

An independent newsletter for people interested in Aged Care

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Emailed to:
2039 readers
and counting

Welcome to my
overseas readers

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

2023



Wishing you the best of health, a lot of happiness, love and laughter and plenty of opportunities to create lovely new memories.

CONGRATULATIONS

**Another facility achieved 4 years certification against Ngā paerewa Health and Disability Service Standard.
Well done and Congratulations!**

Tarahill Rest Home – Te Awamutu

*If you are having an audit this month, then all the best.
Hope you achieve a good outcome.*

SPECIAL DAYS THIS MONTH

FEBRUARY

Saturday 4th - World Cancer Day: World Cancer Day was born on the 4 February 2000 at the World Summit Against Cancer for the New Millennium in Paris. The Paris Charter aims to promote research, prevent cancer, improve patient services, raise awareness and mobilise the global community to make progress against cancer, and includes the adoption of World Cancer Day.

Sunday the 5th - Lantern Festival (year of the Rabbit): On the 15th day of the first lunar month, two weeks after Chinese New Year, another important traditional Chinese festival, the Chinese Lantern Festival or Yuan Xiao Jie or Yuanxiao Festival (元宵节), is celebrated. It marks the first full moon of the new lunar year and the end of the Chinese New Year (Spring Festival) period. On the night of the Chinese Lantern Festival, streets are decorated with colourful lanterns, often with riddles written on them. People eat sweet rice balls called tangyuan, watch dragon and lion dances, and set off fireworks.

Tuesday the 14th – Valentine's day

MARCH

Sunday 5th – Children's day. Provides people with an opportunity to celebrate and give time to children. It is a day of national awareness

Wednesday the 8th - International Women's Day. To mark the economic, political and social achievements of women.

Friday the 17th – St Patrick's day

Friday the 17th – World sleep day. The day was created to emphasize the importance of sleep and address common sleep-related issues that many people suffer from.

Tuesday the 21st – Race Relations Day. A day aimed at celebrating and acknowledging the multicultural and racial differences within the country. The day owes its creation to the International Day for the Elimination of Racial Discrimination, also celebrated on March 21.

There is a purpose for every challenge and a lesson for every mistake. Life is not weakening you, it is challenging you to bring out the strength in you.
 Roger Lee
 R

CREMATION REGULATIONS UPDATE

The Minister recently authorised an exemption to regulation 7 of the Cremation regulations 1973. It means in some circumstances, a certifying practitioner is not required to view the body of someone who dies in ARC before a cremation is permitted. A similar exemption was in place due to COVID-19 up until the epidemic notice expired, but this new exemption was authorised due to workforce pressures in the ARC sector.

<https://www.health.govt.nz/our-work/regulation-health-and-disability-system/burial-and-cremation-act-1964/cremation-regulations-1973-exemption-regulation-7>

Michael Dunlop, Principal Advisor, Healthy Ageing, michael.dunlop@health.govt.nz

METHADONE ADMINISTRATION IN ARC

This can be managed as any other controlled drug by medication competent staff only.

Make sure you are familiar with the national guideline - [New Zealand Practice Guidelines for Opioid Substitution Treatment 2014 | Ministry of Health NZ](#) and that the care plan clearly documents the management plan.

LONG COVID PROGRAMME

Source: www.health.govt.nz/covid-19-novel-coronavirus/covid-19-response-planning/long-covid-programme

The Ministry of Health has established a long COVID programme with the goal of supporting patients with long COVID in the New Zealand context. Most people with COVID-19 recover within 2–6 weeks. For others, a full recovery will take up to 12 weeks. Some people report a diverse range of symptoms for weeks or months after the expected recovery period.

The long COVID programme has been established to disseminate emerging models of care, clinical practice, patient self-management and digital enablement to support patients with long COVID in New Zealand.

Principles; The programme is based on the following principles:

- giving effect to our obligations under Te Tiriti o Waitangi, including considering the interests and needs of Māori
- ensuring equity, which involves inclusiveness for all communities, particularly those most affected by COVID-19 outbreaks (ie, Māori and Pacific peoples)
- ensuring equity of access to services and outcomes,
- ensuring services are effective, timely and reflect best-practice as the evidence emerges
- ensuring services are patient centred, including patient self-management and digital enablement to support patients with long COVID
- long COVID symptoms are investigated, treated, and funded in the same way as other long-term conditions.

Work programme

Within the work programme, four workstreams are underway to support the development of the long COVID rehabilitation and service delivery guidance for Aotearoa New Zealand.

- Development of a service development toolkit (also known as a change package), including monitoring health districts with existing specific services for long COVID

Ageing is an extraordinary process where you become the person you always should have been.
David Bowie

LONG COVID PROGRAMME cont'd

- Establishing an Expert Advisory Group to provide guidance and input into the long COVID rehabilitation guideline, with broad representation from Māori, Pacific peoples, researchers, clinicians, service providers and people with lived experience.
- Monitoring emerging evidence to inform clinical pathways to identify and manage long COVID
- Ongoing research to identify gaps that are particular to Aotearoa New Zealand and identify options for how they might be addressed.

Long COVID Expert Group

The Ministry has established the [Long COVID Expert Advisory Group](#) to assess the evidence on long COVID and apply it to the Aotearoa New Zealand context, to help inform recommendations for clinical practice and guidelines. The group will provide oversight, with broad representation from Māori, Pacific peoples, researchers consumers, clinicians, and service providers.

Guidelines

The Ministry has published the following guidelines:

- [Clinical Rehabilitation Guideline for People with Long COVID in Aotearoa New Zealand](#)
- 15 September 2022
- [Guidance for the Acute Phase of Rehabilitation of People with or Recovering from COVID 19 in Aotearoa New Zealand](#)

Evidence

Teams within the Ministry of Health also produce a long COVID evidence brief which is updated over time. This document is accessible on the [COVID-19: Science News](#) page.

THE ELDERNET GROUP SUPPORTS CALL TO KEEP NZ SUPER AGE AT 65

The Eldernet Group is throwing its support behind Retirement Commissioner Jane Wrightson’s call to keep NZ Super’s age of eligibility at 65. We also agree that an increase to the asset limit for the accommodation supplement is well overdue, as the current limit of \$8100 means only a handful of the many thousands of people needing help paying for housing costs are eligible.

While many people reach 65 with enough money to live in reasonable comfort in their later years, it certainly is not the reality for everyone. We have conversations every day with people about the financial struggles they, and their loved ones, face as they get older, such as the rising costs of day-to-day necessities like food, petrol, and power; the decreasing rates of home ownership and the increased cost of rent; and the inability to have anything ‘leftover’ in case of emergencies. It’s a sad situation, yet one that is becoming more and common for people across the country.

Moving the age of entitlement by even a couple of years (as proposed by previous Retirement Commissioners) would only exacerbate what is an already tough situation for many older people, and inflame inequalities that we are already seeing, particularly among women and our Māori and Pasifika communities.

Keeping the current age of NZ Super entitlement at 65 and increasing the asset cap on the accommodation supplement may not be a silver bullet but it at least acknowledges the growing discrepancy between the haves and have-nots.

Mason Head, Content Creator and Publication Lead, The Eldernet Group

The Eldernet Group's 'older person's bible' keeps older kiwis in the driver's seat Cont'd

The release of the latest *Where from Here He Ara whakamua* handbooks sees The Eldernet Group mark more than 30 years of what is commonly referred to as the 'older person's bible.'

The books provide essential information for older people at every stage of the ageing journey. The Mid North Island book covers Waikato, Bay of Plenty, Taranaki, Lakes, Tairāwhiti Gisborne and surrounding regions, while the South Island book encompasses all of Te Waipounamu, including Nelson Marlborough, Canterbury, West Coast, South Canterbury, Central Otago/Queenstown Lakes, Southland, Waitaki, and Dunedin. The Eldernet Group previously produced two handbooks to cover the South Island but merged them in 2022 to align with the regional divisions of New Zealand's new health system.

The Eldernet Group director, Eleanor Bodger, says the past two years have highlighted the importance for older kiwis to have strong support networks.

"While COVID-19 has been hard for everyone, it has been particularly tough for older people – especially those who are isolated from friends and whānau. *Where from here He Ara whakamua* helps older people find and access support services that suit their needs – whether it's a hot meal, assistance around the home or simply a friendly voice on the end of a phone."

The latest *Where from here He Ara whakamua* handbook has also coincided with some major challenges in the aged care sector. While the new health system aims to improve the quality and consistency of health care for all New Zealanders, the reality is that the sector is still under huge strain.

"There is a lack of clinical staff around the country and many services continue to work beyond capacity, often with limited funding. This is resulting in longer wait lists and wait times for some health services," says Eleanor.

"The cost of living is making life tougher for many older people too, and issues such as access to affordable housing, loneliness and social isolation continue to impact people in a multitude of ways. And as New Zealand's population continues to age, these issues are going to affect more and more of us. *Where from here He Ara whakamua* is all about empowering people to journey through this stage of life by giving them the tools needed to make decisions that are right for them."

While the *Where from here He Ara whakamua* handbook has gone through several name changes since its creation by a team of social workers way back in 1989, its focus on providing older people and their support networks with the information needed to make informed decisions about their future has never wavered. Its pages are full of essential information including looking after your mental and physical wellbeing, getting help at home and how to care for carers, setting up enduring powers of attorney, accessing financial assistance and staying safe from scams, and details about retirement facilities. It lists all residential homes in the region and specifies the level of care each one provides, and also highlights home help providers, kaumātua services and day programmes throughout the region.

Specific editions of *Where from here He Ara whakamua* have been created to cover every area in New Zealand and editions are updated every 12 months to ensure all information remains relevant. It is available free of charge via health professionals such as social workers and older person's service teams at public hospitals. You may also be able to get a copy at your local GP, library, Age Concern, Grey Power, or Citizens Advice Bureau. Books can also be ordered online at www.wherefromhere.co.nz or by phoning 0800 162 706.

Mason Head, Content Creator and Publication Lead, The Eldernet Group

I don't have
time to dislike
people who
dislike me,
because I am
too busy loving
the people who
love me.

BE AWARE OF SCAMS

Source: How To Spot a Scam - GrownUps New Zealand

One of the more popular categories of scams is the phishing [fish-ing] email. These emails are designed to steal your identity, they generally ask you for personal information or direct you to websites or perhaps phone numbers to call where you are asked to provide personal data.

Phishing e-mail messages take a number of forms:

- They might appear to come from your bank or a company you regularly do business with, or even from your social networking site, if you have one.
- They might appear to be from someone you know. *Spear phishing* is a targeted form of phishing in which an e-mail message might look like it comes from your employer, or from a colleague who might send an e-mail message to everyone in the company.
- They might ask you to make a phone call. *Phone phishing* scams ask you to call a customer support phone number. A person or an audio response unit waits to take your account number, personal identification number, password or other valuable personal data. The *phone phisher* might claim your account will be closed if you don't respond.
- They might include official-looking logos taken directly from legitimate Web sites, and they might include convincing details about your personal information .
- They might include links to spoofed Web sites where you are asked to enter personal information.
- It seems certain scammers have been doing the rounds of most of the New Zealand Banks.

“Verify your account.” Almost without question banks will not ask you to send passwords, login names, or other personal information through e-mail.

“You have won the lottery.” The lottery scam is a common phishing scam, claiming you have won a significant sum of money, or you will be paid a large sum of money for little or no effort on your part. The lottery scam often includes references to large well-known companies.

“If you don't respond within 24 hours, your account will be closed.”

These messages try to trick you to respond immediately without thinking and might even claim your response is required because your account is in jeopardy .

Another form of hoax that might catch you out is the **Masked Web Address**.

Web addresses that resemble the names of a well-known organisation are slightly altered by adding, omitting, or transposing letters. Always double check for spelling.

And what about Nigerians! The so-called “Nigerian scam” is one of the longest running scams. In spite of the longevity of this type of scam and the large amounts of publicity it has received, many people are still being conned out of substantial sums of money. The scam works like this. You receive an unsolicited message detailing some sort of business proposition, request for help, notice of inheritance, or opportunity to help a charity.... etc. The messages all claim your help is needed to access a large sum of money, usually many millions of dollars. The first message enlists your help to obtain the money, subsequent messages follow the theme of the *Advanced Fee Fraud* – asking you to front with some money in order to obtain the large dosh! **Don't be fooled**

Always look closely at the senders email address or the website they direct you to.

Use spam filtering technology. Don't make investment decisions based on anonymous e-mails you receive. Don't open attachments in unsolicited e-mails.

Use an Internet service provider (ISP) or e-mail provider that has implemented Sender ID Framework (a technical solution to detect and block spoofed e-mail).

Intelligence is like underwear. It is important that you have it, but not necessary that you show it off.

ONLINE EDUCATION for EMPLOYERS

Find out about your responsibilities as an employer in New Zealand
Learn about essential employment information - free to access.

[Employment NZ \(elearning.ac.nz\)](http://elearning.ac.nz)

EDUCATION FOR HEALTH PROFESSIONALS

On line training has become very popular. There are a couple of organisations I am personally very impressed with.

One being “**My HealthHub**” see below and another one I recently came across is the “**Goodfellow Unit**”. Have a look for yourself on their website and try out some of the recorded webinars and sign up for the live ones. <https://www.goodfellowunit.org/>

MORE EDUCATION LINKS



Mobile Health has created a dedicated education website - My Health Hub - providing education for health professionals. The My Health Hub website

provides health professionals with access to their fortnightly live webinar series on a wide variety of healthcare topics. These webinars are also recorded and uploaded to this website for later viewing – to claim your hours for viewing the recording of the webinar (and receive a certificate), answer the two questions at the end of the webinar, and your certificate will be generated.

Access to this website is free, with no login requirements: www.myhealthhub.co.nz
There are a good number of webinar recordings on the website which are very appropriate for the aged care sector, eg. critical thinking skills; pressure injuries; negative pressure wounds; severe and enduring eating disorders; skin infections; person-centred approach in dementia care; obstructive sleep apnoea; therapeutic recreation; managing urinary conditions; advance care planning; preventing falls in the elderly; caring for complex older people; depression in the elderly; and a wide range of topics and research on palliative care.

If you are interested in receiving emails flyers of the upcoming live webinars for My Health Hub, please email chris@mobilehealth.co.nz and your contact details will be added to their mailing list

SILVER RAINBOW

PLEASE NOTE CHANGE IN CONTACT DETAILS.

**Lesbian, Gay, Bisexual , Trans and Intersex
(LGBTI)**

Education for Caregivers

If you are interested, please contact Stefanie



Stefanie.OBrien@rainbowtick.co.nz to find out how you can book Silver Rainbow education for your organisation.

**Stop being
afraid of what
could go
wrong, and
start being
excited about
what could go
right.**

Tony Robbins

<p style="color: #4f81bd; font-style: italic;">“Goodbyes are not forever, Goodbyes are not the end. They simply mean I’ll miss you, until we meet again.”</p> <p style="font-size: small; color: #4f81bd;">Author Unknown</p>	NEWSLETTERS BACK ISSUES
	<p>All newsletters are on my website including an alphabetical list of topics. 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>
	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. 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.</p> <p style="text-align: right; font-style: italic;">Jessica</p>

Some interesting websites:

www.careassociation.co.nz; www.eldernet.co.nz, www.moh.govt.nz; www.careerforce.org.nz, 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>; <https://worksafe.govt.nz/>; <https://covid19.govt.nz/>; <https://www.health.govt.nz/>; Julie.Watson@kahuitukaha.co.nz to find out how you can book Silver Rainbow education for your organisation.

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.

Text in Italics are the comment of the writer of this newsletter

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.

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- 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

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