independent of government, the health sector, and private interests. The focus is on inspecting, monitoring and reporting to prevent possible mistreatment of residents. This includes examining the 'lived experience' of residents; looking at how systems and policies affect them in their daily lives. Current audits and reviews ensure that systems and standards meet New Zealand requirements. The OPCAT inspections and monitoring programme measures the conditions and treatment in places of detention to ensure we meet international human rights obligations.</p> <p>What will be involved Our experienced OPCAT team will be responsible for monitoring and inspections of privately run residential dementia facilities to ensure residents are treated humanely and decently. Our inspections will draw on various sources of information:</p> <ul style="list-style-type: none"> • physical inspections of the facilities; a proportion of these will be unannounced • a review of paperwork, policies and procedures, and complaint records • interviews with staff, residents (where feasible) and their families and representatives <p>The Chief Ombudsman will report on the inspections. His reports will highlight good practice, identify areas for improvement, and make recommendations where necessary. Follow-up visits will monitor implementation of the recommendations.</p> <p>Who will pay The current facilities inspected under OPCAT (prisons and health and disability residences) are not required to cover the cost of inspections, as these are funded by Parliament. As a result, we will not be charging dementia facilities as part of the Chief Ombudsman's OPCAT inspection and monitoring regime.</p> <p>Developing the programme We expect the inspections to start in around a year's time (July 2019). We'll be developing the programme over the next 12 months. Our planning will include consulting widely across the sector, visiting facilities and engaging with industry bodies.</p> <p><i>Monitoring and inspecting privately run residential dementia facilities. Factsheet One, June 2018</i></p>

STIGMA AND DEMENTIA

The following is the result of another experience I had around the stigma of dementia. This time a little bit closer to home when it involved a friend. Dementia is not something to be ashamed for!

This alerted me to the fact that we need better public awareness and understanding to reduce this stigma. This can only happen when we achieve the general public/society to move towards acceptance and inclusion of people affected by dementia. I see this as a big role and responsibility of everybody in the aged care sector, being it in long term care, home health or public hospital. We all have the responsibility to educate family members, friends and associates of our clients who have dementia to achieve a better understanding of what dementia is. That there is nothing to be ashamed for and that nobody asks or wishes for dementia. It is the (bad) luck of the draw, like having cancer, a stroke, Parkinson's etc.

People with dementia are often isolated, because of stigma or the possibility of negative reactions from other people because of the behavioural symptoms. This can lead to hopelessness, depression and frustration.

Dementia is the main cause of dependency in older people, (Alzheimer's Disease International. World Alzheimer Report 2009. London : Alzheimer's Disease International, 2009).

Globally, less than 1 in 4 people with dementia receive a formal diagnosis (Prince, M, Bryce, R and Ferri, C. World Alzheimer Report 2011. London: Alzheimer's Disease International, 2011).

Without a diagnosis, few people receive appropriate care, treatment and support. Stigma also prevents people from acknowledging symptoms and obtaining the help they need.

Although in general public awareness of the existence of dementia has increased, this has not led to a greater acceptance of people who are coping with dementia. Most people are still not aware of the fact that dementia is caused by a medical disorder and that the symptoms of dementia are the result of physical damage to the brain. This can lead to people responding to the client's behaviour in a negative way which can further lead to the client becoming increasingly confused, frustrated, angry and upset. This will then be labelled as "challenging or difficult behaviour".

Caring for a client who has dementia is a physically and emotionally demanding role that changes throughout the illness and much support is needed to help the carer during this time. To keep the client safe we need to make sure that the carer is also kept safe and supported.

If there were no stigma, we might recognise people with dementia as being different, but still make every effort to include them as members of society.

Stigma could be a major barrier to finding solutions for the problems related to dementia, including low rates of diagnosis and service utilisation. Therefore, it is essential to take action to dispel lingering myths about dementia to reduce stigma.

Talk to people with dementia and their family carers; actively engage with them and treat them as equals. Do not avoid the person with dementia and only talk to the carer. Each person with dementia is unique, treat them as such. Not everybody is the same. A person with dementia is still an individual with their own needs in regards of culture, values, beliefs etc.

Let's give people with dementia a voice and as a carer or policy maker start educating the general public!

Jessica

**Don't give up
just because of
what someone
said.
Use that as
motivation to
push harder**

<p>I hate that moment when you are tired and sleepy but as soon as you go to bed your body is like “just kidding”. Laugh out loudly</p>	HAVE YOU HEARD ABOUT GREY MATTER?
	<p>We'd like to introduce you to another newsletter that the Ministry of Health Library prepares.</p> <p>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.</p> <p>If you'd like to subscribe to Grey Matter, email library@moh.govt.nz</p>
	TOTAL QUALITY PROGRAMME
	<p>Are you struggling with your policies and procedures? Find it difficult to keep up with all the changes? Come audit time you realise that information is not up to date?</p> <p>If the answer to the above is yes then</p> <p>Join hundreds of other aged care providers</p> <p>This totally tried and tested Quality Programme tailor-made for aged care has been around since 1990!</p> <p>All policies and procedures, including the related work forms, are written in a very user friendly manner and understandable to all staff.</p> <p>The programme comes on CD and you are in charge to personalise it for your facility.</p> <p>For more information and to receive the order form and licence agreement, contact me on 09 5795204, 021 311055 or 09jelica@gmail.com</p>
	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:</p> <p>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.</p> <p>Cultural Safety, Spirituality, Sexuality & intimacy, Privacy, Rights, Confidentiality, Choice, Communication and Documentation, Quality and Risk Management, Abuse and Neglect prevention, Restraint Minimisation and Safe Practice, Managing behaviour that challenge us, Complaints Management, Open Disclosure, EPOA, Advance Directives, Informed Consent, Resuscitation, Health and Safety, Ageing process, Mental Illness, Civil defence, Dementia care, Bullying in the workplace.</p> <p>If you are looking for a topic not listed here please drop me a line.</p> <p>I am happy to facilitate different times to suit evening and night staff.</p> <p>References available on request.</p> <p><i>Jessica</i></p>

<p>Don't let anyone rent a space in your head, unless they are good tenants. motivational quotes</p>	<p align="center">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 align="center">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.</p> <p align="right"><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.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 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.