

An independent newsletter for people interested in Aged Care

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Emailed to:
1897 readers
and counting

Welcome to my
overseas readers

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No messages from providers achieving 4 years.

But my thanks, compliments and congratulations to:

All aged care providers, staff and residents for managing another close down!

You all have my respect, thanks and gratitude for your dedication to keep this nasty virus out and your residents safe!

SPECIAL DAYS THIS MONTH

Father's Day Sunday 6 September 2020

[Tongan Language Week](#) Sunday 6 September – Saturday 12 September 2020

[Te Wiki O Te Reo Māori - Māori Language Week](#) Monday 14 September - Sunday 20 September 2020

[International Literacy Day](#) Tuesday 8 September 2020

[Conservation Week](#) 5 - 13 September 2020

[International Day of Peace](#) Monday 21 September 2020

Equinox Wednesday 23 September

Daylight saving begins Sunday 27 September

[Tuvaluan Language Week](#) Sunday 27 September – Saturday 3 October 2020

[Chinese Language Week](#) Sunday 20 September - Saturday 26 September 2020

[Loud Shirt Day](#) Sunday 27 September 2020

South Canterbury Anniversary Day – Monday 28 September

RECOMMENDED READING

The Book of Knowing by Gwendoline Smith

Written in an accessible and humorous style, this book teaches you to know what's going on in your mind and how to get your feelings under control. It'll help you adapt and feel better about your place in the world.

Psychologist Gwendoline Smith uses her broad scientific knowledge and experience to explain in clear and simple language what's going on when you are feeling overwhelmed, anxious and confused. Originally aimed at young people, this book works for anyone because it helps you work out what is going on in your mind and how you can take control of your feelings. It's relevant whether you have a diagnosed condition or whether you are just experiencing life as too difficult right now. Based on the school of Cognitive Behavioural Therapy this is scientific and logic-based, but also straight-forward and practical.



LETTER FROM DR ASHLEY BLOOMFIELD

E ngā ringa atawhai o ngā kaumātua, tēnā koutou

Dear Aged Care Sector Colleagues

I am pleased to share with you the Ministry of Health's (the Ministry's) Action Plan to address the recommendations made in the Independent Review into the COVID-19 Clusters in Aged Residential Care (ARC) facilities.

This document must be prefaced first with an acknowledgement of the hard work and dedication each of you within the aged care sector exhibited whilst ensuring the safety of New Zealand's elderly during the COVID-19 pandemic.

I have heard stories of the aged care sector workforce's experience of providing care to the elderly, and in each of these stories there was acknowledgement that the employee had gone above and beyond the call of duty. I acknowledge that in addition to rapid upskilling in Infection Prevention and Control and Personal Protective Equipment, employees took extra time to ensure people in their care were able to connect with their whānau or loved ones in new and creative ways.

I and the Ministry team would like to thank each of you, as individuals and as organisations, for your collective response to protect those in your care during the initial outbreaks of COVID-19. The collaboration and kiwi ingenuity that was exhibited was both inspiring and world-leading, and I am proud of what you have each achieved.

In acknowledging our accomplishments, we must also retain sight of the need for continued vigilance as COVID-19 continues to spread in other parts of the world. In April 2020 I called for an independent review into our ARC facilities to understand what was going well and what could be improved on. The purpose of the review is to strengthen New Zealand's response to COVID-19 within the aged care sector.

When our health and disability system is stress-tested, such as during the COVID-19 pandemic, the points of weakness within our system are most evident. The Action Plan is the Ministry's intention to strengthen those points of weakness and support the sector to build relationships that will strengthen New Zealand's response to future outbreaks of COVID-19 or future pandemics.

There is much that we can collectively do. Importantly, in delivering this Action Plan we are partnering with key agencies, such as the Health Quality & Safety Commission, to ensure we are each working to our strengths to deliver better and safer care to New Zealanders.

We will be reporting on the progress of our Action Plan, and I would encourage you to follow the progress on the Ministry's website.

Thank you for your continued determination as we work together to rise up and meet the unprecedented challenges the COVID-19 pandemic presents. Our most vulnerable New Zealanders are kept safe and our health and disability system remains strong because of your tireless efforts.

Ngā mihi nui

Dr Ashley Bloomfield
Director-General of Health

**Be kind to
unkind people.
They need it
the most**

COVID 19

Contact tracing mandatory for all businesses under alert levels 2,3 and 4

All businesses will be required to display government generated QR code posters at all premises under the above alert levels. It is easy to generate one on. Find out how to get your QR code poster.

All you need is verifying your details. Have driver's license handy.

Go to:

<https://qrform.tracing.covid19.govt.nz/createposter/verify-identity>

COVID 19

Under Alert Level 2, there are a range of measures for managing visits to Aged Residential Care facilities to minimise the risk of COVID-19 transmission to residents and staff, including:

- Visits may be limited to designated visitors
- Limit on the number of designated visitors at one time, by appointment and sign in process. (Use QCode or sign in forms)
- Identify and communicate clearly the lengths of visits and visiting areas. I.e only a designated area of resident's room. No moving around the facility or visits to other residents.
- Health screening and assessment of visitors will be completed before entering the facility. I.e temperature taking, questions asked re health and travel. Visitors will not be allowed if unwell, under investigation of Covid 19 or a close contact of someone who is probable or confirmed Covid 19 case.
- Ministry of Health's and the facility's infection prevention and control measures are communicated and staff will enforce this. I.e hand hygiene, physical distancing and appropriate use of PPE (face masks)
- Visitors are encouraged to also keep own diary of movements.

PINK RIBBON

The Pink Ribbon Walk events celebrate survivors, remember those that we have lost, raise awareness and much needed funds to work towards our vision of zero deaths from breast cancer.

In New Zealand, nine women a day – more than 3,300 a year - are diagnosed with breast cancer. Around 25 men are diagnosed each year, too. With your help we can continue saving lives through early detection, expanding horizons in breast cancer research and supporting those in their time of need.

Thank you for making a donation towards my Pink Ribbon Walk fundraising effort and helping me to get one step closer to my fundraising target!

It would be great if you could spread the word about what I'm doing by sharing my fundraising page with your friends and family. The more people that know, the more money we can raise!

Please visit <https://pinkribbonwalk.co.nz/page/jessica>

Thank you once again; your support is truly appreciated.

Never in the history of calming down has anyone calmed down by being told to calm down.

Quotling.com

COVID-19 lockdown and partial remuneration

Hello to all readers and my thanks to Jessica for giving me the opportunity to contribute to the newsletter.

Until recently, the law has been unclear on whether employers can partially pay its workers, especially in the context of essential industry, relying on the slogan “no work, no pay” and also on “partial performance, partial remuneration”.

This issue has been given some clarification by the Employment Relations Authority in the recent decision in *Sandhu v Gate Gourmet New Zealand Ltd* [2020] NZERA 259.

The employer was a business providing inflight catering services to passenger aircraft. It was an “essential service” for the purposes of the COVID-19 lockdown that commenced on 26 March 2020.

Following the imposition of the Level 4 lockdown, the employer advised employees that as a result of having very little work to offer employees, as a result of the Covid-19 pandemic, it would need to partially shut down operations.

The employer offered to pay non-working employees at 80 per cent of their normal pay. The employees lodged a claim at the Employment Relations Authority saying their pay could not be reduced without breaching the Minimum Wage Act 1983.

The Employment Relations Authority firstly pointed out that it was not open for either the employer or the employees to contract out of the Minimum Wage Act 1983.

Further, the Employment Relations Authority pointed out that the decision whether to work or not was not a decision made at the election of the employees. Its view was that the employees’ lack of work was not due to the COVID-19 lockdown, but rather due to the direction of the employer.

Accordingly, the Employment Relations Authority concluded that, in paying the employees 80% of their wage, the employer breached the Minimum Wage Act 1983.

Sandhu decision demonstrates that it is much more difficult for an employer in essential industry to justify partial remuneration on the ground that it could not offer full time work for all of its employees due to the restrictions of COVID-19. If the COVID-19 lockdown means it is no longer possible for an employer to offer full time work for all of its employees, the employer needs to take steps to restructure its business and explore alternative options.

If you would like more information regarding the above, or have any questions, please contact us.

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This article gives a general overview of the topics covered and is not intended to be relied upon as legal advice

Everything in your life is a reflection of a choice you have made. If you want a different result make a different choice.

BOSS BURNOUT: SPOT WARNING SIGNS IN YOURSELF

Source: Business.govt.nz

From workloads to wellbeing, the COVID-19 pandemic poses many challenges. As a small business owner or manager, it's important to keep an eye on your stress levels. Learn to spot warning signs and pick up tips to improve your wellbeing. Your health and happiness — and your business — will benefit.

The stress of uncertain time: No matter how COVID-19 has affected your business, good and bad, it poses a mental wellbeing challenge. Operating in uncertain times is stressful — even if you relish change and new ways of doing things.

For many, there's the added financial stress of reduced or uncertain earnings. And some business people face cutting jobs or closing altogether. This takes an emotional toll, and takes away social connections forged at work.

"We've had to change the way we do things. COVID-19 has challenged our sense of how the world works, how our careers go, how our relationships go," says Lisa Ducat, workplace wellbeing specialist at Mental Health Foundation.

"It's been a full-on impact on the three areas that keep us well: feeling good, functioning well, feeling connected to others."

It's common for small business owners to wear many hats, to juggle multiple tasks and responsibilities, to work long hours. Even if you're used to doing this and doing it well, it's harder in uncertain times. "Remember you are the business. Your health and wellbeing are your business's biggest resource."

For more advice and tips:

https://www.business.govt.nz/news/boss-burnout-spot-warning-signs-in-yourself/?utm_source=Newsletter&utm_medium=email&utm_campaign=BGAugust2020&utm_content=https%3A%2F%2Fwww.business.govt.nz%2Fnews%2Fboss-burnout-spot-warning-signs-in-yourself%2F

If you rearrange the letters in DEPRESSION you will get "I pressed on". Your current situation is not your final destination!

Know your self-worth.

SCAMMERS

Stop and think. Is this for real? Scams can seem genuine – but things aren't always what they seem to be. In particular, be wary of:

Unsolicited phone calls from people who say they're from a bank asking you to confirm unusual transactions and give them access to your accounts

Offers of employment, especially ones that claim the current environment has created new opportunities, but you need to act urgently

Emails that say they contain important information, but ask you to click on a link to get it (which will download malicious software).

Links to websites you don't recognise selling popular items (e.g.COVID-19-related items such as masks or hand sanitiser).

Be very wary of unexpected calls; Don't give cold-callers remote access to your phone or computer. Be careful about sharing personal information and if you're unsure, just hang up and call the organisation back on their listed phone number to check.

Always type in URLs (website addresses) directly; When visiting shopping websites or logging into your internet banking, type in the URL directly. That way you'll know you're on the right site and not a 'fake' one

PROGRESS NOTES

Updating progress notes

It is widely accepted good practice to update progress notes concerning residents at least daily.

Progress notes provide a picture of a resident's wellbeing on a continual, 24-hour basis and therefore should highlight any changes of condition or care.

The Office of the Health and Disability Commissioner have raised concerns about brief and irregular reporting in progress notes. In a 2008 decision on a case concerning an aged care facility, the Deputy HDC expressed concern about the facility's lack of progress notes to record information on the care for and wellbeing of residents.

So what are the key features of effective, informative progress notes?

Below are some guidelines drawn together from standards and guidelines published in and for the health and disability sector. (From Standards New Zealand 2001 and 2008 and NCNZ 2009)

- Document each assessment, event, visit, treatment, intervention, procedure and consultation as soon as practicable after an event
- Include the time of recording and current information on the person's care and condition.
- Document as frequently as the person's clinical condition indicates is necessary
- Document each client contact in the health record, or one entry per shift, whichever is more appropriate
- Provide consumer information that is uniquely identifiable
- Record information in an accurate and timely manner, appropriate to the service type and setting
- Use up-to-date and relevant consumer records.
- Maintain confidentiality of information
- Maintain records within a legal and ethical framework.

References: Deputy Health and Disability Commissioner. NCNZ. 2009. Competencies for Registered Nurses: Ki te whakarite i nga ahuatanga o nga Tapuhi e pa ana mo nga iwi katoa – Regulating nursing practice to protect public safety. Wellington: Nursing Council of New Zealand. Standards New Zealand. 2001. NZS Health Records Standard 2001. Wellington: Standards New Zealand. Standards New Zealand. 2008. Health and Disability Services Standards: Consumer Information Management Systems. Wellington: Standards New Zealand. HealthCERT Bulletin Issue 1, July 2010

Below follows what I use to train staff

Important elements of progress notes. Progress notes entries must be:

1. **Objective** - Consider the facts. Write down what was heard or seen or witnessed, what caused it, who initiated it.
2. **Concise** - Use fewer words to convey the message. Stick to the facts
3. **Relevant** - Get to the point quickly
4. **Well written** - Sentence structure, spelling, and legible handwriting is important

Use your critical thinking to analyse, assess and reconstruct the situation. Consider that everybody sees the situation from their own point of view. Don't leave room for interpretation. Don't assume. Ask questions:

- When did it happen?
- What happened?
- Who is involved?
- What was the cause, motive?
- Was it witnessed? If 'yes': How did it happen?

These questions will likely be answered in a subjective manner. Listen attentively and then use your reasoning to be objective and draw conclusions based on facts.

Everybody reading your entry should get the same message!

**When you
focus on the
good, the good
gets better**

Ourpositive.com

Writing Progress Notes

- Progress notes should be read at the start of each shift.
- Write clearly and legibly, then sign with designation, time and date entry.
- Make entries in black or blue pens only and don't use whiteout. (illegal)
- Refer to previous entries for continuity.
- Write occurrences as soon as possible after the event/situation.
- If entry is done electronically, make sure it refers to you and no one else.
- Don't use jargon, and make sure your spelling is correct.
- Avoid abbreviation and acronyms, unless approved.
- If recording a lengthy occurrence write 'continues overleaf' at the end of page and 'Continued from previous page' on the new page.
- Number pages for ease of continuation
- Don't tamper with entries, if a mistake is made cross it out with one line, sign and date and then continue with correct entry.
- Never change another person's entry even if it is wrong. (tell them)
- If you quote another person words put them in quotation marks (“ ”)
- Progress notes contain confidential information and should be kept in a secure location to be used/seen by authorised staff only.
- Remember - if it is not written down, it didn't happen.

Progress notes are a journal of care delivery and health information. They are important, brief narrative entries written by health professionals, care and recreation staff to record negative and positive occurrences relating to residents. Progress notes are also used to record situations regarded as irregular, and residents' response to lifestyle issues. Progress notes can be handwritten or typed (computerised).

Progress notes enable care staff to re-assess the needs of residents and make appropriate changes to their profiles and care plans. Entries can encompass many facets of residents' lives:

- Weaning interest in social activities.
- Reaction from medications.
- Sudden change in health.
- Confrontations with peers.
- Results of therapeutic interventions.
- Change in behaviour.
- Absconding.
- Intrusiveness.
- Poor participation in activities due to deteriorating health.
- Errors

If progress notes are recorded electronically, then each entry is identified by user, title, date, and time.

Ensure you report information that is measurable and observable. In other words, information that you have seen, heard, witnessed, or initiated. Subjective documentation is not recommended as it cannot be evaluated. Subjective entries are those which reflect your opinion, judgement, and assumption.

It is also important to keep progress notes short, a simplified version of what happened. It is suggested that staff read existing progress note entries to be aware of any changes and exceptions to medication, diet, occupational therapy, physiotherapy, medical practitioners, behaviour assessment, appointments, and recreation therapy.

The role of activities staff in recording of progress notes: Activity staff often come across situations that call for progress notes entries.

**Train your
mind to see the
good in every
situation.**

kushandwizdom

Don't close the book when bad things happen in your life, just turn the page and begin a new chapter.

Lessonslearnedinlife.com

PROGRESS NOTES Cont'd

They interact with clients for a large part of the day and have the opportunity to observe subtle as well as major changes in clients' health, demeanour, cognitive and physical strength and diminishing abilities. When should you write a progress notes Entry?

Here are some reasons for progress notes entries:

- Change in level of assistance required by staff in physical support
- Change in level of support required by staff during activities
- Clients having difficulty swallowing
- Clients having confrontations/altercations with peers
- Absconding
- Non-compliance
- Severe emotional distress
- Depressive symptoms (weeping, anger outbursts, apathy)
- Aggressiveness - Physical and Verbal
- Falls (this also requires an incident form)

If not sure always check with the person in charge.

Integrated progress notes indicate continuity of care from a multidisciplinary team of health and care staff.

Jessica

MOBILE HEALTH

The topics offered are presented by health professionals based in either Christchurch, Dunedin or Auckland. Presenters are suitably qualified nurses, doctors, or other health professionals, usually currently practicing clinically. Their specialty areas include acute and chronic medicine, mental health, aged care topics, age related illness, women's health and emergency care. Rural sites choose topics from our Presenters Portfolio and we arrange the delivery of the education sessions.

For further information on our professional development education for rural health professionals please contact

Sandra van Hout – sandra@mobilehealth.co.nz or 027 567 7337.

The topics are chosen based on requests we receive so if there is a topic you would like contact us: <https://mobilehealth.co.nz/webinars/>

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

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.



<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. <i>Jessica</i></p>

Some interesting websites:

www.careassociation.co.nz; www.eldernet.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>; <https://worksafe.govt.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.

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.