

NEWSLETTER

March 2024

A Message from the Chief Executive

Welcome to our first newsletter for 2024. I hope you all had a lovely summer and managed to get time to relax and do something that brought you joy over the holiday period.

The Hospice team have had an exceptionally busy time providing care to patients and whānau and raising funds to help cover the cost. We are so fortunate to have such a generous community who support our service in a variety of ways – your support means so much and makes a real difference to those who need it most, our patients and whānau.

Thinking of support, in this newsletter we acknowledge our two large Christmas fundraising events, the Mitre10 raffle and the Farmers Remembrance Tree, and spotlight one of our long-term business supporters.

You may have heard through the grapevine that our Hospice Shop is on the move. After many months of planning I can now confirm that we will be moving to the old \$2 Shop (ex Sun City Pharmacy) on the corner of Gladstone Road and Peel Street. Renovations are currently underway and the city will soon say goodbye to the yellow clowns and hello to a fresh new look. The shop is an easy way people can support our service, either by volunteering, donating, or purchasing. If you are donating please pay attention to the article on page 2, outlining the items we do not accept. These items are unsalable and cost us money to dump.

On my mind today is the upcoming retirement of community hospice nurse Jude Francis. Jude has been with us for 25 years, way back when we were operating under the name Gisborne Palliative Care Service. She commenced as a night nurse, caring for people at the end-of-life in their own homes, offering respite to whānau and allowing often exhausted carers to get a good night's sleep. Moving on to a community nurse role she has been our constant as others have come and gone.

A highly valued team member, friend and mentor who will leave a big hole in the heart of Hospice Tairāwhiti. We wish her a long, eventful, and well-deserved retirement!



Barbara Grout

Creating Insights in Palliative Care

A recent in-service training session run by Hospice Tairāwhiti for new house officers at Gisborne Hospital, provides the first-year doctors with an introduction to hospice care according to Dr. Anna Meuli, medical lead, and Joy Cairns, clinical nurse specialist, who facilitated the yearly in-service training in February.



Joy Cairns

Educating healthcare professionals on the intricacies of hospice care is crucial for providing quality end-of-life support to patients and their families. At Hospice Tairāwhiti, a range of educational sessions are conducted throughout the year to ensure that health care professionals are equipped with the knowledge and skills necessary to deliver palliative care. An aspect of these educational sessions is in-service training for new house officers early in their career to instil foundational knowledge and foster an appreciation for the importance of palliative care.

“The training sessions are a chance to talk to House Officers about Hospice Tairāwhiti,” says Joy. “Many of these first-year doctors have come from all around New Zealand, some in places where they have inpatient units and large palliative care teams within the hospital. So, in-service training is a good chance to explain how Hospice’s community-based palliative care service works.”

The in-service training sessions emphasise the importance of appropriate patient referrals to hospice services. While generalist palliative care work for some patients, those with complex needs require specialised support from hospice teams. Knowing the level of support that a patient needs for hospice care ensures that patients receive the right level of support at the right time.

These educational initiatives help to ensure patients are well set up to transition from hospital-based care to community-based hospice services. Both Joy and Anna believe that by raising awareness of the resources available at Hospice Tairāwhiti, medical professionals can support patients transitioning from acute care settings to palliative care.

Wish List

People often ask us what they can do to help provide for our patients and whānau so staff have put together a Wish List. If you'd like to help support those in our community who have a life limiting condition you can make a donation of:

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
- » **Paper bags** – To pack shop purchases for our customers
- » **Plants and produce** – for our Hospice Shop

Donating funds for:

- » Tri pillows (2) **\$30 each**
- » Safety gates (2) **\$100**
- » Baby monitors (2) **\$100 each**

Professional Services:

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



Ode to Jude

In the heart of Gisborne, a nurse named Jude,
 With aroha and care, she's there for you.
 At Hospice Tairāwhiti, her journey began,
 Many years later, she's still lending a hand.
 For families facing life's final end,
 Jude's presence, a comfort, a real true friend.
 In awe of their strength, she stands by their side,
 Supporting them with love, never to hide.
 As Jude reflects on her journey so far,
 She knows in her heart she'll never be far.
 For the love she's shared, the lives she's touched,
 Will forever echo, never to be hushed.
 In the tapestry of life, Jude's aroha will gleam,
 A testament to love, a recurring theme.
 For in leaving a legacy of kindness and care,
 Jude's spirit will linger, beyond time and despair.

After 25 years with Hospice Tairāwhiti Jude is retiring but will continue to support Hospice in a casual role.

Equipment Delivery Volunteers Wanted

Hospice Tairāwhiti recently purchased a new van and are looking for volunteers to maximise the use of the van to benefit our community. The van represents a significant commitment to provide equipment loan services to patients and their whānau.

The van's primary function is to transport equipment that will assist in symptom control and comfort for hospice patients. Additionally, the van will be utilised to pick up items for disposal from the Hospice Shop.

Anyone interested in volunteering are encouraged to contact Hospice Tairāwhiti to learn more about how they can get involved and make a positive impact in their community.



From Donations to Care

Hospice Tairāwhiti relies on the generosity of our community donating to the Hospice Shop. Unfortunately, there is an extraordinary number of items that can't be sold due to the condition of some donations. This means that these donations are disposed of at a cost of \$18,000.00 per annum.

Brenda Kinder, manager of the shop, says, "We receive a steady stream of donations that our team of volunteers sort through and make ready to put on the Shop floor. To minimise waste management costs to Hospice, we are reminding our community that donations must meet a standard that will benefit both the recipient and Hospice."

Unfortunately we cannot accept:

- » Soiled, marked or damaged clothing
- » Bike Helmets
- » Broken Furniture
- » Computer Monitors
- » Electric Blankets and Woolen Underlays
- » Gas Bottles
- » Hot Water Bottles
- » Modems
- » Old TV's
- » Printers/Photocopiers
- » Stained Mattresses, pillows and duvet inners
- » Used Underwear
- » Pianos
- » Books older than 10 years
- » Cracked/broken glass, china & pottery
- » Baby Capsules

We ask that you be mindful about what you are donating so that the costs of disposal are minimised. By asking yourself if you would purchase these items can make a difference in turning second-hand goods into first-class care.



MITRE 10

- With us all the way

Paul McGuinness, right, was the winner of a trailer full of garden and DIY goodies worth \$2,249, the main prize in the Hospice Tairāwhiti annual raffle. The raffle is supported by Mitre10 Gisborne, and this year raised more than \$16,000 for Hospice. Mr McGuinness and his wife Deirdre are pictured with Mitre10 owner Geoff Taylor (second from left) and Mitre10 workers Simon Mostert and Rebecca Swain (Photo courtesy of The Gisborne Herald)

Feeling so Happy

Returning to Gisborne, where she was born and raised, Meg Wilks feels fortunate to be completing a four-week internship at Hospice Tairāwhiti as a final year medical student.

Meg says that returning to her hometown for this placement has been a rewarding experience, allowing her to reconnect with the community and gain firsthand experience in end-of-life care with Hospice Tairāwhiti.

Meg studied at Canterbury University, pursuing an undergraduate degree in Bachelor of Health Science majoring in Public Health. But before too long, Meg realised she had a passion for health and a desire to help people have the best quality of life they can, so she enrolled in medical school. Now completing her fifth and final year of medical school Meg chose to undertake her elective placement at Hospice Tairāwhiti.

“My decision to apply for a placement at Hospice Tairāwhiti was influenced by my roots in the community and my mother’s previous connection to Hospice as a doctor,” says Meg.

“My time at Hospice Tairāwhiti has been transformative. I’ve had the opportunity to learn about symptom management and observe difficult conversations between healthcare professionals and patients.”

Witnessing the impact of hospice care on patients and their families has been profoundly moving for Meg. “Hospice is all about the quality of life. I’ve seen how hospice can change and improve the quality of life for a patient and their family. Some days I leave a home visit feeling so happy because I know that the care by the doctors and nurses have made such a difference to the patient and their whānau.”

Meg says that based on her time at Hospice Tairāwhiti she believes that medical students should have more exposure to palliative care in the curriculum. “Experiencing hospice care firsthand has equipped me with valuable skills and insights that will shape my future practice.

“Overall, I highly recommend hospice placements to medical students seeking a deeper understanding of end-of-life care and the profound impact it can have on patients and their loved ones.”

After Meg’s graduation from medical school at the end of this year she will complete two years in a hospital as a house officer before pursuing specialisation. Meg knows that ultimately she wants to work in a rural community. “While my future path is still uncertain, my experience at Hospice Tairāwhiti has opened my eyes to the importance of community-based care and the holistic approach of palliative medicine. I’ve seen firsthand how hospice care can provide comfort and support during life’s most challenging moments.”



Meg Wilks



Jill Garrett & Jenni Parkinson

Spotlight on Supporters

24 Years of Local Support

In the heart of the Ballance Street Village, you’ll find Blue House Computing which is celebrating 24 years of operation since Jenni Parkinson and Jill Garrett started the business after being colleagues in a local accounting firm.

Recognising the need for education and support in using emerging technology, the duo took it upon themselves to bridge a gap. “There was a lack of knowledge about how to use the technology,” says Jenni. “People would come to us and couldn’t use it, really. So that’s when we started offering training. That was the beginning of Blue House Computing.”

Over the years, Blue House Computing has evolved into offering a range of technical solutions tailored to meet the diverse needs of clients. From assisting home users with everyday challenges like TV setup to providing businesses with Eftpos systems and networking solutions, the seven staff are really good doing what they do best – solving problems in an easy-to-understand way.

Both say that the community is really, really loyal. “We believe it’s so important to be local and support local,” says Jill. “Some of our clients have been with us right from the beginning. The great thing about Gisborne is that you can meet your clients in other situations, like schools and committees and they’ll know you’re part of the community.”

And the focus of staying local isn’t just with regards to business – it’s personal as well. Jenni and Jill focus on local charities, such as Hospice Tairāwhiti, where the money raised stays in the community.

“We have been supporting Hospice for a number of years in different ways, such as participating in the long lunches and auctions. Both have been wonderful opportunities to support Hospice and share the experience with our clients,” says Jill. “More recently, we’ve been able to support Hospice’s annual raffle fundraiser by donating an Eftpos terminal to make it easier for people to donate.”

Jenni adds “That’s why we like to support Hospice because it’s local and it’s for our community. Like everything that we do, we like to support local as it’s people in our community who benefit.”

Farmers: Hospice Heroes

Hospices across the country are overwhelmed by the generous support of Farmers stores and customers in the lead up to Christmas raising just under \$932,000 for hospices throughout New Zealand this year.

The annual Farmers Christmas Campaign, where 100% of the donations from your local store go to your local hospice, means that \$10,669.27 was raised in our community. This enables Hospice Tairāwhiti to continue to provide a range of free palliative care services from Morere to Potaka.

“Once again Farmers staff have been incredible ambassadors for Hospice Tairāwhiti not only helping to raise funds, but also helping the community to better understand the work we do,” says Barbara Grout, chief executive for Hospice Tairāwhiti.

“Partnering with Farmers helps to create an awareness and understanding of what we do. The enthusiasm and commitment from all Farmers staff and the people of Tairāwhiti is invaluable and has contributed to this amazing result, thank you so much.”



Neil Ritchie, Manager, Farmers Gisborne

Getting to Know About Hospice

Is your organisation interested in finding out about Hospice Tairāwhiti?

- » What's Hospice and what's it about?
- » What services does Hospice provide?
- » Why are Hospice services free to people in our community?
- » How does Hospice partner with others in our community?

If you and your staff are interested in hearing more about Hospice, contact KJ on 027 254 3671 or email kj@hospicetairawhiti.org.nz



KJ is the marketing coordinator for Hospice Tairāwhiti and has been involved in Tairāwhiti organisations in both operational and strategic leadership roles. She says, “I love working alongside our community to help make a difference to individuals and their whānau where well-being is the focus.”



Creating a Lasting Impact

Are you someone who believes in leaving a lasting impact on our community? At Hospice Tairāwhiti, we invite you to consider being a part of something truly extraordinary – a legacy of care that transcends time and touches countless lives in our community.

By including Hospice Tairāwhiti in your will, you support patients, families, and whānau in receiving free palliative care services. Your gift will ensure that hospice care is accessible to those in need, providing comfort and support during some of life's most challenging moments.

The process of leaving a legacy with Hospice Tairāwhiti is simple and flexible. It can be as significant or modest as you desire, and it can take the form of a one-time gift or an enduring contribution.

If you're interested in learning more about how you can leave a legacy, we encourage you to contact your lawyer. Alternatively, you can contribute to the Hospice Tairāwhiti Special Interest Endowment Fund through the Sunrise Foundation <https://www.sunrisefoundation.org.nz/assets/Special-Interest-Funds/SI-Posters-new-format/TSF-Hospice-Format-2017-Web.pdf>.

Get in touch

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