Having been on staff at Hospice for almost 10 years in an administrative role, the clinical workings of the organisation are something I’ve come to learn about, if only theoretically rather than in any practical sense. Recently I had the opportunity to go ‘on the road’ with RN Pete Mealey, and experience first-hand, a day in the life of a Hospice community nurse...

Hand-over occurs in the office where all of our community nursing team gather together and discuss where they’re going and who they intend to visit. Across all members of the team, any number of visits and calls could be on the agenda, on what starts out as a fairly straightforward, well-planned day.

The first task for Pete was to visit a patient at home who is coming to stay with us at Hospice. As Pete says, “the autonomy of the patient and the family is important and it’s our role to let them lead, and give support where we can”. With that, Pete helped the family transport their loved one to their vehicle, so that they could then drive him up to Hospice. Pete was on-hand to welcome them once they arrived and helped both patient and family settle into their new surroundings, leaving them with absolute reassurances that they would be well looked after by the inpatient unit staff.

A return to the nurses’ office followed with loads of things on the to-do list including updating notes, sending faxes, returning phone calls - discussing everything from the provision of equipment in patients’ homes and medication charts, to funding applications for residential care and the exercising of Enduring Power of Attorney. Throughout the morning there were numerous discussions with nursing colleagues, consultants and family callers on all manner of things - many of the phone calls and discussions were all regarding the various facets of care for the same patient. Calls were sometimes in-depth, lengthy exchanges, and it was astounding to observe first-hand just how involved the process of ensuring our patients’ physical, emotional, spiritual and social wellbeing really is. The morning in the community team office was much the same for all the nurses on this day, with a flurry of activity in all quarters!

A visit to the hospital was next on the schedule, with a view to visiting one of our patients in the medical ward. After greeting staff, Pete met with the ward nurse Colleen who says “Hospice staff give us really important advice and support that we can access 24/7 – it’s such a big help”. Pete consulted with the social worker, the medical consultant, the nursing staff and a second doctor, on matters as diverse as anticipatory prescribing and a patient’s possible transfer to residential care.

The morning’s activities concluded, Pete returned to Hospice to update notes, return phone calls, and grab a bite of lunch before returning to the hospital. There is a patient who is being referred to Hospice, and with whom Pete met to do an initial assessment. Before beginning the assessment, there was a conversation with family
Season’s Greetings

As the conclusion of 2014 draws near I find myself reflecting on it, wondering where it has gone and thinking of the patients and families who have needed our service. It is always with great humility that I acknowledge the courage of these people and the grace with which they undertake this journey. I look also to the Hospice team, the role they play in this and “take my hat” off to each and every one of them for their outstanding commitment and dedication to the work they do.

As always we have had a busy year, patient numbers have increased as has the complexity of the clinical need. More than 30% of our patients have diseases other than cancer, many with more than one, so as this need increases so does our commitment to continue to meet it.

One of the strategies we have to help achieve this is to increase our education in palliative care to other health providers in the community. Alison Buchan our education co-ordinator has developed a comprehensive programme available to those working in palliative care to assist them in this work. It would be fair to say that over 14 health care workers have taken advantage of various parts of this programme and that palliative care in Wanganui is richer for it.

We have also begun a new programme, developed by the Hospice New Zealand education team, designed to increase awareness and understanding of spiritual need at the end of life. This is currently available to all staff and volunteers and, if resource permits may be made available more widely.

Thanks to a generous donation made to us by the Hospice Wanganui Foundation we have been able to refurbish our quiet room. This is a very pleasant space with a private courtyard where patients, families and staff can go to for quiet reflection and a bit of time out.

We sadly said goodbye to Dr Jana Fernando in July this year. Jana had been with us for over five years and made a significant contribution to the Hospice team. Her expertise in psychiatry brought an extra dimension to our care. While she is greatly missed, we do wish her a long and happy retirement.

All things considered 2014 has been another busy year for Hospice, but thanks to you, our Hospice community, we have been able to meet the increasing need and with your help will continue to do so.

With our heartfelt thanks, the team at Hospice Wanganui wish you all a happy festive season and a wonderful New Year.

Karen Anderson
CEO

The Hospice Shops will this year be the place to pick up your little Christmas cutie, and she’s waiting to join your collection! Whether you have the entire series as collectables or like to adorn your tree with them, you won’t be disappointed. The 2014 angel sells for $10 and makes a great stocking stuffer, secret Santa gift or sweet little pressie for friends or workmates. Grab yours from the Hospice Shops at:

**East Village**
Duncan Street
343 1292

**Tawa Street**
Gonville
344 8093

**Hospice Boutique**
172 Victoria Ave
348 2302

The angels are also available from Hospice reception.

Christmas & New Year trading days

* Tawa Street & Boutique - closed stat days only
* East Village - closes December 24th, reopens January 5th
**Welcome to our new Doctor!**

Dr Des Swanevelder is no stranger to palliative care. From his early career in South Africa as a medical officer in an 18-bed, multi-racial, un-funded-by-government Hospice in Johannesburg, to clinics in Soweto during the riots “with an African nurse named Bibby who escorted and protected me”, he has vast experience on which to draw. He has also worked clinics at Baragwanath Hospital in Soweto with 5000 beds - the largest hospital in the world, which in itself must have been a challenging experience!

Amid the tumult of South Africa in crisis, Des made the decision to come to New Zealand which he felt fulfilled the need for a new challenge! In 1996 he began working at Arohanui Hospice as MO, and in 2000 moved to Hamilton and Waikato Hospital, where he was awarded specialist status. He also was a founding member of the Chapter of Palliative Medicine. Des joined Hospice Taranaki in 2013 as Medical Director, and now lives in New Plymouth with his partner. His two daughters have both perhaps inherited his love of medicine - his eldest daughter is a doctor, living and practising in South Africa, and his younger daughter is a vet!

Of his work in palliative care Des says: “I love patient and family contact and it’s fulfilling and rewarding being able to help get symptoms under control, improving quality of life”. He continues, “Good palliative/Hospice care is now part of main stream medicine and there are still places where this is not acknowledged. As Dame Cecily Saunders said: “you matter to the very end”. We don’t give up hope, we acknowledge death as normal. The hope is good symptom management; being at peace, and a good peaceful death. Hospice is a place of hope!” With the depth and breadth of his experience, Des, for us at Hospice Wanganui is our ‘new guy’ who brings much-welcomed support to our clinical team as a palliative care specialist, and makes the trip from New Plymouth to Wanganui each fortnight.

From his time in South Africa, he recalls meeting Mother Theresa when she came to visit the Hospice in Johannesburg. For him, the experience of spending the afternoon with her and taking her to meet the inpatients, was profound. And if meeting Mother Theresa wasn’t enough excitement for a young doctor in one day, she then asked Des to work with her…!

Des says he has adjusted to life in New Zealand easily and now calls it home, although he admits that at first, it was a challenge to learn how to relax and enjoy the beauty of the country and its people. He has also enjoyed being able to learn more of palliative care in an environment which has greater access to resource. So, while Hospice Wanganui is the farthest departure one can imagine from clinics in Johannesburg with Mother Theresa, it’s a special journey that Des chose to make, and we’re absolutely delighted that he did.

---

**We’ve rolled out the welcome mat for a handful of other newcomers to our staff...**

HCA Tara Alexander, HCA Mary Conway, RN Hellen Disher and Fiona Rowe our Grants Administrator. We also welcome back Dr Isabella Uzaraga who has joined us again from Canada to locum for Dr Marion Taylor.

---

**Tree of Remembrance**

Farmers and Hospice NZ have formed a partnership that will see 27 Hospices throughout the country benefit in a range of ways. The central fundraising activity that Farmers will be working with Hospices on is the ‘Tree of Remembrance’ Christmas campaign.

Every Farmers throughout the country will have a Tree of Remembrance in store from 24 November until Christmas.

Locally, customers and supporters of Hospice in Wanganui can make a donation at the Tree and receive a remembrance card, then write their message on the card and hang on the dedicated remembrance tree which will be in the Farmers Family Store (not at the home-store).

This is a fabulous opportunity to remember someone special this Christmas and also support the delivery of Hospice services to our patients and families. Farmers hope that by talking to customers about the partnership with Hospice, more people will become aware of the work of Hospice and their role within the community. This will help to not only grow awareness but will also raise valuable funds.

In addition to the beautiful cards, available for sale will be a Christmas music CD (pictured) by acclaimed New Zealand artist Tim Beveridge. Tim has been a long-standing supporter of Hospice and this year, he is delighted to present a collection of some of his favourite Christmas songs. He has recorded a stunning Christmas album with 11 beautifully recorded tracks, each with a distinctive flavour – and a little bit of fun as well. Produced by world-renowned producer Bruce Lynch, the album features performances by some of New Zealand’s finest musicians. These magical Christmas gifts are available for just $15 ($10 from every sale is donated to Hospice) and go on sale in Farmers Stores from December 1st.

All money raised at the Tree of Remembrance in Wanganui will be returned directly to Hospice Wanganui, ensuring that palliative care continues to be available to families totally free of charge.

---

Dr Des Swanevelder is no stranger to palliative care. From his early career in South Africa as a medical officer in an 18-bed, multi-racial, un-funded-by-government Hospice in Johannesburg, to clinics in Soweto during the riots “with an African nurse named Bibby who escorted and protected me”, he has vast experience on which to draw. He has also worked clinics at Baragwanath Hospital in Soweto with 5000 beds - the largest hospital in the world, which in itself must have been a challenging experience!

Amid the tumult of South Africa in crisis, Des made the decision to come to New Zealand which he felt fulfilled the need for a new challenge! In 1996 he began working at Arohanui Hospice as MO, and in 2000 moved to Hamilton and Waikato Hospital, where he was awarded specialist status. He also was a founding member of the Chapter of Palliative Medicine. Des joined Hospice Taranaki in 2013 as Medical Director, and now lives in New Plymouth with his partner. His two daughters have both perhaps inherited his love of medicine - his eldest daughter is a doctor, living and practising in South Africa, and his younger daughter is a vet!

Of his work in palliative care Des says: “I love patient and family contact and it’s fulfilling and rewarding being able to help get symptoms under control, improving quality of life”. He continues, “Good palliative/Hospice care is now part of main stream medicine and there are still places where this is not acknowledged. As Dame Cecily Saunders said: “you matter to the very end”. We don’t give up hope, we acknowledge death as normal. The hope is good symptom management; being at peace, and a good peaceful death. Hospice is a place of hope!” With the depth and breadth of his experience, Des, for us at Hospice Wanganui is our ‘new guy’ who brings much-welcomed support to our clinical team as a palliative care specialist, and makes the trip from New Plymouth to Wanganui each fortnight.

From his time in South Africa, he recalls meeting Mother Theresa when she came to visit the Hospice in Johannesburg. For him, the experience of spending the afternoon with her and taking her to meet the inpatients, was profound. And if meeting Mother Theresa wasn’t enough excitement for a young doctor in one day, she then asked Des to work with her…!

Des says he has adjusted to life in New Zealand easily and now calls it home, although he admits that at first, it was a challenge to learn how to relax and enjoy the beauty of the country and its people. He has also enjoyed being able to learn more of palliative care in an environment which has greater access to resource. So, while Hospice Wanganui is the farthest departure one can imagine from clinics in Johannesburg with Mother Theresa, it’s a special journey that Des chose to make, and we’re absolutely delighted that he did.
1. Robyn from Hospice happily accepts fundraising proceeds from Alton Heaslip & Peter Gosnell of the Castlecliff Club, from their recent Queen Tribute Show.

2. Members of the Hospice Wanganui Foundation (L-R: Rob Handley, Simon Cairncross, Sandy Dobbin and Jeannie Mallet) gather to farewell Caryl Blomkvist (front, left), who has recently retired from the Foundation.

3. Hospice staffers Erin and Louise get their hands on $395,000 worth of gold in the form of the Melbourne Cup on its recent tour through the city.

4. PR & Volunteer Services Manager, Valda, sports the latest in hideous-but-practical wet-weather gear at the recent Craigs IP Pro-Am Golf Tournament where the weather was equally hideous!

5. UCOL students Belinda Allatt and Tracey McKinnon on the last day of their transition having completed a nine-week placement at Hospice, travelling every day from Palmy! That’s dedication!

6. Staff and volunteers gather to farewell Dr Jana Fernando (seated, centre) who recently retired from Hospice after five years on staff.

7. Wanganui MP Chester Borrows pitches in (collar and tie and all!) at the Wanganui East shop as part of the recent Volunteer Whanganui initiative, “I Dare You”.

8. Our gorgeous Hospice volunteers help to host the super-popular Ladies Night at Mitre 10 MEGA, another wonderful community-supported fundraiser.
Once again, our gorgeous gardens will become a hive of summertime activity!

* Food stalls  * Clothing & accessories  
* Raffles  * White Elephant  
* Plants & Produce  * Books  
* Toys & Games  * Craft supplies  
* Jams & Preserves  * Spinning Jenny  
* Mobile EFTPOS  
* Activities and fun for the kids

Summer Garden Fête

28th February 2015
10am - 2pm
members of the patient we met earlier that morning who happened to be visiting, and in a
distressed state. Again, there was time taken for gentle, honest discussion and reassurance
to ensure the sensitive conversation was complete, that the family felt as though their
concerns were understood, and they felt safe at its conclusion. Another follow-up with ward staff.

The first assessment with our new patient began, and this is a time for the patient to
get to “meet” Hospice and find out something about who we are and the kind of
support we’re able to offer. For a new patient this can be extremely daunting and the
first meeting can be a very sensitive time for all involved. It was my absolute privilege to
be allowed to discreetly observe this meeting, with the patient’s consent. The grace
and gentleness with which this conversation was conducted; the humility, honesty,
compassion and humour - it was so much more than just asking questions and ticking
boxes. Concerns such as our patient’s worry about having low appetite, pain and a
fear of getting into difficulty while bathing, were all discussed at length, bringing about
a very obvious sense of relief at having those concerns aired. The connection between
patient and nurse was real, and the respect for our patient and the frailty of the human
condition, particularly at this important time of transition, was evident.

A return again to Hospice for file updates and phone calls, brought my day on the road with Pete to an end, and I offer
my warmest thanks to our patients and families for their consent to having me be present. The impression left upon me of
my experience with community nursing is profound and even after 10 years on staff, I was reminded constantly during
this time about why I wanted to work with Hospice, and of the multiple challenges our clinical staff face every single day.

For everyone of our community team, it is truly people helping people, in every way one can possibly imagine, and this
assistance is delivered daily for more than 100 patients in our care. Each day is different from the next, and constantly
presents unseen and hugely varied challenges for our nurses. They meet the unexpected complexities of the day head
on, often juggling several pressing issues at one time, and yet have the ability to focus their care and attention on each
and every patient they work with. And in spite of the best-planned day turning out to be anything but, for every one of
our community nursing team the hallmarks of excellent, compassionate, professional palliative care remain firmly intact.

The 2015 Homes for Hospice Tour promises to be a fabulous event, which is
being organised and directed by Liz Parker, former editor of NZ House &
Garden. Liz wanted to support Hospice Wanganui with a fundraiser that
has immense popularity in other centres, and she is hoping the local tour of
homes in Wanganui will enjoy the same success. Liz has arranged for an
interesting and diverse selection of beautiful homes to be showcased on this
rather special day for Hospice Wanganui on

**Friday March 13th, 2015**

Ticket-holders will be able to tour and view the homes at locations from
Durie Hill and St Johns, to Belmont and Mowhanau Beach, between 10am-
4pm. Along the way there will be opportunities to purchase raffle tickets for
desirable luxury items, and there is also the very attractive option to attend
post-event drinks and nibbles at one of the gorgeous homes from 4:30pm
onwards! Details of the itinerary will be made available to ticket-holders
closer to the event.

---

**Ticketing information:**

| Available from: | Gregor Vallely (contact Rose)  
| Charter Accountant  
| Call in to 35 Drews Ave -or-  
| Post your cheque to PO Box 689 Wanganui  
| Phone: 345 8353 Email: rose@gvca.co.nz  
| Payment by cash, cheque or internet banking  
| (call Rose for details)  
| Also from: | Footloose Shoes (contact Lauren)  
| 90 Victoria Avenue  
| Wanganui  
| Phone: 347 7995  
| Payment by cash, cheque or credit card  

**Cost:** $60 -or- $65 including post-event drinks and nibbles
Ways you can help

When it comes to helping Hospice, there are lots of different ways people in our community can be involved. Sometimes, it’s not just about money. While funding is important, donations of all kinds are the fuel on which the Hospice runs and all donations made to Hospice Wanganui stay in our community. Donations people choose to make all work towards the same goal - ensuring that the care we provide for patients and their families is comprehensive, compassionate and free of charge, at the time they need this help the most. Our supporters can:

- donate funds or resources
- create a fundraiser or awareness event
- donate to, or purchase from our Hospice shops
- donate time, skills and enthusiasm as a volunteer
- arrange to leave a bequest

Can you see yourself supporting Hospice? If so, call Valda Brechmanis on (06) 349-2697 if you would like information on how to get started.

Summer Garden Fête

If you would like to help with or donate to the Fête, please contact Valda at Hospice on 349 2697.
Thursday February 12th  
Hospice Cup Twilight Race Meeting  
Wanganui Racecourse, Purnell Street  
1st race approx 2:55pm

Saturday February 28th  
Hospice Garden Fete  
Hospice Grounds  
78 Virginia Road  
From 11am

Friday March 13th  
Homes for Hospice Tour  
(fundraiser for Hospice Wanganui)  
Tickets $60 & $65  
Available from Gregor Valilely Accountant & Footloose

Saturday March 21st  
Central Plateau Scooter Challenge  
(fundraiser for Hospice Wanganui)  
Enter details at  
www.centralplateauscooterchallenge.co.nz

May 18th-24th  
Hospice Awareness Week  
All sorts of activities happening all week long!

Yes! I would like to help Hospice Wanganui.

If you would like information on any of the following, please tick the appropriate box.


Name ___________________________ Address ___________________________

Telephone ________________________ Email ___________________________ Your reference number ________________________

The Privacy Act 1993 requires us to advise you that we keep names, addresses and telephone numbers of our supporters on file.
If you prefer for us NOT to store your information, please advise us. If you wish to check the details we hold, you are welcome to inquire.