

heart & soul

An inside view of Hospice Whanganui

December 2017

Sister Helena

Sr Helena came to Wanganui in 1994, as the newly-appointed Manager of the Aubert Home of Compassion. She was a Registered Nurse and had worked in several of the Order's Homes of Compassion over many years.

Sr Helena's first contact with Hospice Whanganui in those early days, was when the service had not long established itself in the building now occupied by Anndion Lodge on Anzac Parade. At that time, Rev. Leta Hawe and Tom Joll were looking to secure a property for the new Hospice to be built on and part of that reconnaissance included viewing the property at the rear of the Aubert Home. Although the new Hospice was finally located elsewhere, Sr Helena has retained some contact with the service through her work at the Home. As the Aubert Home was a residential care facility which included hospital-level care, some of the residents from time to time, were in need of palliative care and

visits from the Hospice nurses were a regular occurrence for some. Being a member of the staff, Sr Helena was well-acquainted with several of the Hospice nurses who visited with patients at the Home. She says "there were a number of people, friends and colleagues, who had had care from different Hospices, so I was familiar with the kind of support offered and the work that Hospice does."

Once the Aubert Home of Compassion closed it didn't mean the end of Sr Helena's work. "Even when I was working in the Home I was still actively involved in pastoral care with those living in our community. From financial benefactors to volunteers who

helped with gala days, pastoral care was delivered wherever and whenever possible." These volunteers, families and benefactors have supported

the Home in all kinds of ways and the Sisters have tried to keep contact with them, especially when sickness, death and other forms of suffering have touched their lives. Home visits, phone calls, etc, are

"I don't want to stop doing those things. To keep in touch with our people is something I love. It's good for me to be doing things that I enjoy."

ways in which the Sisters show their gratitude to these people and they are prayed for on regular occasions.

Sr Helena visits the sick and also takes Holy Communion to a number of people as part of her Ministry and she wants to continue doing so for as long as she is able. She assures these people it's good for her and that she loves doing it. Sr Helena says "Residential care patients, as well as those living at home alone can be quite lonely at times and they appreciate having someone calling and having a chat." She feels her nursing background is a help, making some people more comfortable to talk with her about various problems.

Sr Helena's direct involvement with Hospice as a patient was subsequent to a chat she had with her GP who suggested that some support from Hospice might be of real benefit to her. Having had some contact with Hospice and knowledge of the service she was glad to accept the offer and felt that she would appreciate that support. She says

"A couple of weeks later the nurses called for a chat. While I wasn't in need of support at that time, I knew that help was only a phone call away." The day that she needed that help, came when she was experiencing pain that was worsening and was preventing her from getting much rest at night. Tiredness and fatigue featured in her everyday life and so she made the call to the Hospice nurses who

arranged for her to come to the Inpatient Unit. During her stay of about a week, the clinical staff were able to reduce her discomfort significantly and she reports "having had the best night's sleep, in a long time." She was also encouraged to report her symptoms early to the staff, as they often become easier to control and says she has seen the very real benefits of doing this. Being able to rest fully and comfortably has returned her sense of wellbeing, which she had missed. She is looking forward to resuming her pastoral work when she returns home and the visits will fit in around her trips to Palmerston North for



story continues inside...

Hospice RN, Frith Teka

Barb Cornor, Clinical Services Manager



Frith graduated as a Registered Nurse in 2008. She gained her experience in the Medical Ward at Whanganui Hospital for three years. Frith started her role as Registered Nurse here at Hospice Whanganui, 2011.

Frith made the decision to further her studies because of the encouragement she received from her manager to complete the Post Graduate Certificate in Palliative Care at Whitirea Polytechnic in 2015. Family, work and study (two papers) and the 'occasional trip to the supermarket' became Frith's

way of life for that one year, and now for the past three years.

After enjoying the challenge, Frith made the decision to continue with her studies. She felt that having had the involvement in palliative care nursing she was able to write from what she had experienced and that writing became easier and more enjoyable. She received very good feedback from her tutors which also encouraged her in her confidence and continuity.

During this last three years she has gained a Post Grad Certificate in Hospice Palliative Care and has continued on to achieve a Post Grad Diploma in Health Sciences in Advanced Nursing through Auckland University. In 2017 Frith was accepted in to the Masters Nursing programme which she will complete at the end of 2018.

Frith reflects this experience has changed her practice and made her think of things more in depth and would encourage others to do the same.

Volunteer, Heather Osborn

I recently moved to Wanganui due to my husband's work. One day I was browsing in the Hospice Boutique shop when my eye was caught by the flyer looking for volunteers. This piqued my interest, so I googled Hospice Whanganui vacancies. Sitting there waiting to be filled, was a position for a Biographer. I read the blurb and it was like a lightbulb being turned on - here was a job where I could utilise and re-develop my typing and writing skills! I would be in a position working with people where I was caring but not being a carer. I could work around my children's school hours. It was an exciting possibility doing something I felt was worthwhile, working with people to record their life stories and I was immediately hooked.



Heather in window-dressing mode at the Hospice Boutique

My interview was successful, and whilst waiting to receive my first referral I did some training through the Hospice. I completed the Foundations of Spiritual Care course which I loved, along with a few other training courses. My first referral for a biography arrived and I was on my way. Shortly after there was an opportunity to join the Hospice Health, Safety and Quality Committee which I was very keen on becoming part of.

A third opportunity came along during a discussion about the role of a window dresser for the Hospice Boutique and again I was interested, so offered myself for the role. I now work once a week at the Boutique store doing the front windows and some shop presentation and am in my element! I have worked on three biographies so far and contribute to the Health and Safety meetings. These positions are varied, have put me back in the workforce (albeit in a voluntary role) and have helped to restore my self-esteem. I wear my name badge proudly and I love being part of this supportive team.

From our CEO...

Karen Anderson



Seasons Greetings from the Team at Hospice Whanganui.

Its hard to believe that it's six months since our last newsletter, and even harder to believe that another Christmas season is upon us.

Since I last wrote to you, the first and second stages of our building programme have been completed. These two stages were really improvements to our existing building, resulting in greater functionality to our work spaces, while complementing the existing design beautifully.

The third stage is the actual rebuild. There are two parts to this rebuild. Firstly, an education and training suite. This suite has been specifically designed to accommodate the varying groups (professional and lay), who we train and support in the delivery of palliative care in the community and aged-care facilities. It will also be a great learning space for our own staff and volunteers. Attached to this suite will be a staffroom; this will be really appreciated as we haven't had a dedicated space for staff to use for breaks.

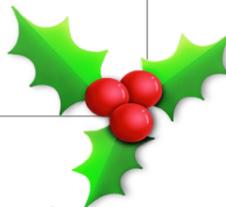
The second part of this rebuild is an out-patients' clinic. This clinic space will be able to accommodate both nursing and medical consultations. These rooms will be purpose-built to ensure both functionality and comfort. A result of this space being built is that we will be able to see more patients who don't require admission to the inpatient unit, but would benefit from a consultation with a Hospice Doctor or our Nurse Practitioner. This stage began in October and the target date for completion is March/April 2018.

I would once again like to thank the late Alan and Fleur Erson for their very generous bequest which has financially supported this project.

On behalf of the team at Hospice Whanganui, thank you to all of you who provide support to us in so many ways. We are truly grateful, for without this support we could not continue to deliver such an excellent palliative care service to our community.

I wish you and yours a very joyous holiday season and look forward to seeing you all in 2018.

Kindest regards,
Karen



Ponder This

Richard and Mike Ponder are not only nationally and internationally acclaimed artists and authors, they are brothers with a strong philanthropic streak. Recently, they brought their exhibition "Ponder This" to Wanganui with the specific purpose of fundraising for Hospice Whanganui. With their distinctly different styles on show, this exhibition was a must-see for both for collectors and those who are curious about how beautiful and captivating New Zealand art is. The exhibition included a display of original fine art, prints, cards and books and Richard and Mike have generously donated a portion of sales from their exhibition to Hospice Whanganui.

Mike was a founding member of the very successful '5 Artists' group and has assisted and encouraged new artists through tutoring night classes and weekend schools. Mike believes that his unique and individual style is due to being self taught. His paintings are bold, full of texture and colour, sometimes delicate with amazing detail and always with a touch of red – they are painted with palette knives only.

With a career spanning nearly fifty years Richard has created several notable art series, including, most famously, "Wellington at Night". You can see the many influences in Richard's work, including Monet, Van Gogh, Pollock, Gerhard Richter, Michael Johnson, and Made Sumadiyasa.

Mike and Richard have previously curated and hosted nine exhibitions as fundraisers for Hospices all around New Zealand and we were absolutely delighted when they decided that they would like to host the tenth just for us! To date the brothers have raised \$145,000 for New Zealand Hospices, and they have their eye on a target of \$250,000. With these beautiful works for sale to good homes, that target is well within their reach.



Mike and Richard Ponder

Hospice Whanganui Foundation

The Hospice Whanganui Foundation (HWF) is a registered charitable trust formed in 2002 for the purpose of providing financial support to Hospice Whanganui through prudent management of investments received from bequests.

Bequests received are invested in shares, property, and bonds to generate income and long-term capital protection for the benefit of Hospice Whanganui.

When you make a Will, you provide for future generations. Including a bequest to HWF in your Will extends that legacy from your family to your community. A bequest, no matter its size, can make a life-changing difference for future generations.

Hospice Whanganui is partially funded by the Ministry of Health (around 52%) and the balance of funds required to provide our care and services are raised through our Hospice shops, bequests, sponsorship, fundraising, donations, the Farming Friends grazing scheme and return on investments through Hospice Whanganui Foundation.

The support of our community ensures that our patients and their family/whanau continue to receive the quality of care Hospice Whanganui is committed to delivering.

Over the years the bequests that people have left us in their Wills have helped us recruit more nurses and doctors, establish, equip and extend our Inpatient Unit, provide vehicles, a community clinic room, and helped to deliver training for our own staff and those working in healthcare elsewhere in the community.

We are grateful to everyone who chooses to leave us a bequest in their Will. Your bequest helps others in our community and ensures our care continues into the future.

Current Trustees of Hospice Whanganui Foundation are:

Simon Cairncross, Investment Adviser - Craigs Investment Partners

John Unsworth, Lawyer - Horsley Christie

Douglas Wilson, Accountant - Spooner, Hood & Redpath Ltd, Chartered Accts

Carl Gibson, Manager - Rabobank

Sandy Dobbin, Retired Accountant

Geoff Gilbertson, Businessman

Andrew Zimmerman, General Practitioner

Julie Gaisford, Secretary



Tawa Street's eco-project

For several months now the team at the Tawa Street shop have been taking a pro-active approach to the reduction in the use of single-use plastic shopping bags at their store. The seamstresses among them are breaking out the sewing machines and recycling donated sheets and pillow slips into re-useable shopping bags. "The customers are really on-board with using them" says shop manager, Sue "and we have people from all around the place making the bags for us." Sue says that a neighbour of hers leaves a huge bag of shopping bags she's made on top of her letterbox to be collected for use at the shop. "It's something she just likes to do for us, and we're very grateful for that support. It's great that people want to join in and do this for us and if anyone would like to help with bag-making, please let us know."

Hundreds of bags have been made in the last few months and each one is printed with a stencil that has the shop's name and contact phone number. "Each customer is offered a bag with their purchase" says Sue, "and while



many of them say yes, some of them are opting to not have a bag at all and carry their purchases to their car." She also says that many customers are bringing their bags back with them when they shop so they are being reused that way too. Gotta love that recycling!

If you would like more information about the Hospice Whanganui Foundation, please contact Simon Cairncross on (06) 349-0030.

Merry Christmas!

Dr Andrew Zimmerman, Board Chairman



On behalf of the Hospice Whanganui Board of Trustees, I would like to thank all the people who have supported us this year with their time and resources. We have made great progress in 2017 towards delivering different forms of care that will help us to meet the varied needs of our community. The outlook for Hospice Whanganui looks very exciting in terms of how we will provide care in the future. We can only do this with the professional attitude of staff, the positive energy of our volunteers and the generosity of our donors. Please accept our gratitude, and I wish you all a Merry Christmas.

Other newsy bits...

Sandy McDougall, Operations Manager

New community vehicle

Harcourts Foundation and Hospice New Zealand launched the Hospice NZ Grants Programme in May this year to give all Hospices the opportunity to apply for grants to purchase much needed items.

The Harcourts Foundation provided \$55K in grant monies to be distributed to Hospices throughout New Zealand. Hospice Whanganui was one of 26 applications and was fortunate enough to secure \$10K to put towards the purchase of a replacement community Suzuki Swift vehicle.

Our local Harcourts have embraced this programme by supporting Hospice Whanganui with the Fireworks Festival and are looking forward to assisting Hospice Whanganui in any future events.

Volunteer Christmas lunch

Without the support of our volunteers Hospice Whanganui would be unable to offer the free care that our community currently receives.

Do you know that over a 12-month period around 40,000 volunteer hours are donated to our Hospice alone, in jobs as varied as reception, gardening, retail, inpatient support, housekeeping and fundraising? Even calculating on a minimum wage of \$15.75, that figure amounts in dollar value to around \$630,000 per annum. That is a huge community contribution that we are forever grateful for.

As a small token of our appreciation, the staff at Hospice Whanganui put on a Christmas luncheon for approximately 120 volunteers at the Belmont Golf Course clubrooms. All food was prepared and served by the paid staff. It was lovely to give something back and the effort and hard work was worth it to see smiling faces and everyone leaving with full bellies. The volunteers were treated to a repertoire of songs by Wanganui Community Choir youth group organised by Lynn Whiteside.

Sister Helena's story cont'd...

treatment. She says "Sometimes when they know I'm not well, they say 'don't worry about coming', but I love it, and it's no effort at all. I can see what it means to them to have a visit, and being able to carry on with my work has meaning for me." Sr Helena is encouraged by the management of her symptoms and says the support from Hospice allows her to continue with her life and the work that is important to her. She says "I don't want to stop doing those things. To keep in touch with our people is something I love. It's good for me to be doing things that I enjoy."

Sr Helena is an engaging and interesting person to be in the company of, having had such a wide range of experiences throughout her life. Her current experience as a Hospice patient is one she speaks about freely and openly and she seems to have found a beautiful balance between being in receipt of care, while still being of service to others. Her faith is an integral part of her life and it gives her comfort and solace. In it, she finds strength and support. Her passion for life and service to others shows no sign of waning and it is her intention to be as active as she can for as long as possible. She gives thanks for Hospice in helping her maintain a quality of life which allows her to continue her active participation in it.

Valda Brechmanis, Public Relations & Volunteer Services



Our Community Nursing Team

Raewyn Gilligan, RN

When most people think about Hospice, they would imagine the lovely building at the end of Kowhainui Drive. Indeed, that is a huge and important aspect of Hospice, but Hospice and the care we provide extends far beyond that building. It's more of a philosophy of providing palliative care to anyone who requires it, regardless of their location. The community team at Hospice provide support to around 90 patients at any one time, all of whom have been diagnosed with a life limiting illness. We go to wherever our patients are, which includes private homes, rest homes, hospital and even mobile homes and at holiday parks!

As a Registered Nurse, I consider it a privilege to be involved in the lives of the patients and families at what can often be a challenging time, and when people can feel vulnerable. Building relationships based on trust and respect encourages partnership and participation between nurses, patients and family members which in turn, empowers and enables self determination in decision making. From this, positive outcomes are more likely to be achieved.

Every day is different as we prioritise the many phone calls received in the Hospice community room and buzz around the town and countryside in the colourful Suzuki Swifts visiting a variety of patients and loved ones, all with differing concerns and needs. Whether the visits are a routine follow-up or in response to a change in condition or symptoms requiring further assessment, we help to create, implement and manage a plan of care. The main goal in this is to minimise unpleasant symptoms and achieve an improved quality of life.

Liaising with GPs and other health professionals, arranging suitable equipment, referrals to services providing home help and assistance with personal cares are a few of the many tasks that go on behind the scenes between visits and phone calls, keeping us on our toes!

Having been part of the Hospice nursing team for a number of years, I continue to enjoy the challenges that come with supporting those with palliative needs. There is very real satisfaction in working with each patient and family member supporting them to maintain comfort and quality of life.



Nurse Leader, RN Raewyn Hoskin and RN Raewyn Gilligan get set for another busy day on the Community Nursing team.

Thank you for your support...

Armstrong Barton
Axiam
Bach On Breakwater
Brian FM
Caroline's Boatshed
Carters
Cleveland Funeral Home

Collection Box Holders
Craigs Investment Partners
Crystal Valley Water
David Jones Motors
Dempsey & Forrest
Dilmah NZ

Farming Friends of
Hospice Whanganui
Farmers Department Store
Gail Imhoff Photography
Genesis Oncology Trust
GBB Whanganui
H&A Print

Harcourts Foundation
Harcourts Whanganui
Harvey Norman
Hospice Knitting Ladies
Hospice Volunteers
Hospice Whanganui
Foundation
House of Travel, Wanganui
Ideal Electrical
Jane Yeh
Konica Minolta
M Kramer
MARS Petcare, Wanganui

McCarthy Transport
Members of Cornerstone
Midweek
Mike & Richard Ponder
Mike Gill - KiwiTV
Mitre 10 MEGA
NZ Fire Service
New World, Wanganui
Pak 'n' Save, Wanganui
Quest Apartments
Rob Chamberlain Electrical
Rutland Arms Inn

Safemode
Spooner's Drycleaners
St Johns Club
Taranaki Rugby Football Union
Tim Watson - Mud Ducks Café
Tracey Grant Photography
Trafalgar Square Management
UCOL Whanganui
Wanganui Insurance Brokers
Wanganui Vet Services
Xile Hair By Design
Z 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.

Event Showcase...

Wedding Dress Revamp

Partnering with UCOL, Hospice Whanganui will be undertaking an event which will showcase our local and national talent. Designers such as Sally Eagle and Anita from Vinka Designs, along with six UCOL 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 which will bring the spotlight to Wanganui in June next year.

We would like to again acknowledge wedding dress designer Jane Yeh for her varied, generous contributions during these important early planning stages.

Early next year we will be posting stories of the progress, interviewing the designers and preparing for the big unveiling and auction - check in with our Facebook page and website for updates!

Other events planned for the new year include:

Fireworks Festival and a Boutique Beer Tasting with Spit Roast for the boys!

Detailed event information will be on our website and Facebook page, community event calendars and newspapers.

Yes! I would like to support Hospice Whanganui.

MY DONATION IS ENCLOSED \$ _____

DONATE ONLINE

Website: hospicewhanganui.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.

You must have so much time on your hands!



Oh my gosh, you're right. I don't know what to do with myself!



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.

hospicewhanganui.org.nz