

Hospice Talk

Making each day the best day possible

MARCH 2011



Colour coordination: Staff and volunteers at Hospice House dressed in red and black to support their colleagues at Nurse Maude, the Hospice based in Christchurch.

Hospice garage sale to support patients in Christchurch

We're getting behind the people of Canterbury and we're inviting you to join us.

Our weekly garage sale at Hospice House on Wednesday, 16th March, will be a very special fundraiser.

We will donate all the proceeds from that day's sale to the Christchurch Hospice, which operates under the name Nurse Maude. Their buildings were badly damaged in last month's earthquake and staff are struggling to keep the service running.

We want to help them support their patients and families, who now face even more stress and uncertainty.

What we want you to do is look around your house, garage and

garden and see if there's anything you can live without. We will be grateful for any clean, quality furniture, tools, toys, machinery, household appliances, clothing, linens, art, bric a brac and sports gear.

If you're willing to donate something to this worthy cause, please bring it to Hospice House on the corner of Woodcocks Rd and Morrison Drive between 9am and 4pm on Monday 14th or Tuesday 15th March.

Thanks to our community's ongoing generosity, our garage sales often raise \$3500 for your hospice - let's raise a whole lot more for Christchurch.

Creative thinking for future care

Warkworth Wellsford Hospice does not run an in-patient unit. Our palliative care nurses treat all patients wherever they call home - their house, retirement home or nursing home.

If a patient needs time in a Hospice bed, they can choose to go to North Shore or Hibiscus Coast, both of which have in-patient units that are available to them free of charge.

While our population is growing, we do not expect to open an in-patient unit in the foreseeable future. These facilities are very costly to build and to run, and we believe our patients are well served by the existing units.

However, the demand for our services will increase as our population grows and ages, and we have neither space nor budget to keep employing more community nurses. We must find other ways to ensure that every terminally ill patient in the Warkworth Wellsford area receives the best possible palliative care.

We are doing this in two ways: by having our nurses share their specialist knowledge with doctors, rest home staff and caregivers; and by introducing more services at Hospice House, such as pamper therapies, art therapy and grief support.

This issue of Hospice Talk tells you more about these special services.

RED & BLACK HOSPICE GARAGE SALE

Supporting Hospice in Christchurch

Wednesday 16th March 7am - 1pm

Hospice House 51 Woodcocks Road Warkworth

Donations of household goods in clean, saleable condition gratefully accepted

Please deliver on Monday & Tuesday, 14th & 15th March or phone Hospice House on 425 9535

Community values unique hospice services

Did you know?

Our palliative care nurses are on-call 24 hours a day, 7 days a week. The after-hours part of our service is not funded by the District Health Board - it is paid for by the money we raise in our community.

We believe this on-call service is one of the things people in our community value most about Hospice, and why they support us so well.

Anyone who has experienced our services will tell you how reassuring it is to know that a phone call will



Art therapy: Pam Dun (front) leads a workshop at Hospice House.

bring help at any time of the day or night. This is especially important in the Warkworth area, where doctors are not on call 24-7.

Our counselling and family support is another service that the health board does not currently pay for.

Our family support team, led by psychotherapist Gabrielle Masters, includes social worker Monica Donnelly and a dedicated and compassionate group of volunteers.

Gabrielle and Monica run the pamper service, which includes massage therapy and manicures.

One of their goals this year is to offer more choice to bereaved family members, starting with an art therapy day, held on 3rd March.

Six people took part in this free session, led by local artist and art therapist Pam Dun at Hospice House. Gabrielle is also working on establishing a grief support group in May; this is something that families have been asking for.

The one-on-one bereavement counselling that we offer family members would cost around \$130 an hour in the private health sector. This service is free to Hospice clients.

Save these dates

Friday 26 and Saturday 27 August 2011

It may not be WOW, but our annual wearable arts show is pretty amazing. Catwalk Arts 2011 will include some exciting new features and you won't want to miss it (if you plan on going to Wellington's WOW, pick a different date!)

And if you've got a creative streak, it's not too early to start designing your entry. Ask us about this year's categories and fire up your imagination.

This is also a fantastic opportunity to sponsor a highly visible community event for a worthwhile and popular cause. If you would like to associate your business with this Hospice event, please ring Lesley Ingham on 425 9535 or email lesleyi@hospicehouse.



From Kathryn's desk

The reality of providing New Zealanders with affordable health care is hitting home. Health costs are growing at 9% a year and in the last two budgets health has received 50% of all budget increases.

All political parties agree this is unsustainable and have embarked on a review of the health service. In light of this, it is promising to hear that service providers such as Hospice are being encouraged to put quality first.

Putting our patients' needs first is often a better way to make cost savings because it prompts us to focus on giving value for money and to be creative in how we provide our service. This is very much on the minds of all Hospices, and the Hospices of Auckland group are starting to look at ways we can join forces to reduce costs.

Nothing is decided yet but it may be that only one or two Hospices need have a training department to service all Hospices, or that we can share an IT provider, or that purchasing can be centralised to maximise buying power.

We can also change the way we provide our service locally, for instance, inviting patients who are well enough to come into Hospice instead of having our nurses visit them at home.

This is something we have started with the pamper service that we now offer to patients and families at Hospice House. This is not only a more efficient use of staff time, it can also be beneficial for patients by giving them a change of scene and helping them feel more 'normal'.

Kathryn Ashworth

Manager
Warkworth Wellsford Hospice

Massage brings touch of relief

Most people know that hospice provides care for people who are dying, but many don't realise that some patients receive hospice help for years, and for most of that time they are relatively well and mobile.

And while it's true that hospice's core function is to ensure that people can choose to die at home or in a hospice bed, in peace and without pain, our service is also about helping people live well in whatever time they have left.

We do this in various ways, including managing medications to reduce symptoms; offering counselling to patients and family members for as long as they need it; and coordinating volunteers to be a 'family friend' and help patients with shopping, read to them, help them continue their hobbies and offer respite for their carers.

But like any good service provider, we are always looking for ways to offer more value - even though we provide all our services free of charge!

“ People come in stressed and leave looking and feeling relaxed ”

Last year we started a pamper service at Hospice House, offering therapeutic massage and reflexology by professional therapists, and hand and foot massage and manicures by Barbara McMahan, one of our skilled volunteers.

Our nurses and family support team invite patients and carers to book in for these treatments as appropriate, and the results have been very gratifying. It's wonderful to see a patient or caregiver come out of the massage room smiling and visibly more relaxed than when they went in.

We are very lucky to have massage therapist Sally Randall helping us with this service. Sally is one of two qualified therapists who come to Hospice House one day a month to provide massage or reflexology to patients and caregivers. The service is funded by Hospice out of our community fundraising efforts, and is part of our goal to look after our clients' emotional health as



Sally Randall gives family support volunteer Emily Simperingham a touch of stress relief.

well as caring for their physical and medical needs. At Hospice we believe wellbeing is not just about the body and there is more to a person's health than the bit of them with the disease.

Sally trained and worked as a nurse in the UK and now runs Well Zone, a holistic health care clinic in Wellsford. Her 'whole-person' approach to health and her interest in mental and emotional wellbeing fit perfectly with our aim to relieve a little of the stress that our patients and their families have to deal with.

'Cellular memory' is accepted in holistic practice, referring to the way emotion can be stored in the body. Muscular tension increases pain and inhibits relaxation, often affecting the ability to sleep and setting up a vicious cycle. Stress can lead to burnout and illness for carers.

“For palliative care, reflexology often seems to be the best thing to use,” Sally says. “It helps people relax and gives a sense of peace.”

Hospice doesn't represent any other benefit than that.

“People come in stressed and leave looking and feeling relaxed.”

Style to a t!

We are selling butterfly tees and tea towels designed just for us by renowned fashion designer Brooke Tyson.

These quality screenprints are unique to Warkworth Wellsford Hospice. Get yours today!

Tee \$35

Size 10-14, various styles



Tea towel \$10

Available at Warkworth and Wellsford Hospice Shops and Hospice House, phone 425 9535.

 **THE LION FOUNDATION**

MANY THANKS TO THE LION FOUNDATION & PUB CHARITY FOR PROVIDING FUNDING TOWARDS 2 NEW VEHICLES FOR OUR NURSES, AND TO SIMON LUCAS MITSUBISHI FOR AN UNBEATABLE DEAL


Pub Charity

We are continuously surprised and delighted by the imaginative ways in which people choose to support us. Here are a few examples from 2010-11:

♥ Progressive Enterprises donated the entire contents of Warkworth's Central Motel to Hospice before the buildings were demolished to make way for a Countdown supermarket. We held an impromptu garage sale at the motel and raised \$3,500.

♥ Warkworth chiropractor Ben Bruce held a promotion in January, offering initial consultations for a \$20 donation to Hospice. He raised \$520 which we will put towards a tv for our training room.

♥ A farming couple regularly brings bags of frozen eggs for our catering team to use in baking.

♥ The Point Wells community holds an annual dinner and auction for Hospice - in 2010 they raised nearly \$12,000.

If you wish to be removed from our mailing list, please let us know.

Warkworth Wellsford Hospice
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Email admin@hospicehouse.org.nz



Plastic fantastic: Omega Plastics managing director Frank Grose, second from right, with workers Warren Wheater, left, Ranera Miringaorangi and Siua Akauola.

Business benefactor 'helping the helpers'

Warkworth company Omega Plastics Ltd donates \$200 to Hospice every month by automatic bank transfer, as a way of giving back to the community.

in Hudson Road in 2001 and the company now employs 15 staff who work in shifts to make plastic film for packaging.

Managing director Frank Grose says his is a Christian-based company and he is pleased to be able to "help the helpers". His company also supports the Westpac Helicopter Rescue Trust.

"Hospice is a special ministry that not everybody could do, and we value this kind of work when we see it in the community," says Frank.

"You do a great job and if people have the wherewithall, they should support you."

Frank established Omega Plastics

Are you in business?

Would you like to be a Hospice benefactor?

If you are interested in making a tax-deductible monthly donation of \$50 or more, we'd love to hear from you. Please pop in to Hospice House on the corner of Woodcocks Road and Morrison Drive or call 09 425 9535 between 9am and 4pm Mon-Fri and talk to Lesley, Kathryn or Sue.

YES! I would like to support the work of Warkworth Wellsford Hospice

Please complete this form and post to Warkworth Wellsford Hospice, PO Box 517, Warkworth 0941

Donation \$

I would like to make a regular donation to Hospice. Please send me an automatic payment form.

Please send me information about leaving a bequest in my will to Warkworth Wellsford Hospice.

Name _____ Email _____

Address (for receipt or information) _____

Cheque enclosed, or My credit card number _____

VISA or Mastercard Expiry Date ____ / ____

Card holder name _____ Signature _____

You can also make a donation by eftpos, credit card or cash at our office at 51 Woodcocks Rd, Warkworth.

