

NEWSLETTER

March 2023

A Message from the GM

We hope this newsletter finds you all safe and well following the devastation of our region by Cyclone Gabrielle. Our thoughts are with all those throughout the country who have suffered damage and loss of life. It will be a long road to recovery for many.

The cyclone and the resulting damage certainly threw up some challenges for us in terms of how we deliver our service, so I thought I would take this opportunity to let you know what we did to enable our care to continue.

Firstly, we were fortunate that all our staff were in a position to be able to come to work. The lack of internet and cellular service was the biggest challenge for us. Our patient management system, document storage, and banking are all done via cloud services which meant we could not access them for almost a week. On the first day the team met and put together a list of patients based on any paper information we had and individual knowledge. We then mobilised the team to visit everybody on that list to do clinical visits and welfare checks. People were advised that until phone and internet was restored, the only way to contact us was to come in to our building – and they did.

My thanks go out to our patients and whānau for their understanding and resilience during this time, and to our team for their ability to think outside the box and all pitch in and help when it was needed.

We have learnt a lot from this experience and have already put procedures in place to minimise the impact to services for similar events. Here's hoping that the sun shines on Tairāwhiti this autumn.



Barbara Grout

Making Things Happen



Linda Hauraki

It was Linda Hauraki's inquisitiveness that shaped her journey to become a hospice nurse and it's this same inquisitiveness that is taking her to Australia to work in the same area.

Linda's initial career interest as a secretary waned after her secretarial studies and she soon discovered that she wanted to do what her mother was doing – being a caregiver. "I love – and still love- the stories that my mother talked about," says Linda. "So I went to Dunblane where my mother worked and I volunteered." Linda took up the manager's invitation to work there, working at Dunblane for six years and then another three years at Albert Park.

It was during the last year at Albert Park that Linda decided she wanted to do more for people. Linda says it was whānau and her own experience with Hospice Tairāwhiti that influenced her to enrol in the new nursing programme offered by UCOL locally.

At the time, Linda's uncle was under the care of Hospice Tairāwhiti with Jude Francis as the hospice nurse. "Jude encouraged me to go to the information evening, so I went and enrolled," says Linda. "So that really was my first introduction to Hospice." Linda was accepted onto the nursing programme in 2000.

Linda wanted her first student placement to be with Hospice Tairāwhiti because of the care her grandmother and uncle

received from Hospice. "Jude was the hospice nurse supporting the whānau," says Linda. "Jude was always finding a way to make things happen. The impact of the support and the feeling of being heard meant that I wanted to come back and do something with Hospice in my first year as a student nurse. So I did."

After graduating Linda wanted to acknowledge the support and encouragement she received during her studies. "I wanted to go back into the rest homes because I felt staff at the rest homes pushed and encouraged me to become a nurse," says Linda. "I was a pool nurse for night shifts at Te Puia Hospital as I wanted to repay the support I received during my placement as a second-year nursing student. But there was one place I had yet to go back to – and that was Hospice Tairāwhiti."

So I went back to Hospice Tairāwhiti six years ago as part of the community nursing team. I took on the lead role for the community team for a couple of years and when the role for Palliative Nurse Liaison- Aged Residential Care & Rural came up I jumped at the chance."

In that time Linda has been able to repay the aroha she received from Hospice Tairāwhiti and the community. "I think the reason why Hospice works so well in this community is because we are giving towards each other," she says. "People always feel Hospice does a great job and we feel the community does the best job. People are more resilient than they think they are."



Sarah & Hannah Ruelens

Investing in our Youth

While some customers have guessed that the two students on Hospice Tairāwhiti Summer Student programme are sisters, Hannah and Sarah Ruelens are quick to point out that they are different and their experiences at the Hospice Shop this summer as shop assistants have been different.

Both Sarah and Hannah started on the Summer Student programme in December last year and left early February for tertiary study. The sisters were introduced to Hospice Tairāwhiti through the Youth Ambassador Volunteer Programme while in high school.

“The Summer Student programme started in 2016 as a way to support local youth going onto tertiary study,” says Barbara Grout, general manager of Hospice Tairāwhiti. “It provides us with additional help during the Christmas time when many of our volunteers take time off to spend with their families. The programme also gives youth in our community work experience and employment skills for the future when they leave for tertiary study.”

At the start of 2023 Hannah returned to the University of Canterbury to study law and commerce majoring in accounting and Sarah starts her first year at the same university in the Bachelor of Engineering programme.

One of the skills reinforced for both Hannah and Sarah during their experience as shop assistants is the importance of communication. “I’ve learned about the importance of being specific in my communication,” says Sarah. And Hannah agrees, “It’s important to be clear in what I’m communicating.”

Some of the highlights of the experience according to the sisters was the variety of work experienced, how the volunteers greeted each other in the morning and getting to know the customers. “It’s just like every person you pass is lively and fun. I like that part,” says Hannah.

Brenda Kinder, hospice shop manager says she really enjoys having students every year. “It takes the pressure off when we are short staffed with our volunteers. I enjoy watching and listening to the conversations students have as they interact with the volunteers. I think it’s also great for customers to see young people working in the shop. And it’s a way that Hospice Tairāwhiti invests in the youth of our community.”

Giving Comfort to Hospice

There’s no time to sit and relax when you’re working for Hospice Tairāwhiti despite two beautiful and comfortable chairs being donated by Farmers Gisborne. That’s not to say the chairs won’t be put to good use because they will; they’ll be used by people who use Hospice services.

In December Neil Ritchie, manager at Farmers Gisborne, along with staff, were right behind the annual Christmas Tree promotion raising \$6,934.00 for Hospice Tairāwhiti. “We decided to add to our support of Hospice by offering the two chairs that had been returned by a customer,” says Neil. “So I approached Hospice asking if they would like the chairs for the facility and they were very grateful for the donation. Over the years we’ve been happy to support Hospice Tairāwhiti as we appreciate the services they offer to our community.”

The chairs are now part of the Day Room, a space for community programmes, interaction and Hospice services.



Cheryle Gooch & Nikki Archdale

Wish List

Big or small your contribution can help make a difference to our patients. Each year we need \$700,000.00 to maintain our palliative care service in Tairāwhiti. Over and above fundraising, we rely on the community's support to keep our current services running and free of charge.

People often ask us what they can do to help provide for our patients and whānau so staff have put together a Wish list. Each item on our list plays a part in the care that Hospice Tairāwhiti provides to patients and their families. If you'd like to help support those in our community who have a life limiting condition check out the list below:

Goods:

- » **Sugar, eggs, butter** - For jam making which we sell in our Hospice Shop as well as baking that we give to our patients and their whānau.
- » **Plastic containers with lids** – suitable for soup
- » **Countdown paper bags** – To pack shop purchases for our customers
- » **Plants and produce** for our Hospice Shop

Donating funds for:

Gift a day of care

It costs \$3,000 per day to provide core services to our patients living with a terminal illness. The cost for Hospice to provide a range of differing services are:

- \$50- one nurse visit
 - \$50- one counselling session
 - \$60- one day of care for one patient
 - \$75- provides a nurse on call overnight
 - \$75- for an after-hours nurse visit
 - \$100- for a doctor visit in the patient's own home
 - \$80- to assist a patient to complete an Advance Care Plan
 - \$140- for patient biography services
 - \$336- to provide a nurse on call for a weekend
 - \$500- would provide 10 home visits or counselling sessions
- » Tri pillows (2) **\$30 each**
 - » Bedpans **\$44.00 each**
 - » Safety gates (2) **\$100**
 - » Baby monitors (2) **\$100 each**
 - » Commodes (4) **\$286 each**
 - » Portable suctioning unit **\$1,363**
 - » Mattresses for electric beds that go out to patients (6) **\$1,800 each**
 - » Gentle Dreams Teddy Fleece Throws (4) for the treatment and therapy rooms (2 in each room) **\$49.99 each**

Professional Services

- » Pedicure, manicure at patient's home
- » Hairdresser at patient's home
- » Volunteers for delivery/pick up and setting up of equipment

Tauti mai ki te mahau o te aroha

Hospice Tairāwhiti

warmly invite you, your whānau and friends to join us in a

Time of Remembrance

Date: Thursday, 18 May

Time: 4.00pm

Where: Hospice Tairāwhiti

Please join us for light refreshments after the service.

Please RSVP to:

admin@hospicetairawhiti.org.nz

or 06 869 0552

This occasion is open to the community, not only to those who have had an association with Hospice.



Remembrance Service

Hospice Tairāwhiti annual Remembrance Service is a special experience for staff, whānau and our community. The service of people gathering for remembrance, song, stories and sharing kai is a way to remember and celebrate the life of those loved ones who have died.

"This annual service can be an important part of people's grief process," say Rochelle Walker, family support co-ordinator for Hospice Tairāwhiti. "It's a time to bring whānau/family and friends together who have lost loved ones. The Remembrance Service allows people in our community to come together and think about the life of loved ones in a space and time during their own grief journey. Families and friends often chose to attend the annual service more than once to remember and honour the life of loved ones."

The Remembrance Service will be held on Thursday, 18 May in the Education Room at Hospice Tairāwhiti. Everyone is welcome to come.

Please RSVP to hospice@hospicetairawhiti.org.nz.

Phone: 06 869 0552.

Making Decisions for the Future

Thinking about the future is something that can be challenging, especially in times of uncertainty. And so it is for those who are facing life-limiting conditions.

Advance care planning is about planning what the patient wants – or does not want- for their future health care. It's an opportunity for a patient to develop and express their preferences for care, informed not only by their personal beliefs and values but also by an understanding of their current and anticipated future health status and the treatment and care options available.

Everyone can benefit from having Advance Care Planning (ACP) conversations. Having the discussion with whānau and loved ones can provide clarity regarding future care, but it is particularly important for Hospice patients. It can be very empowering for patients to express what it is they want and what is most important to them. Patients' documented wishes can then be shared with their GP, the hospital and other healthcare professionals so they will know how to best care for the patient in respect of their wishes.

Advance care planning is offered to Hospice Tairāwhiti patients. Clarice Alderdice, with a nursing background

and experience locally and nationally in the ACP process, meets with patients to have these important discussions, encouraging whānau to

be involved as well. "I help the patient consider their current situation and what the future may hold. Any care decision a patient makes is documented," says Clarice. "Decisions about future care can then be shared with loved ones so that the patient's wishes are known." With the permission of the patient, Hospice Tairāwhiti share the Advance Care Plan with healthcare professionals. Clarice believes that without a plan whānau may find it challenging to decide what care their family member may have wanted. "With an Advance Care Plan family know what their loved one's wishes are because they are documented. An Advance Care Plan can be a gift to whānau."



Clarice Alderdice

Bequests

Leaving a legacy is something that can be life-changing and meaningful beyond your lifetime.

Bequests are a legacy that can support the people and causes you care about after you're gone. Regardless of how big or small, your bequest will be a welcome gift to those who receive it.

At Hospice Tairāwhiti we live our philosophy by providing care for both patients and whānau. This is possible by the support Hospice receives from our community. There are many ways to support Hospice Tairāwhiti and bequests are one way.

The good news is that including Hospice Tairāwhiti in your will is just as easy as providing for your loved ones. And it can be as much, or as little, as you want; it can be a one-off gift or an enduring one.

If you'd like to find out more about leaving something that will live on after you, contact your lawyer or you can contribute to Hospice Tairāwhiti Special Interest Endowment Fund through Sunrise Foundation:

<https://www.sunrisefoundation.org.nz/assets/Special-Interest-Funds/SI-Posters-new-format/TSF-Hospice-Format-2017-Web.pdf>

Yes, support for Hospice Tairāwhiti comes in all ways, shapes and sizes.

Here are just a few:

- » Donations
- » Sponsorship (Events, sales of products)
- » Endowment Fund through Sunrise Foundation
- » Fundraising Events
- » Friends of Hospice
- » Hospice Shop
- » Bequests
- » Business initiatives

Want to find out more?

Go to: www.hospicetairawhiti.org.nz/get-involved/make-a-donation/

or talk to Kj, our Marketing & Fundraising Coordinator:

☎ 027 254 3671 | ✉ kj@hospicetairawhiti.org.nz



Get in touch

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421 Ormond Road | We are on the Te Whatu Ora Tairāwhiti Gisborne Hospital grounds

www.hospicetairawhiti.org.nz