

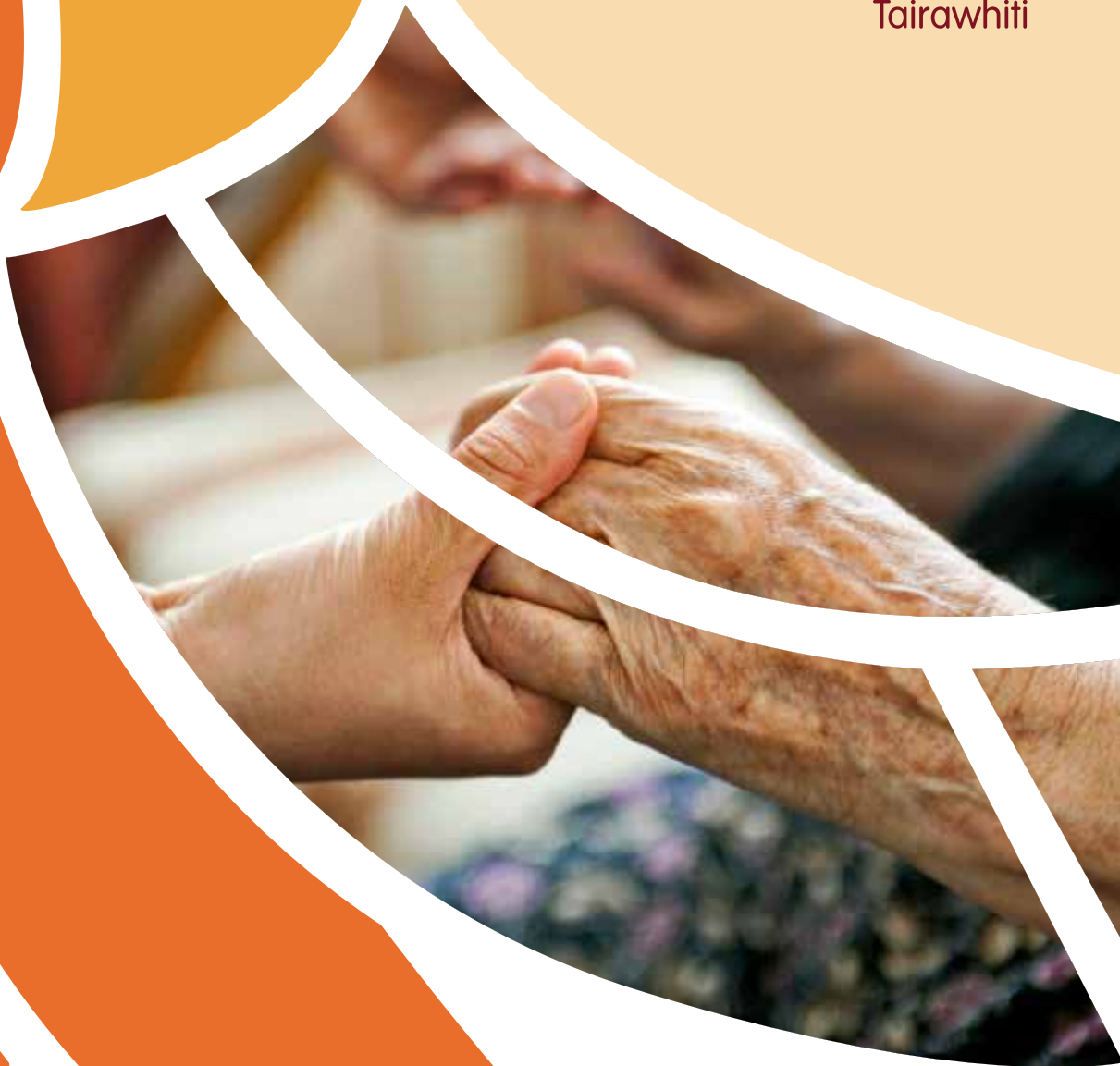
# Hospice Tairawhiti | Annual Report

1 July 2018 - 30 June 2019

Living Every Moment

**hospice**

Tairawhiti



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# About US

## Service Profile

Hospice Tairawhiti is a not-for-profit organisation who has been caring for the terminally ill and their families in the Gisborne/East Coast area since 1980, formerly under the name Gisborne Palliative Care Service. Hospice Tairawhiti is a member of Hospice NZ.

The Service functions as a resource facility, working with existing services in a complementary way, providing the extra support and expertise that is required whether the patient is at home or in hospital.

All services are provided free of charge.

## Purpose

To ensure that everyone in our community who is dying and their whanau have access to the best possible end of life care and support with our help. Through...

- 👉 Care
- 👉 Advice
- 👉 Education
- 👉 Advocacy

## Vision

*'To work in partnership with our community to positively support and care for our dying'*

## Values

- 👉 Patients come first - every decision we make is based on this belief
- 👉 Caring - we genuinely care about our people, patients and their families' needs
- 👉 Professional - in all instances we will act professionally and with compassion
- 👉 Passionate - we are passionate about the quality of care and services we provide
- 👉 Working Together - we strive to work in partnership with and in our communities
- 👉 Respectful - we demonstrate respect in all our dealings with patients and their families, recognising diversity



# Board of TRUSTEES

Barry Atkinson (Chair)  
Jane Williams (Deputy Chair)  
June Hall  
Dr Gillian Hayward  
David McLean  
Glenda Stokes  
Tina Swann  
David Ure

# Hospice Tairawhiti

## STAFF

General Manager  
Clinical Leader  
Hospice Doctors

Clinical Nurse Specialist  
Palliative Nurse Liaison  
Community Hospice Nurses

Counsellor  
Administration

Education Co-ordinator  
Funding & PR Co-ordinator

Volunteer Co-ordinator  
Shop Manager

Barbara Grout  
Dr Moira Cunningham  
Dr Victoria Siriatt  
Dr Anna Meuli  
Joy Cairns  
Claire Davies  
Linda Hauraki (Team Leader)  
Julie Abrahams  
Jude Francis  
Laura Robertson  
Nicola Carroll  
Teresa Gray  
Lizzy Ngatai-Hawtin  
Clarice Alderdice  
Kelly Simpson (to June 19)  
Michela Carrington (from June 19)  
Jane Kibble  
Brenda Kinder  
Jacqui Ritchie (assistant)

Hospice Tairawhiti is supported by over 200 volunteers

(list correct at 30 June 2019)

# From the

## CHAIR AND GENERAL MANAGER



Barry Atkinson, Board Chair



Barbara Grout, GM

**It is our pleasure to share with you this summary of services provided to the people of Tairāwhiti this reporting year.**

Thank you also to those who have shared their personal stories with the community, through our newsletters and social media, helping us to show the real difference hospice care can make to people, rather than relying on numbers and statistics. Thank you to Rio and Shelley whose heartfelt story features

in this report, highlighting in particular how hospice can support our people in rural areas.

This year we were able to provide high-quality, specialised care to 219 people and their whānau. Only 60% of these people had cancer, the others having non-malignant diagnosis such as cardiovascular disease, respiratory conditions, organ failure, motor-neurone disease, and dementia. The number of non-malignant conditions continues to increase year on year and is a predicted trend for hospices throughout New Zealand as our population ages.

We were delighted to welcome to the team, and welcome home to Gisborne, Joy Cairns our new clinical nurse specialist. Joy works in, and leads, our outreach team, providing consultancy services, mentoring, and education to Gisborne Hospital, Aged Residential Care Facilities, and Rural Health Providers. This position is key to, and part of our strategy in ensuring all generalist healthcare professional are supported and educated to be able to provide good basic palliative care.

Our new building project has progressed rapidly this year and as at 30 June we have secured \$2.5million of the estimated \$3.1million required. Our sincere thanks to Eastland Community Trust who contributed \$1 million, and NZ Community Trust for their grant of \$300,000. Our planned timeline will see the building go out to tender by the end of 2019 and for construction to commence early 2020.

Each year we need to raise over \$300,000 to cover our operating expenses. We are grateful to all those who support us financially or in kind, ensuring that we are able to continue to provide services free of charge to the people of Tairāwhiti. You are the people who see the importance of the work we do, and help in whatever way you can.

Behind our service is a 200 strong dedicated team of volunteers, helping in a variety of ways - from sitting with patients, recording patient's memories, baking for families, helping in the office, to committing to regular shifts in the hospice shop and helping at fundraising events. We would like to express our sincere thanks to this group of people who freely gave a staggering 15,956 hours of their time this year. Without our volunteers we simply could not provide our current level of services.

Finally, thank you to the entire hospice team for their ongoing commitment and passion for the work we do. We say this every year, but it truly is a privilege to be part of such a special team.

**Barry Atkinson**  
Chair

**Barbara Grout**  
General Manager

# Future home OF HOSPICE



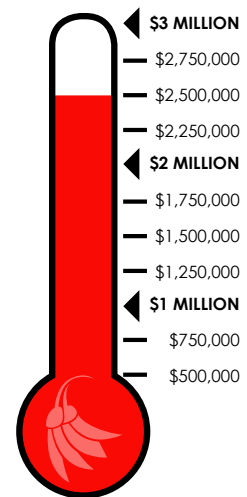
An artist's impression (Kingsbeer Architecture) of how the new building will look.



## Future home of hospice Tairawhiti

Help us build a space to meet the  
growing needs of our community.

for more information or donate go to...  
[www.hospicetairawhiti.org.nz](http://www.hospicetairawhiti.org.nz)



### TARGET 3.1 MILLION

Hospice reserves, fundraising, community donations	1,200,000
Eastland Community Trust	1,000,000
New Zealand Community Trust	300,000
<b>Total</b>	<b>2,500,000</b>

Living Every Moment

**hospice**

Tairawhiti

# the big picture

**219**

people and their whanau received care and support from hospice

Hospice provided

**123**

hours of professional education sessions with attendance numbers of

**810**

**49%** of people died at home

**21%** in aged residential care and

**30%** in hospital

Volunteers gave

**15,956**

hours of their time

**40%** of people referred had a non-cancer diagnosis, the most common being cardiovascular and respiratory conditions

**88%**

of people cared for lived in the city and

**12%** rurally

**38%**

of people referred identified as Maori

Hospice nurses responded to

**434**

after hours calls

**75%**

of people were able to die in their place of choice

Staff and volunteers made

**5,212**

visits to people under our care and their whanau



# Support helps

## HOME TO HIS COAST



*Rio with his dogs Whetu and Puti Puti, and Hospice nurse Linda Hauraki*

**The manicured lawns, tended gardens and white picket fence give an inkling of what is behind the shut gate. Faithful hounds Whetu and Puti Puti usher visitors to the back of the house where more well looked after gardens are laden with the bounty of hard work. A camper van and a boat are parked up . . . bought for an active retirement but now sitting idle.**

Riordan Crawford sits with Hospice Tairāwhiti nurse Linda Hauraki and counsellor Nic Carroll. He's attached to a very long oxygen tube – it allows him to wander over to the veggie and herb patches at the property he shares with hoā wahine Shelley. There are no weeds to be seen and Rio is keen to share the spoils of their efforts.

But this wasn't how he planned things – it's what you would call plan B.

Rio is Ngāti Porou and hails from the coast. He was one of 16 children, but the family moved to Wellington when he was nine. "We were part of the big migration," he says. "I love big families because of that togetherness." He was a joiner by trade but for 16 years worked at Rimutaka Prison first as an officer on the floor but as soon as the powers that be learned he had trade skills, was quickly moved to teaching the prisoners firstly how to make furniture and then horticulture skills. It was a job he loved.

In 2016, when heading into a meeting, he got out of the car and almost collapsed. He was diagnosed with vertigo, but it was after he had pneumonia that they found the cancer through a CT scan. They gave him just three months.

It was a big blow. Rio was always happier in the water than on land and could free dive to 40-50 feet no problem "That's why I thought it odd when I started running out of breath." He tried to continue to work but realised for the safety of his fellow officers, it was better to step aside. "If there was a problem I wouldn't have been much good and that helped me make the decision. I really did enjoy working with my people and seeing the change in them though."

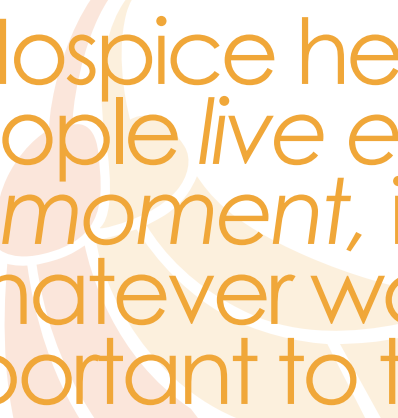
So, just over two years ago, he and Shelley moved back to Tolaga Bay. "I wanted to come home to die," says Rio, "and there was no way I wanted a highway built over me." His two children and eight mokopuna remain away though – based between Rotorua and Wellington.

Rio and Shelley bought a house a stone's throw from the beach, with the iconic Mitre Rocks in view from the driveway. "Shelley is a romantic and likes to walk on the beach – I'd rather jump in and get food." Shelley is a registered nurse who travels to Gisborne for work three days a week. She opts for night shifts so she can be at home with Rio during the day to support him and be there when he needs her. "But I've learnt to look after myself," Rio says with a chuckle. "I try and think positive whenever I can but it is important to me that things are right when I die for Shelley and the kids too. We are all going to die. When my brother died of cancer he was just 21 and I wished it had been me then. He had his whole life to live."

Rio is grateful – in a way – that the doctors told him he had only three months to live. It gave him the chance to get his affairs in order. As soon as they moved back to Tolaga, Hospice Tairāwhiti became involved. “The support they have given has been just awesome and has helped me stay positive.” Those sentiments are echoed by Shelley too. “They just go the extra mile,” she says. “They drop everything and do that little thing you need done to support your partner.”

Hospice nurse Linda Hauraki, who is also Ngāti Porou, works closely with Rio's GP and the Uawa Health Clinic. She visits clients on the coast once a month. Rio admits it is nice to ‘talk’ to one of his own. “We can have a good laugh and we understand each other.”

Shelley is devoted and very supportive of Rio. She is originally from the South Island but loves the “beautiful” way of life on the coast. “I love that Rio has someone Maori helping him . . . there is that connection and it is very important. I think Hospice operate through the Maori way . . . many people could learn from that.”



Hospice helps  
people *live every*  
*moment*, in  
whatever way is  
important to them



## Offer Valued Hospice & Palliative Care Services

To continuously offer quality palliative care and support services to our community, through coordinated primary care teams and effective community partnerships

### Initiatives and Outcomes

#### **Specialist Support and Advice**

Waipuna Hospice in Tauranga provide 24/7 specialist telephone advice to our staff, including peer support and review for clinical staff. This service extends to Waipuna specialists visiting Gisborne annually to deliver palliative care education to hospital staff and general practitioners.

#### **Maori Health Objectives**

Our Maori Advisory Group meet quarterly to provide support and advice to management and staff of Hospice Tairāwhiti on tikanga issues and service planning for Māori. 16% of staff and 13% of volunteers identify as Maori.

#### **Community Partnerships**

We continue to work closely with GP's, District Nursing Service, Ngati Porou Hauora, and Turanga Health to provide shared care to our patients and whānau.

#### **Aged Residential Care Liaison**

Hospice Tairāwhiti works in partnership with ARC staff to promote and support the delivery of effective best practice palliative care for residents. This relationship is strengthened by the dedicated Palliative Care Nurse Liaison (ARC & Rural) who is present in the facilities on a regular basis. 12% of our face to face patient/whānau visits took place in aged residential care facilities.

#### **After Hours Service**

Hospice Tairāwhiti provide a 24/7 advice service for patients and whānau. This year nurses received 434 after hours calls.

#### **Stakeholder & Whānau Satisfaction**

In our 2018/19 satisfaction surveys, 78% of health professionals rated their overall experience of working with Hospice Tairāwhiti as 5/5, while 93% of whānau rated the overall care and services received 5/5.



# Strategic

## GOAL 2

### Provide & Coordinate Quality Care Standards and Education

To be the custodian of, and experts in, palliative care standards and education in the community

#### Initiatives and Outcomes

##### **Fundamentals of Palliative Care**

This year we delivered 22 sessions to a total of 292 attendees. Eighteen people completed the series and received their pins. This reporting year we hit 100 for the number of participants who have 'graduated' from the programme, completing all sessions

##### **Palliative Care Seminars**

Due to popular demand we ran our multicultural seminar again, this time for a full day and titled Perspectives from our Multicultural Community on End of Life Care. In addition to speakers from different cultures, we included several different religions. Fifty-two participants attended the seminar. Two seminars on Medicinal Use of Cannabinoids were run for Healthcare Professionals and GPs for a total of 94 participants.

##### **Aged Residential Care Education**

Six education sessions were delivered on site to Aged Residential Care Facilities with a total of 81 staff attending. The subjects included Advance Care Planning, End of Life Care, Mental Health Toolkit, and Medications. In addition to these formal sessions, hospice provides one-on-one learning opportunities and mentoring for facility staff.

##### **Advance Care Planning & Te Ara Whakapiri**

Hospice Tairāwhiti champion both Advance Care Planning and Te Ara Whakapiri (Last Days of Life Care Plan). Our level 3 ACP trained facilitator delivered four level 1 sessions to a total of 34 healthcare professionals. Shorter sessions on both ACP and Te Ara Whakapiri were presented throughout the region, educating a further 102 participants.

##### **Healthcare Professionals**

We continue to run the monthly Palliative Care Lecture series, quarterly syringe driver training, training for EIT Health Students and nursing students, as well as training for new nurse graduates and House Officers at the hospital. In addition, regular palliative care education sessions were provided for Turanga Health and Ngati Porou Hauora.





# Strategic

## GOAL 3

### Lead & Resource our Organisation

To lead, develop and sustain our people, our services and our finances

### Initiatives and Outcomes

#### **Staff Training & Education**

Hospice Tairāwhiti acknowledge the importance of keeping education current and relevant, and encourage staff to take advantage of any educational opportunities that arise. 75% of our clinical staff hold, or are working towards a formal qualification in palliative care. Over the year our 18 staff undertook over 430 hours of staff training and personal development.

#### **Hospice Shop**

The Hospice Shop continues to exceed our expectations financially, significantly reducing our reliance on grants to cover operational expenses. Thanks to the support of the community, including donors, shoppers, and volunteers, this year the shop contributed more than two thirds of our shortfall in funding.

#### **Volunteer Workforce**

Our 200 strong volunteer team contributed 15,956 hours this year, equivalent to 7.6 full time employees. Formal processes are in place to recognise and acknowledge the contribution of volunteers. Recruiting and training is a continual but valuable process.

#### **Facilities Review**

Plans for a new home for Hospice Tairāwhiti have progressed this year to a stage where the majority of the funding has been secured and we can confidently report that the building will go ahead, having raised \$2.5m of estimated \$3.1m required to complete the project.



# Strategic

## GOAL 4

### Maximise the Community's Awareness of Hospice

To build awareness of Hospice, our people and our vision for the community

#### Initiatives and Outcomes

##### **Hospice Shop**

The Hospice Shop engaged with 47,973 shoppers, up 8% on the previous year

##### **Quarterly Newsletters & Annual Supplement**

The supporter's newsletter now has a circulation of 1,100 via mail and email as well as being posted on our website and facebook page.

Our eight page annual Hospice Week supplement was distributed via the Gisborne Herald to a readership of 8,500. Copies were also made available at the shop, by direct mail, and on our website.

##### **Social Media**

Social media is one of the most effective ways of connecting with our supporters and sharing information. We continue to learn and build our online presence, adding an Instagram account this year.

##### **A Time to Remember**

As part of our Hospice Week activities each year we invite the community to a special Time to Remember. While the numbers attending are small, those who do come find it a valuable experience. This was held at the Tairāwhiti Museum this year.

##### **Fundraising Events**

Included this year were the Tree of Remembrance, Long Lunch, An Evening With ....., Annual Night of Laughs, Pop-up Café, and Strawberry Festival. These are all fantastic initiatives raising both funds and awareness.

##### **National Promotions**

Joined with other hospices to promote Hospice New Zealand's #weneedtotalkaboutdying campaign, encouraging New Zealanders to have more conversations about death in the hope they might worry about it less. Key messages were shared on our social media and in newsletters.



# Community Excellence

## ACKNOWLEDGED



**Entry into the Westpac Gisborne Business Excellence Awards, started as a chance to raise the Hospice Tairawhiti profile and awareness, turned into so much more when the organisation won the Community Excellence category.**

"We were absolutely delighted," said Hospice general manager Barbara Grout. "We initially saw the awards as an opportunity to increase our community profile and build on networking opportunities, but it was far more beneficial than we ever anticipated."

Barbara said the application process had been a great opportunity to identify Hospice Tairawhiti's strengths while looking at areas that could be further developed.

"It was also a chance to acknowledge the work that is done in the background to keep the organisation running."

The judges looked at a ten different areas, including leadership, people management and development, planning, processes and systems, quality management, market focus and branding, financial performance, innovation, workplace health and safety, community participation, customer service, and health and wellbeing.

"It was a great boost for the team to get such positive feedback from the judges and for the community who support our service, to know that they can have confidence they are supporting an organisation that is so soundly run."



Hospice cares for  
people with any life  
limiting condition

# People the Priority

## IN CHALLENGING ROLE

**It's all about the people and making a difficult time a little easier for Hospice Tairāwhiti clinical nurse specialist Joy Cairns.**

It is no surprise this mother of two littles has pursued a career in palliative care. Her mother Dr Marla Williams was for many years the medical director for Hospice Tairāwhiti and while she now lives in Papamoa, she still comes back to locum from time to time. By her own admission, Joy has always had an interest in oncology throughout her nursing journey.

Joy grew up in Gisborne and is married to local Matt Cairns. The couple lived in Melbourne for four years and more recently in Papamoa for five but the plan had always been to come home.

"Papamoa was getting busier and busier and my commute was turning into up to an hour each way," says Joy. Then Matt was offered the job as marketing and communications manager for Eastland Community Trust and their plans to return home were suddenly imminent. "Gisborne offers a lifestyle second to none, especially when raising a family. As it happened, the CNS role was vacant and while I was on maternity leave and it was just too good an opportunity to pass up. Hospice have been fantastic making it all work especially with our children being so young."

While in Melbourne, Joy also worked in palliative care research and the intensive care unit, and in Papamoa as a clinical nurse specialist at Waipuna Hospice. "I have always had an interest in oncology and palliative care and headed in that direction right through my nursing studies and during grad placement too. I am fascinated by the new treatments, changes and developments that constantly happen," she said.

"Palliative care appeals because of its holistic nature. I work with whānau and patients, to manage the physical, psychological and social aspects of advanced disease. When someone is unwell there is a lot of impact on family and friends and for some people it is a big change from being the main provider or caregiver, to being the person who is receiving the care all of a sudden."

But Joy says it is special to be involved with people and making their journey as easy as possible. She is largely hospital based where she works with patients and also consults where the surgical and medical teams need input. "Often people come into hospital when symptom management or care is becoming challenging at home. The majority of the time, a "tune up" in hospital allows people to return to their own home or residential care facility, where the bulk of the care is provided with hospice and community nurse support."

Joy also works with age care liaison nurse Clare Davies whose work is mostly in rest homes. "We have a small team but, with great support from the hospice nurses, doctors and consultant input available through Waipuna Hospice," says Joy who also does education for District Health Board and community health nurses. "It is the people that I really enjoy. I love working with patients and everyone you meet has different needs and priorities. I do enjoy advocating for their goals – particularly at end of life."



*Hospice Tairāwhiti's clinical nurse specialist Joy Cairns outside Ward 5*

# Summary of

## FINANCIAL POSITION



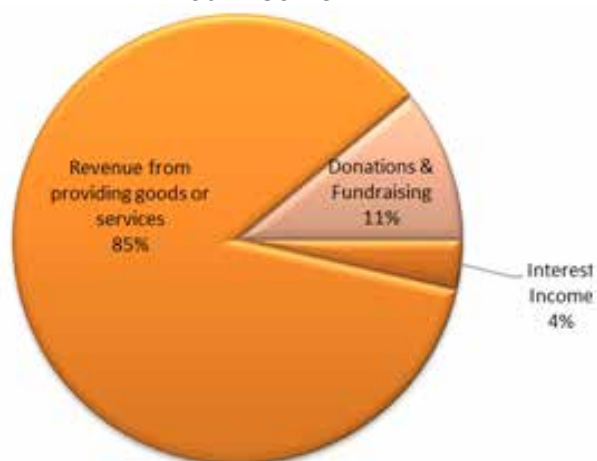
	Actual This Year \$	Actual Last Year \$
<b>Assets</b>		
<b>Current Assets</b>		
Bank accounts and cash	750,659	552,901
Debtors and prepayments	87,721	80,319
Other current assets	1,186,225	1,065,772
<b>Total Current Assets</b>	<b>2,024,605</b>	<b>1,698,992</b>
<b>Non-Current Assets</b>		
Property, plant and equipment	139,893	107,489
Investments	235,339	271,973
<b>Total Non-Current Assets</b>	<b>375,232</b>	<b>379,462</b>
<b>Total Assets</b>	<b>2,399,837</b>	<b>2,078,454</b>
<b>Liabilities</b>		
<b>Current Liabilities</b>		
Creditors and accrued expenses	41,936	46,657
Employee costs payable	92,883	100,922
<b>Total Current Liabilities</b>	<b>134,819</b>	<b>147,579</b>
<b>Total Liabilities</b>	<b>134,819</b>	<b>147,579</b>
<b>Total Assets less Total Liabilities (Net Assets)</b>	<b>2,265,018</b>	<b>1,930,875</b>
<b>Accumulated Funds</b>		
Accumulated surpluses or (deficits)	994,844	902,205
Reserves – Building Fund	1,200,000	947,000
Reserves – Work Force Development & New Initiative	70,174	81,670
<b>Total Accumulated Funds</b>	<b>2,265,018</b>	<b>1,930,875</b>

# Summary of

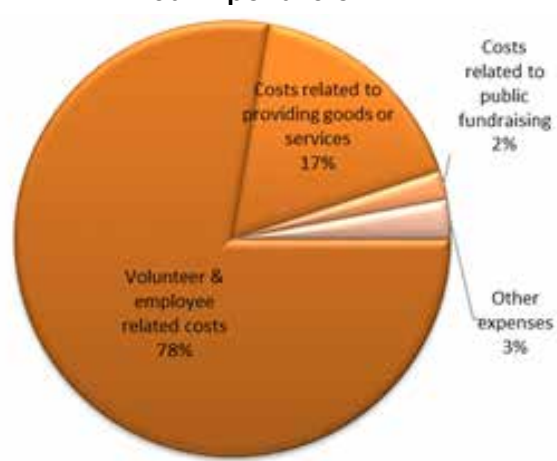
## OPERATIONAL FINANCIAL PERFORMANCE

	Actual This Year \$	Actual Last Year \$
<b>Revenue</b>		
Donations, fundraising and other similar revenue	148,638	278,986
Revenue from providing goods or services	1,153,375	1,099,835
Interest, dividends and other investment revenue	48,517	43,597
Other revenue	66	1,073
<b>Total Revenue</b>	<b>1,350,596</b>	<b>1,423,491</b>
<b>Expenses</b>		
Expenses related to public fundraising	22,118	53,006
Volunteer and employee related costs	790,003	795,662
Costs related to providing goods or services	174,956	187,774
Other expenses	29,376	26,860
<b>Total Expenses</b>	<b>1,016,453</b>	<b>1,063,302</b>
<b>Surplus/(Deficit) for the Year</b>	<b>334,143</b>	<b>360,189</b>

**Annual Income**



**Annual Expenditure**



# Statistical

## SUMMARY



	2018/19	2017/18	
New patients	162	176	
Diagnosis	60%	64%	Malignant
	40%	36%	Non malignant
Ethnicity	60%	57%	European
	38%	39%	Maori
	2%	4%	Other
Geographical Distribution	88%	88%	Gisborne City
	6%	6%	East Coast
	6%	6%	Western Rural
<b>Total Patients Cared for</b>	<b>219</b>	<b>233</b>	
Number of deaths	136	154	
Place of death	49%	44%	Home
	30%	29%	Hospital
	21%	27%	Aged Care Facility
Average duration of care	101	106	Days
Total contacts	5212	5224	
Average Daily Caseload	49	52	
<b>Total volunteer hours</b>	<b>15,956</b>	<b>15,124</b>	

# Donors

## THANK YOU

Thank you to the following groups and individuals who made cash grants, donations, and bequests of over \$500



### GENERAL

C M Laing Trust  
Hospice NZ Grant Scheme  
Mangatawa Beale Williams Mem Trust  
Sunrise Foundation  
Three Rivers Medical  
Estate Stephen Dobson  
Estate Anne Griffin  
Estate Mary McNaughton  
Estate Margaret Scratchley  
Bronwyn Kay Agency  
Farmers Trading Company  
Grob, M  
Hikurangi Forest Farms  
Judd, Anne  
Kingi, John  
Mossmann, Kim & Kate  
Ricketts Investment Corporation  
Mohlmann, Mr & Mrs  
Sport Gisborne  
Te Wananga O Aotearoa  
Williams, C & J  
Zimmermann, D

### BUILDING FUND

BNI  
Bronwyn Kay Agency  
Hutchinson, A & F  
McKee, N  
McLaughlin, John  
Murray, E  
Naden, Pat & Ellen  
Richards, Prof Jack  
Scott, Sue  
Troon, Kayla  
Richardson, Peter  
Williams, Marla

# Partners and

## SPONSORS





## **Hospice Tairāwhiti**

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