

NEWSLETTER

December 2023

Navigating the Compassionate Path

The role of a Clinical Nurse Specialist (CNS) is about coordination and collaboration says Joy Cairns, clinical nurse specialist for Hospice Tairāwhiti. Joy's motivation for this role can be traced back to a longstanding interest and early experiences in palliative care and oncology through nursing training and her mother, Dr Marla Williams', work with Hospice Tairāwhiti over many years.

At the heart of Joy's work lies collaboration with various hospital services ensuring a comprehensive approach to patient care. This includes coordination with therapists, dietitians, and the medical and nursing teams on the ward.

"Regular collaborative meetings are an integral part of my role for a patient-centered approach," says Joy. "Daily meetings on the medical ward allow for an integrated approach to patient care planning. The smooth integration of these services is essential to address the many needs of patients facing life-limiting illnesses."

As patients approach discharge from hospital establishing a direct link with Jayda Taiepa, Hospice's aged residential care liaison, or the hospice team in the community becomes important to ensure a smooth handover for the patient and their whānau. This approach is reassuring for patients knowing they will receive ongoing support in the community.

Joy believes that effective coordination also becomes important in the community involving close collaboration with residential care facilities in Gisborne to determine the most suitable level of care for patients moving from the hospital to home or a new residence. "Working hand in hand with Jayda, is essential to ensure continuity of symptom management and support in the community."

Advocacy is a vital part of Joy's role, ensuring that patient preferences are considered. Joy says that as a CNS in the hospital setting, she advocates and works alongside others so that every patient's journey is marked by dignity, comfort, and unwavering support.

Guiding the Journey in Aged Residential Care

Communication with patients, families and other healthcare professionals is an important part of providing the best care to patients at Hospice Tairāwhiti, just ask Jayda Taiepa.

As the Aged Residential Care Liaison for Hospice Jayda's responsibilities extend across the aged residential care facilities in Gisborne. The role requires collaboration with many people and organisations including the Hospice team, where interactions with colleagues like Joy affirm quality palliative care is delivered.

Jayda starts her week contacting healthcare staff at each of the facilities asking for updates on the residents under Hospice care. This helps Jayda identify the priorities for the week based on the unfolding needs and conditions of the patients. "I ask for a general update," says Jayda. "This helps me set priorities for patient care and what they need. Each week I aim to visit the patients at least once and sometimes more if necessary."

The weekly visits include having palliative care discussions with a patient or whānau as well as one-on-one discussions with nurses. "Part of my role is working with the nurses in the facility and giving them advice on managing symptoms and communicating




Jayda Taiepa & Joy Cairns

with nurse practitioners or the GP about recommending medications or alternative therapies to help manage patients' symptoms."

While many patients spend their final days within the residential care facility, some opt for the familiar surroundings of home. In these cases, the hospice team assists the Aged Residential Care facility to facilitate a seamless transition, ensuring patients receive the necessary support in their own homes.

Beyond direct patient care, Jayda's role extends to facilitating education sessions for facility nurses and healthcare assistants. These sessions are about developing the knowledge and practical skills in palliative care. The one-day sessions are designed by Hospice NZ. "My goal is to build and expand knowledge and practical skills around palliative care for healthcare assistants. The growing demand for our services drives my passion for empowering healthcare assistants and nurses to manage general palliative care and, when necessary, drawing on Hospice's expertise for more complex situations."



The Hospice Tairāwhiti team would like to wish all our friends and supporters a happy and safe Christmas and New Year.

Spiritual Care

In October Hospice staff participated in a workshop on spiritual care over two half-days. The Foundations of Spiritual Care is a programme designed to equip healthcare professionals with the tools to address the spiritual aspects of patient well-being.

The programme is a comprehensive four-part programme tailored specifically for hospice staff. Its focus is to provide understanding of spirituality and its role in end-of-life care. Developed by Hospice NZ, and facilitated by Tina Parata, this programme acknowledges the unique needs of patients facing terminal illnesses and the importance of considering spiritual well-being alongside physical health.

According to Clarice Alderdice, education coordinator for Hospice Tairāwhiti, "The core philosophy underlying the Foundations of Spiritual Care programme is the recognition that every individual, regardless of their role within hospice, must be attuned to their own spirituality. Whether directly involved in patient care or holding an administrative position, understanding one's own spiritual foundation is considered essential. This self-awareness enables staff to approach patients holistically, acknowledging not only their physical symptoms but also their broader identity and connections to family."

The programme was also a catalyst for strengthening connections among hospice staff. Through shared experiences and discussions over the 2-day period, staff members had the opportunity to strengthen their professional relationships and enhance collaborative efforts in patient care.



Building Collaborative Relationships

In the Tairāwhiti region, the demand for palliative care services is on the rise, highlighting the need for collaboration among healthcare providers to ensure patients receive comprehensive and seamless support.

One example of this is the utilisation of the Hospice's Education Room. Since moving into the new building two years ago, the Education Room has become a hub for collaborative efforts, hosting various groups. But it is the weekly Grand Rounds organised by clinical staff from Te Whatu Ora that demonstrates the success of such partnerships.

Grand Rounds, traditionally held at Gisborne Hospital, is a weekly education session for senior medical officers. Due to the relocation of some of Te Whatu Ora community services to the hospital, Grand Rounds needed a new space. When Hospice was asked if the Education Room could be used, Hospice saw it as an important collaboration between Te Whatu Ora and Hospice Tairāwhiti.

This move led to the inclusion of doctors from Hospice in these weekly education meetings, providing valuable insights into the unique needs of hospice patients.

Emphasising the positive impact of such collaborations, Barbara Grout, chief executive of Hospice Tairāwhiti says "Collaborative relationships between hospice and the healthcare sector offer several benefits, including improved



patient care, streamlined communication, and enhanced support for both patients and their families. This cooperative approach facilitates the exchange of expertise, ensures better coordination of services, and promotes a holistic approach to end-of-life care."

The collaboration extends beyond the hospital walls, reaching into the community. Hospice's Education Room has hosted community groups, including

student nurses from EIT creating opportunities for learning and mutual understanding of what palliative care is about, dispelling misconceptions surrounding hospice as a dark and sombre place.

By opening their doors to the community, Hospice Tairāwhiti hopes to encourage a compassionate and comprehensive approach to end-of-life care, for both patients and their families.

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**
- » 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

More than a Name Change

The change was quietly made, and no bells and whistles rang, but the title change from General Manager to Chief Executive for Barbara Grout was done to recognise the increasing changes in the hospice sector over recent years.

In the healthcare sector, the role of leadership within non-profit organisations, particularly in the hospice sector, has experienced a significant change over the years. At the forefront of this change is the shift from the traditional title of General Manager to the more encompassing role of Chief Executive (CE). This evolution not only signifies a change in name but also underscores the complex and multifaceted nature of overseeing a hospice organisation.

"The title change reflects more fairly the complex nature of being responsible for the management and demands of a not-for-profit organisation like Hospice," says Jane Williams, chair, Hospice Tairāwhiti Board of Trustees.

Expanding Horizons: The Hospice Clinic

Hospice Tairāwhiti has introduced a new initiative: the Hospice Clinic. With a continued focus on enhancing the care and support provided to patients the clinic represents another opportunity in how Hospice engages with patients, offering them the choice to receive care in a dedicated clinic space in the hospice building.



Dr Anna Meuli

The Hospice Clinic serves as a centralised space where patients can choose to receive care, providing an alternative to home visits. The flexibility of this service allows patients to opt for either setting based on their preferences. Currently the clinic operates on a Wednesday.

Patients attending the clinic can interact with the hospice team and learn about additional hospice services, such as biographical services, advanced care planning, or volunteer support services. According to Dr Anna Meuli, medical lead, "The clinic facilitates connections between patients and various team members, fostering a more comprehensive understanding of the support available to them and their whānau."

The clinic also provides an opportunity for quick visits with the hospice doctor to address medication adjustments or symptom reviews. This responsiveness ensures that patients' needs are met promptly, minimising the need for separate appointments.

The Hospice Clinic also benefits rural patients who face challenges accessing specialised care. Patients from rural areas can schedule appointments during their visits to town, minimising the challenges associated with home visits in remote locations.

"The clinic is a hub for collaborative relationships, both within the hospice team and external healthcare providers," says Anna. "We encourage the use of our facility by patients' families, providing a welcoming space for support and communication."

"The introduction of the Hospice Clinic marks a significant step in providing patient-centred care and expanding our services beyond traditional home visits. By offering flexibility, fostering team interactions, and collaborating with external healthcare providers, we aim to create a comprehensive support system that aligns with the diverse needs of our patients and their well-being."

Thank You

Donations, grants & bequests (over \$500) for the period 1 December 2022 - 30 November 2023

Hospice Tairāwhiti thanks the following individuals and organisations for their support this year:

- » Estate of ESV Hair
- » Nigel & Ava Faram
- » Diedrie Twigley
- » Te Wananga O Aotearoa
- » BNI First Light
- » Daryl Keast
- » Farmers Trading Group
- » AL Judd
- » June Hall
- » Marla Williams
- » NZGS General Surgery
- » Matt Hodges
- » Mr Ted Parsons
- » Peter Knauss
- » Jackie Williams
- » Gisborne Chamber of Commerce
- » Westpac Gisborne
- » Tim McAneney
- » M Shelton
- » Wendy Ledger
- » S Mohlmann
- » CM Laing Trust
- » Mangatawa Beale Williams Memorial Trust
- » Lotteries Commission
- » Electrinet

Korowai Programme

The new Korowai programme at Hospice Tairāwhiti is a carers' education and support group that started after Hospice invited people from the community to share their own experiences about caring for a family member with a terminal illness.

The programme is very informal. "We meet fortnightly on a Thursday at 10am with morning tea. People can share their experiences and what works and doesn't work for them, with healthcare professionals there to fill in the gaps," says Clarice Alderdice, education coordinator and facilitator for the programme.

The Korowai programme has an education element that reflects aspects of what carers may face such as symptom management, legal matters, grief and loss and much more. "As the Korowai programme is relatively new, it's an evolving programme," says Clarice. "The fortnightly get together is in direct response to the feedback we receive from the carers and what they need. I feel like the people who have come over the last three months have really benefited from the programme."

More information on the Korowai Programme is available by contacting Hospice Tairāwhiti at hospice@hospicetairawhiti.org.nz

A Purposeful Initiative

It started with a letter.

Earlier this year when Sally Wright, chief executive of Juve, Skincare Studio & Medi Spa, read that fundraising has been challenging for Hospice Tairāwhiti she took action. "When I heard that, I wanted to support Hospice, so it was like let's get going."

So 'Purses with Purpose' was off and away. It was an opportunity for the public to support Hospice by purchasing a purse from Juve for \$15 with \$10 from each purchase donated to Hospice Tairāwhiti. The initiative raised \$380 for Hospice.

Juve has always had a community focus. "What we really wanted to do was support Hospice in a way that we could because we absolutely value the work they do for our community," says Sally. "You've got to support the people that support you."

Sally believes that supporting the community leads to sustainable business practices and is central to Juve's philosophy. "This collaborative spirit demonstrates that the impact of community engagement is a collective responsibility."



Sally Wright

Leaving a Legacy of Care and Support

Are you passionate about making a meaningful impact on the lives of others? Consider leaving a legacy that echoes your values and compassion.

At Hospice Tairāwhiti we invite you to be a part of something extraordinary – a legacy of care that extends beyond a lifetime. Your gift will support patients, families and whānau in our community to receive free palliative care services.

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>



Thank you to our community for helping us celebrate the 10th year anniversary of our Hospice Shop.

Get in touch

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