

NEWSLETTER

September 2022

A Message from the Māori Advisory Group

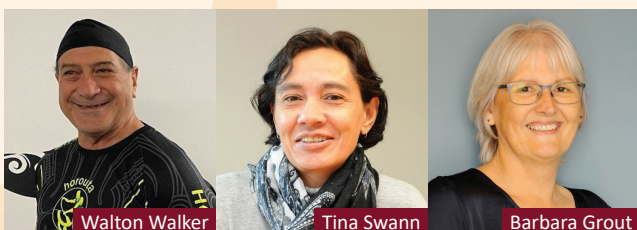
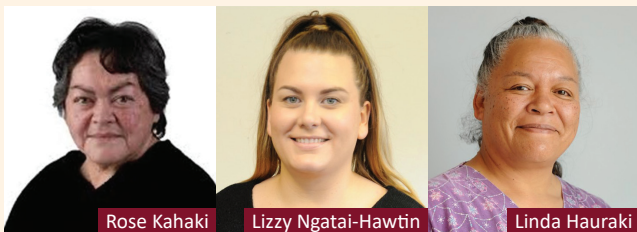
Hospice Tairāwhiti believes it's important that palliative care services are what the Tairāwhiti community needs. So, Hospice is always talking and listening to people and groups in lots of different ways.

And one of those groups is the Māori Advisory Group. Established in 2017 the group members (Tina Swann, Rose Kahaki, Walton Walker, Linda Hauraki, Lizzy Ngatai-Hawtin, and GM Barbara Grout) provide input to the board from their own community networks. This influences the support and advice the group provide on tikanga issues and services for Māori, a group that represents 45% of our population.

Recently the Māori Advisory Group looked at Hospice Tairāwhiti Māori Health Plan, identifying Māori health priorities based on the Treaty of Waitangi principles. The group has been involved in every aspect of the new Hospice building from the site blessing, iwi consultation and involvement in the dawn ceremony for the initial opening, and consultation on artworks, designs, and room names. More recently the Māori Advisory Group looked at the new Hospice logo and the Te Reo translation of Hospice Tairāwhiti.

According to Tina Swann, board member of Hospice Tairāwhiti and chair of the Māori Advisory Group, "The vision of the group is to make sure there are no barriers for patients and their whanaunga katoa (all their wider whānau) to accessing hospice support in their homes. I see many opportunities for people in our community to understand that Hospice Tairāwhiti supports the delivery of person-centred palliative and end-of-life care. The Māori Advisory Group is a 'voice' to foster this."

Nāku te rourou nāu te rourou ka ora ai te iwi – With your basket and my basket the people will live.



Fully Equipped

If you're a hospice patient wanting to get out and about we can help you.

Hospice has a range of specialist equipment to help their patients manage at home. The extensive range of equipment available is about increasing comfort and mobility based on patients' individual needs.

When a patient is referred to Hospice Tairāwhiti by a GP or Specialist, equipment such as beds, lazy-boys, wheelchairs, walking frames, and other specialist equipment is loaned out free of charge according to what the patient needs.

Equipment loans are one of the free services Hospice offers to their patients. The equipment is purchased



from community donations and the decision about what type of equipment to buy is made in consultation with clinical staff.

When the equipment is returned it is blessed and then cleaned and checked to make sure it's in good working order. Any equipment requiring electrical testing and calibration are serviced primarily by Te Whatu Ora Tairāwhiti.



Thanks to Harvey Norman!

Clinical staff at Hospice are appreciative of the ability to remotely access care information on their new tablets when they are out visiting patients thanks to the generosity of our community and Harvey Norman Gisborne.

Last year Harvey Norman Gisborne staff and management identified five local charities that were active in the community. Hospice Tairāwhiti was the charity of choice in the March monthly promotion.

"With the \$3,000 donation Hospice was able to purchase tablets, says nurse team leader Elke Saeyes. "The tablets mean we can access information such as looking up lab test results, possible side effects of a medication or any known allergies as well as contact details for GP and family members. This gives clinical staff the ability to provide seamless care when they are in the community visiting patients."

Welcome to our new clinical staff



Clare Aitcheson and Summer Battisti

It's wonderful to welcome Summer Battisti and Clare Aitcheson as Community Hospice Nurses in our clinical team. Both have a wealth of experience and a commitment to deliver high quality palliative care to patients in their own homes.

Summer is one of the two new staff members of Hospice Tairāwhiti clinical team and, in her own way, is the cultural bridge between New Zealand the United States. Originally from the United States, Summer moved to New Zealand as a child and then again in her early 20s to pursue her Bachelor of Science in Nursing (BSN). In 2001 Summer was awarded her nursing qualification from Christchurch Polytechnic Institute of Technology.

Last year Summer, with her husband and two young children, moved to Gisborne from a small town near Seattle, Washington. For the first six months Summer worked at the COVID Vaccination clinic before joining Hospice Tairāwhiti. "I've felt at home since arriving here

in Gisborne," says Summer. "We've had a wonderful time settling into our new life here and exploring this gorgeous part of the country."

Prior to moving back to New Zealand last year, Summer worked as a Registered Nurse Care Manager in Tacoma, Washington, serving a diverse range of patients with chronic illnesses in the community. "During this time I became increasingly aware of missed opportunities for refocusing goals of care and found myself more and more interested in hospice and palliative care." says Summer. "I started with Hospice Tairāwhiti in April and have thoroughly enjoyed orientating to the role of Community Hospice Nurse, learning from this fantastic clinical team, and settling into the wider Hospice whānau. I look forward to further serving the Gisborne community."

Clare's feet are firmly planted in Gisborne. She is well-known in our community having worked in various nursing roles in Gisborne. Clare says, "I was born and raised in Gisborne as part of a large loud family. I did my nursing training at Cook Hospital and worked as a registered nurse in Aotearoa/NZ and Australia until meeting my husband and raising our three children." Prior to starting at Hospice Clare worked at Gisborne Hospital in a variety of roles, most recently as a Cancer Nurse Coordinator for women with gynaecological cancers. Clare says, "Palliative care nursing has been described as "the essence of nursing" and it is for this reason that I wanted to work as a Community Hospice Nurse with Tairāwhiti Hospice.

For me, nursing has always been about responding to need and this probably best describes the role of Community Hospice Nurse. There is no call too big or too small for the nurses at Hospice Tairāwhiti and the care and compassion with which they respond is truly inspiring. I'm looking forward to spending this time in my nursing career working with such a wonderful team."

We're all about quality service

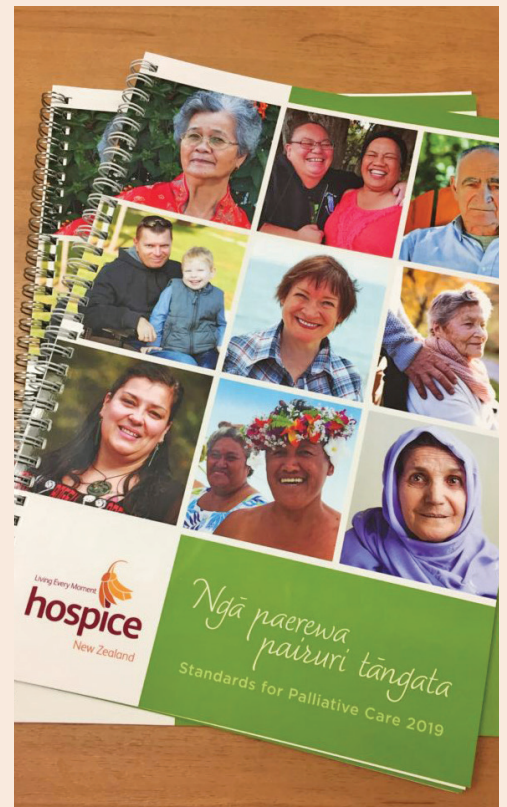
How do we know when the palliative services we offer to our community are quality services? We listen....we listen to our patients and whānau, we listen to our GPs and other health care providers and we listen to you.

We evaluate and measure our services to ensure we are offering the best services we can to the people who need them in the Tairāwhiti community. One of the sources we use to measure the quality of what we do are *The Standards for Palliative Care 2019* developed by Hospice New Zealand. Information on the nine standards can be found here: <https://www.hqsc.govt.nz/assets/Consumer-hub/Partners-in-Care/Publications-resources/HNZ-standards-2019.pdf>

As a funding contributor to Hospice, Te Whatu Ora Tairāwhiti contracts to Hospice for levels of palliative care services. On a quarterly basis we provide statistical and qualitative reports to Te Whatu Ora Tairāwhiti and every three years we are audited to ensure the services we provide meet our contractual and legal requirements.

We also use surveys seeking feedback from patients and other health professionals on the services we provide to them. The surveys seek feedback on an anonymous basis and the responses are collated and evaluated. The responses contribute to the overall evaluation regarding the delivery of the quality of palliative care services Hospice offers our community.

Taken as a whole, this focus on continuous quality improvement is a chance to reflect on the quality of services we offer and provide opportunities for any improvement so that our community is offered the best possible – because you deserve it.



Super Support from Specsavers Gisborne

It's a partnership that started five years ago between Hospice Tairāwhiti and Specsavers Gisborne when Bridgette Donnell, Dispensing Director, took the Specsavers' team to Hospice's fundraiser Annual Night of Laughs. It was at that event that Specsavers Gisborne decided they wanted to be a sponsor of Hospice Tairāwhiti.

"The team sat there and when we left we said we're putting our name down for that next year. So that's what we did," says Bridgette one of the two directors of Specsavers Gisborne. "We contacted Hospice after the event and said we wanted to be part of it next year. Please come to us because we want to sponsor it."

Bridgette had no problem selling the idea to Nick Whittingham, Optometrist Partner at Specsavers Gisborne. "We sat down and thought how sponsoring the event fit in with what we wanted to do as a business," says Nick. "Ultimately, we wanted to do something that would have an impact directly in our community."

Nick says it's important for Specsavers Gisborne to be supporting the local community. Both directors feel that as a local business they should support local causes. Nick, who became a New Zealand citizen in mid-September says his own experience coming from a small market town in the UK showed him the importance of businesses supporting the community. "The UK town that I was brought up in is relatively small," says Nick. "People know each other. People went to school together. And there was a sense of community that was born out of that."

Both Bridgette and Nick say that their involvement within the community gives them insight into how best to serve the community. "We have an opportunity to make a huge difference here and we're going to do the same with audiology," says Nick. "This is something we have pushed for because we want to offer quality, affordable

optometry and audiology services that cater for all sectors of the community."

Bridgette, a director for five years, started with Specsavers when the doors opened in Gisborne 13 years ago. She says that she realised very quickly that Specsavers is there for the community. "We started free eye examinations in Gisborne for children under 16. Soon after Specsavers adopted that programme throughout the whole country. We try to do as much for the community as we can although our main focus is Hospice, and it has been for a long time. Our support for Hospice is always going to be ongoing," says Bridgette. "The demand for Hospice is just getting bigger and bigger and more and more people are going to need their help and Specsavers Gisborne is happy to help by sponsoring Hospice in different ways."



Nick Whittingham, audiology partner, Jackie Spittal and Bridgette Donnell

Night of Laughs 2022

It's been a long winter but that was soon forgotten when Jeremy Elwood, Justine Smith and Vaughan King took the stage for Hospice Tairāwhiti Annual Night of Laughs in association with Electrinet. All three comedians had the audience of 175 people laughing, clapping and wanting more at the end of the two hour show at the War Memorial Theatre on Saturday 20 August.

After a 2-year hiatus it was great to welcome back this annual fundraiser and it's the support of many who helped make this happen. A big thank you to key sponsors Electrinet, Aratu Forests Limited and Specsavers Gisborne and to our supporting sponsors The Gisborne Herald, MoreFM, The Doctors Te Whare Hāpara, Beetham HealthCare, Graham and Dobson, Pharmacy Three Rivers, Waimata Cheese, Hill Road Orchard and Spade Oak.



JEREMY ELWOOD

brought to you by **ARATU** FORESTS LIMITED



JUSTINE SMITH

brought to you by **Specsavers** Optometrists Gisborne



VAUGHAN KING

brought to you by **ARATU** FORESTS LIMITED

Hospice Hosts

With any new move comes change and it has been no different for our long-term office volunteers who have had the opportunity to step into a new role of Hospice Hosts when we moved into our new building.

Our Hospice Hosts welcome every visitor to Hospice Tairāwhiti with a friendly and professional approach.

Currently volunteers cover a weekly daily roster with a morning and afternoon shift. The range of support provided by the hosts include administrative and general everyday tasks with an opportunity to utilise and enhance their skills and interests.

Knowing that there are supportive and friendly Hospice Hosts to welcome people to Hospice Tairāwhiti enables staff to confidently deliver the range of free community care services to our community.



Suzy Read and Denise Weavers



Doll House

It's a house made with love for children and donated to Hospice Tairāwhiti by the Gisborne Woodturners Club. The Family Toy House will be used to help support children, adults, and families to cope with the loss and grief experienced through terminal illness.

"The house will provide a therapeutic space to express thoughts, feelings, and behaviours," say Rochelle Walker family support coordinator. "For children, a natural way of understanding events in

their lives is through play and we can observe this when we watch children playing together, playing alongside one another, or interacting with their parents. Play in a therapeutic context extends on this and helps when children and family members are coping with stressors, such as losing a loved one."

The Family Toy House is an addition to the wooden toys donated by the Gisborne Woodturners Club to Hospice in April.

Bequests

There are many ways to support Hospice Tairāwhiti both as an individual and an organisation.

Some, like the businesses who sponsored the Annual Night of Laughs, provide event sponsorship. But that's not the only way to support Hospice; there are other ways as well such as:

- » local and national business initiatives
- » participation in fundraising events
- » making a donation
- » volunteering
- » contributing to the Hospice Shop
- » contributing to Hospice Tairāwhiti Special Interest Endowment Fund through Sunrise Foundation.

And let's not forget about bequests. Bequests offer the greatest opportunity to give an enduring gift that becomes part of your legacy.

Did you know that September is Wills Month – a campaign promoted by the legal profession. Wills Month also provides an opportunity to stop and think about bequests you may want to give through your will. If you'd like to find out more about leaving something that will live on after you, go to: <https://includecharity.org.nz/>

No matter how you support Hospice Tairāwhiti remember that our services are provided free to our community because of you.

THE MITRE 10 RAFFLE IS BACK!

Back by popular demand Mitre 10 Gisborne is once again donating a trailer filled with a range of products to raffle off in support of Hospice Tairāwhiti.

The raffle kicks off at the Mitre 10 Garden Evening on Thursday 10 November and finishes on 20 December. Plenty of time to be in to win and support Hospice Tairāwhiti at the same time.



Get in touch

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