

June 2017

heart & soul

An inside view of Hospice Whanganui

Caring for the family

Hospice Whanganui's Carer Support Programme had its first gathering on April 4th 2013 and since that time it has become an integral part of the support services we offer to families of those in our care. The programme gives whanau/family an opportunity to come together and talk with Hospice staff in an informal, safe environment about the things they need to know - the questions that often go around in someone's mind or sit heavily on their heart which seemingly have no immediate or apparent answer. The hard questions. Not having access to information or not knowing where or who to seek answers from, can exacerbate feelings of worry, anxiety and the sense of isolation for those caring for their loved one at home.

The Carer Support Programme is hosted by EN Robyn Edmonds and David Bebarfald, Pastoral Care. Clinical Nurse Specialist, Julie Jones recently joined the team and staff members Louise Rostron and Valda Brechmanis also contribute to the programme at different times. The content is varied, interesting and personal to each group who attends. Julie says, "For families to come to the sessions, it gives them a chance

to access really good stuff. What they take away is invaluable and

some of the topics we talk about are quite profound. We talk about the emotional impact of caring for someone who is dying. Sometimes when family members are asked how they are coping, they fall to pieces. So the group is a safe place for them to talk about things they sometimes feel they have nowhere else to go with."

Lynette, whose husband is currently a patient of Hospice, says of the group, "I didn't realise how much there was to look for and be prepared for, but as the days went on, no question was off-limits and I felt really comfortable being able to ask. From the moment I stepped in the front door at Hospice I felt like I was part of the place - everyone was so supportive. We learned to help with comfort and care and I not only learned how to take care of my husband but also how important it is to look after myself. Julie, David and Robyn are amazing. I cannot say enough about how good it is and how helpful it was for me. Thank you to everyone at Hospice for your support."

One of the topics included in the programme is grief and how the experience of it is different for every individual.

Sometimes people ask what they can expect when someone is dying. What happens? Who do they call?

Sometimes the conversations are about nutrition and how to cook for someone who, from one hour to the next, has a variable appetite or no appetite at all. Family members are sometimes unsure about how they will cope and so to have some clear direction and encouragement can make caring for someone that little bit easier. Robyn says "We found a lot of people want to know about things but didn't know who to ask. People are able to move on very quickly once things are addressed."

The Hospice service is growing all the time and most of our care is delivered to people who are in their own homes. So it's important to help the people who are caring for their loved ones on a daily basis, and for them to have a support network that

gives them what they need. Grief is very much a part of the journey and importantly, there is no such thing as a silly question.

Every question and comment is valid and people often feel reluctant to ask at first because they feel unsure. Julie says "At the first session it's a case of 'we all know why we're here. Let's talk about the elephant in the room', and that leaves a sense of freedom for carers to then talk about

other things. People start off really reserved and not wanting to talk much, then by the third week they are really into the discussion because they are in a safe place. It opens up a safe haven to rest easy in while their fears are allayed."

"Sometimes it takes until the second week for people to feel comfortable and they will often refer back to their first session. It's also helpful to know that what they are feeling is normal. They might feel angry, they might put on a front. Sometimes they begin that first week with a handshake and it ends with a hug. That's profound."

story continues inside...



David, Robyn and Julie, convenors and hosts of the Carer Support Programme

Setting the record straight



Many people in our community get a little confused when asked the question "what does Hospice do?" Often the answer is "Hospice is part of the Cancer Society and it's a place where people go to die." This misinformation sometimes creates a reluctance to accept a referral to Hospice and generates concerns about what Hospice actually does.

Hospice is not just about patients with incurable cancer; we provide care for all patients with life limiting conditions. Hospice Whanganui is a charity that provides free specialist care to our patients and ongoing support to their families.

In answer to those who think that having Hospice involvement means that they have to go and live at Hospice, we have approximately 90-100 patients under our service at any one time and 5 beds in the Hospice building. Most of the time, patients become an inpatient to get a symptom under control and then return home to get on with their lives. Alternatively, they can come for respite care. Our team of specialist nurses assist patients wherever it is they call home.

Hospice is about the comfort of the individual and supporting their family. What is comfortable for one person may not be comfortable for another. This means that the care we provide is tailored to the individual. Essentially the patient is the boss!

Hospice is about putting life in your days; people under Hospice care are very much still living their lives and we are privileged to be part of that.

Peter Mealey, Hospice RN & Nurse Practitioner Intern

New building work

With much enthusiasm and vigour Peter Warnock (accompanied by his wife Beryl), broke the ground in a small ceremony marking the commencement of work scheduled to start early July, at the Hospice Inpatient Unit, 78 Virginia Road. Peter is the nephew of Fleur and Alan Erson, whose generous bequest to Hospice Whanganui has made possible this new extension to our building and carpark.

Phase one of construction is the carpark area, which will be undertaken by ID Loader and will commence early July, with completion expected by the end of August. We anticipate that during this time parking will be limited and we ask that visitors be mindful of where they park so as not to block the main access route, Kowhainui Drive. This will help minimise disruption to the Kowhainui residents. We apologise for any inconvenience this may cause.

The next phase will be the building extension which will commence in September. Houghton & Gemini Pepper Construction will be the main contractor on site with subcontractors as required. This extensive building project is anticipated to be completed at the end of February 2018.

It is a very exciting time for us and the resulting benefit to our community is immeasurable. Any disruption and inconvenience over the next few months we feel certain, will be worth the effort, for this exciting end result.

Sandy McDougall, Operations Manager

From left: Dr Marion Taylor, Sandy McDougall (Operations Manager), Annette Main (Patron), Douglas Wilson (BoT), Karen Anderson (CEO), Peter and Beryl Warnock, Dr Andrew Zimmerman (BoT Chairman) and Anne, Bernice and Pam, our guests from Kowhainui Drive.



hospicewhanganui.org.nz

From our CEO...



Welcome to our new-look newsletter. We hope you enjoy reading it as much as we have enjoyed creating it.

The last six months have been a flurry of activity for the team at Hospice; we have had a lot of exciting things happening.

The new funding from the Ministry of Health has seen the implementation of our "Innovations Project". This has allowed us to increase the clinical support that we provide to people living in Aged Residential Care facilities, and also to the

staff working there. This project is being led by our Nurse Practitioner Intern, Peter Mealey and Clinical Nurse Specialist, Julie Jones, with Dr Marion Taylor providing medical expertise as required.

We are now moving into the implementation of our refurbishment and rebuild. This has been made possible by the most generous bequest made to us by Fleur and Alan Erson. Fleur and Alan had been regular supporters of Hospice Whanganui for many years through our 200 Club, so we were thrilled when they continued this support in the form of an ongoing legacy. Our refurbishment will create improved working spaces for the whole of our team. The rebuild will create a new outpatients clinic area, which will give opportunities for more patients to access the expertise of our doctors and nurses. In addition to this we are building an education suite. This will mean that we are able to increase our opportunities to provide support and training to others providing palliative care in the community. Finally, we will be increasing our car-parking space. This will be a great relief to those of you who have arrived at Hospice only to find there is nowhere to park! This has become increasingly challenging as the activity at Hospice has increased.

Throughout all of this activity we continue to provide excellent palliative care to approximately 100 patients, their carers and whanau every day. All credit to the great team at Hospice Whanganui who are so committed to achieving this.

On behalf of the team, I say thank you, to you our loyal supporters. Without your continued support and generosity none of this could happen.

With warmest regards.

Karen Anderson



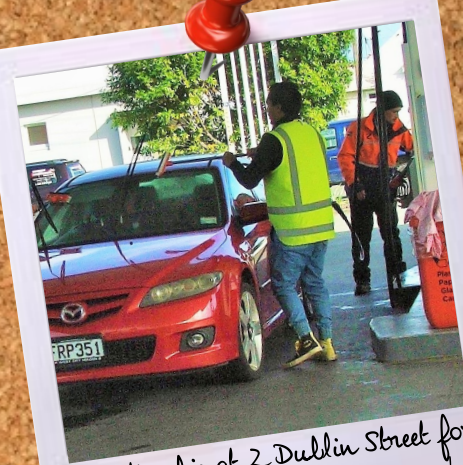
snapshots



Boutique's new home at 171 Victoria Ave. Looking good!



St Paddy's Day sale at Tawa Street.



Do in' the biz at 2 Dublin Street for May's Good in the Hood promo!



A new planting honours the memories in the cards from the Xmas Trees.



Gorgeous Mothers' Day High Tea at Heritage House!

Caring for the family - continued from front page

Another topic the Carer Support group discusses is what happens when you have to reinvent yourself after someone has died. How do you go about doing that?

Julie says "Suddenly everything is different, everything has changed, so it's important to feel ok about what your life will look like after that. One lady I met some time ago was very withdrawn. Her mum was in care and people had stopped asking her to go out, because she had always declined, wanting to be there if her mum needed her. When her mum died, she had to give herself permission to step out; to not feel guilty about rebuilding her life after her mum's death. She needed to feel ok about doing that. This is something else we talk about with family members/carers."

The idea of death and dying and how life will be afterwards can be isolating for many people and Carer Support aims to preserve a feeling of connectedness so that those on this journey don't feel so alone. Facilitating a dialogue helps so that during this time, there is better opportunity for reassurance, comfort and support for the whole family.

Sharyn, whose husband was a Hospice patient a couple of years ago recalls her experience of the Carer Support Programme. She says, "It was great to have support from others going through similar things; I could talk openly and they understood. Robyn and David were great; they delivered information in an interesting and relevant way. They also never made you feel uncomfortable or unable to ask a question. As things with treatment came up towards the end, it was good to know what was happening and why the nurses were doing things. It was empowering being able to help with things like changing sheets and moistening the mouth or bathing, and knowing about things like syringe drivers."

"It was a break! It was nice to have a change of routine from caring and have an opportunity to put on some nice clothes and make up (!), and it gave him special time with other carers. Carer Support made the prospect of Hospice care feel comfortable, not daunting. You got to know the staff and the layout of the place. It became a place of caring, not of death and you learn so much more about what they do."

Valda Brechmanis, Public Relations & Volunteer Services

Thank you to our wonderful supporters...

Armstrong Barton
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Cleveland Funeral Home
Collection Box Holders
Craigs Investment Partners

Crystal Valley Water
Dempsey & Forrest
Dilmah NZ
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Farming Friends of
Hospice Whanganui

Farmers Department Store
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GGB Whanganui
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Spooon's Drycleaners
Tim Watson - Mud Ducks Café
Wanganui Insurance Brokers
Wanganui Vet Services
Z Energy, Dublin Street

Our thanks too, to the many supporters we have who donate funds, goods, buy from or give to our Hospice shops, or give of their time and resources to help. Our Hospice service is able to do what it does for those in our care, because of you.



If you are interested in donating toward any of the items on our wish list please either send us a donation with your details, or deposit into our account via our website: donate.hospicewanganui.org.nz/product/donation using the words WISH LIST in the reference fields. For inquiries about the wish list contact Sandy McDougall on (06) 349-0080.

Food safety

At Hospice Whanganui food safety is of the utmost importance. Many of our patients are vulnerable, so the need for rigid food safety and hygiene standards is critical. We are seeking to replace our chest freezer with **two upright freezers** at a total cost of **\$,1976**. This will allow improved rotation of frozen food and better utilisation of freezer space. It will also make it easier for some of our more petite members of staff, who currently balance themselves to prevent falling when selecting food from the bottom of the chest freezer!

Volunteer safety

Our retail volunteers are often required to lift quite heavy items as we offer a free pick up of donated goods to our shops. A sack barrow can cater for some items but we often get items that require a bit more grunt than a sack barrow. Our volunteers who lift and carry for us are in need of equipment that will assist them and keep them and the goods safe. We would be grateful for donations toward a **Pallet Jack lifter** and a **Scissor Lift table**, a total cost for both being **\$1,200**.

Keepin' it clean

We need to purchase an **industrial grade washing machine** to help manage some of our linens in the inpatient unit, as the machine we have will very soon need replacing. Some of our linens are laundered offsite but other items such as our lovely duvet covers and blankets, we do ourselves. The Primus frontloading 11kg washer would be ideal and will meet our need to be able to launder on site, some of those heavier bed linens. The Primus has a price tag of **\$5,000**.



It is always unfortunate when the very best of intentions don't turn out according to plan. Recently we had a generous donation of a quality leather lounge suite dropped off to one of our stores when the store wasn't open. We know this because someone driving past saw it outside the shop and rang the shop manager. The shop manager quickly went around to the shop only to find the quality leather lounge suite gone along with some of the other goods that were left there, according to the eye witness. This is not the first time this has happened.

To ensure your donations reach us please consider dropping goods off during our shop hours (9.30am-4.30pm Monday-Friday and 9.30am-12.30pm Saturday). If this is not convenient we have a **free** pick up service. So depending on where you are located, please call either our Wanganui East Shop 343-1292, or our Gonville Shop 344-8093.

Sometimes we may not accept goods. Please do not be offended. If we believe that we cannot sell the goods or they are not in working order we will politely decline. Our waste bill can be horrendous when donated goods are irreparable or not in working order and we are forced to send these to the refuse centre. We recycle as much as we can to reduce our costs however not all donated goods are recyclable.



If you have some time and can see yourself with us, find out what volunteer vacancies we have available. Call Valda Brechmanis, the Volunteer Services Manager at Hospice on **(06) 349-2697**.

Cornerstones

Regular giving programme



- Any donation, large or small, will be put to good use.
- Regular donations mean that Hospice Whanganui can plan ahead, knowing we have as a cornerstone, a steady and reliable income stream.
- Regular payments can be cancelled, paused or changed at any time.
- Receipts are issued once a year in July, or on request, for tax purposes.

\$10 a month
provides support and resources for family caring for loved ones at home

\$20 a month
will help pay for medication that provides pain relief for patients

\$50 a month
will help us supply patient meals for one day at our inpatient unit

\$100 a month
will buy petrol for one of our cars so nurses can visit patients at home

Join Cornerstones today

Contact Debbie Raphael 06 349 0080 debbier@hospicewanganui.org.nz

A note for our Wanganui East Shop customers...

Over the next few months the Wanganui East Hospice Shop will be undergoing a facelift. This is an exciting and much-needed refurbishment to replace leaking windows, reclad the dated and damaged building exterior and address flooding issues.

For those of you who frequent the shop, don't worry - our shop manager Lynda Knofflock has a plan that will ensure that we



continue to open for business and trade safely while construction is going on. Our building contractor has all the health and safety issues covered to our satisfaction, so when it's all finished we will have a warm, dry and inviting shop! Come on in and see what's happening.

Yes! I would like to support Hospice Whanganui.

☐ MY DONATION IS ENCLOSED \$ _____

DONATE ONLINE

Website: hospicewanganui.org.nz

Our details: Hospice Whanganui
03-0791-0571167-00

Donor info: Donor's full name

Reference: NL Donation

☐ Receipt required (please tick) - donations over \$5 are tax deductible.

If you would like information on any of the following, tick the box/es and complete your details.

☐ Cornerstones - regular giving programme.

☐ Bequests to Hospice.

☐ Become a volunteer.

Name _____ Address _____ Email _____



Please post your donation and this slip with your details to: Hospice Whanganui, PO Box 4284, Wanganui 4541 - OR - FREEPOST via DX Mail (blue mail box) using the following info: REPLY PAID, Hospice Whanganui, PA 87019, DX Mail, Wanganui.

Upcoming Events

THE WEDDING BALL

Due to a postponement earlier in the year, the Wedding Ball has now been rescheduled and is on the calendar for September/October. The event is being organised by Silene Flintoff and her committee with all proceeds going to Hospice Whanganui. Silene has garnered the support of several sponsors who have donated goods to be auctioned on the night. Sponsors include:

- House of Travel (honeymoon package to Nadi, flying Air NZ and staying at Sofitel Denarau)
- Mellonsfolly Ranch (4 guests Day Tripper)
- New World (voucher \$1000)
- Furniture Zone (Beaumont chair)
- Gail Imhoff (1x professional photographs \$350)
- Be.Be Beauty Boutique (voucher)

If you want to become a sponsor for this event and have an item you want to donate for the auction please contact Silene on silene@rivercityinsurance.co.nz. Further information about this event will be advertised closer to the time. Tickets will be \$85 each (tables of 10) and include dinner and drinks.

FIREWORKS FESTIVAL

This is scheduled for 16th September with a postponement date (due to adverse weather conditions) of the 19th September. The Festival will be held at the Wanganui Racecourse and is made possible through the generosity of our sponsors. Ticket sales will be advertised in the papers and on our website and Facebook page as the event comes together. This will be an early-ish evening event the whole family can enjoy, with the fireworks beginning just after dark.

There will be entertainment prior to the main fireworks display and more details will be available closer to the time. The fireworks display will be choreographed to music, so in order to get the full effect you will need to tune into BrianFM 91.2. Pre-set your radios now so you don't forget! So grab the family, pack a picnic basket and a blankie or two and join us for a night out with some spectacular sky action, set to music.

The Fireworks Festival is generously sponsored by:



WEDDING DRESS REVAMP

Partnering with UCOL, Hospice Whanganui will be undertaking an event that will showcase our local and national talent. Designers such as Sally Eagle, Anita from Vinka Designs and Katie Yeung along with six UCOL design students, will put their own creative spin on a donated wedding dress. These dresses will be revamped and auctioned to the highest bidder. This is an exciting venture that will bring the spotlight to Wanganui in July next year.

We would like to acknowledge award winning wedding dress designer Jane Yeh, for her varied, generous contributions during the important early planning stages of this event.

If you have a much loved and admired wedding dress that you would be willing to donate to this event please contact Sandy McDougall on 06 349-0080 or email sandymc@hospicewanganui.org.nz. Rest assured that your gown will be in excellent hands - we want to take your treasured gown and revamp it so someone else might walk down the aisle in the same dress... but not quite the same.



Watch for more updates on all of these events in the media and on our website and Facebook page.

hospicewanganui.org.nz