

**In this issue:**

- 4 years certification
- Special Days
- Memorial tribute Leigh Kelly
- Working holiday visas
- Minimum wage
- Employment law
- Free webinar
- PPE supplies
- Eldernet update
- Cyclone
- Workshop
- Spark of Life
- Education for health professionals
- MyHealthHub
- Back issues
- Helpful websites

**Emailed to:  
2041 readers  
and counting**

**Welcome to my  
overseas readers**

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www.jelicatips.com  
mobile: 021 311055**

**CONGRATULATIONS – WELL DONE**

***Another facility achieved 4 years certification against Ngā paerewa Health and Disability Service Standard.***

**Nurse Maud Hospital – Christchurch**

**Glendale Retirement Home – Dunedin**

**Kenderdine Park – Auckland**

**Presbyterian Support (PSC) Reevedon home - Levin**

**Presbyterian Support (PSC) Coombrae home – Fielding**

**Aranui Home and Hospital – Auckland**

**Wimbledon Villa Rest Home - Feilding**

*If you are having an audit this month, then all the best.  
Hope you achieve a good outcome.*

**SPECIAL DAYS DURING NEXT MONTHS**

**Happy Easter**



***The spirit of Easter is all about hope, love, and joyful***

**April**

- April Fools' Day - Saturday 1 April
- Good Friday - 7 April
- Easter – Sunday 9 April and Monday 10 April
- Southland Anniversary Day - Tuesday 11 April
- Anzac Day - Tuesday 25 April

**May**

- Sunday 6 May: **King Charles III's coronation**
- New Zealand Sign Language Week 8 – 14 May. New Zealand Sign Language Week is organised by Deaf Aotearoa to raise awareness of the language and culture of New Zealand's Deaf community. ([nzslweek.org.nz](http://nzslweek.org.nz))
- Mother's Day - Sunday 14 May
- Youth Week - from 15 to 21 May: Youth Week aims to amplify young people's valuable contributions to their communities by supporting them to design, deliver and evaluate all aspects of the week. Events are designed to encourage young people to take on challenges, share ideas and focus on the positive aspects of being young. ([Youth Week 2023 – TENZ](http://Youth Week 2023 – TENZ))
- World "No Tobacco Day" - Wednesday 31 May. Organised by the World Health Organisation (WHO). Aims to spread awareness about the risks of tobacco use. ([WORLD NO TOBACCO DAY - May 31, 2023 - National Today](http://WORLD NO TOBACCO DAY - May 31, 2023 - National Today))
- Sunday 28 May - Saturday 3 June Samoan Language week

Sometimes memories sneak out of my eyes and roll down my cheeks.

## MEMORIAL TRIBUTE

*It is with great sadness to place the below on behalf of Leigh Kelly's family.*



"As many of you may already know, Leigh Kelly passed away suddenly and tragically on Friday, 27 January 2023 following a collision with another vehicle not far from her home in South Head, Northwest of Auckland.

Leigh was a strong advocate for aged care and very passionate about ensuring that staff received the proper training so that they could provide quality care for our loved ones once they were no longer able to care for themselves.

The passing of Leigh has left a huge hole in the lives of her family, and across all sectors that she was involved in.

Her business, [caretrainingonline.com](http://caretrainingonline.com), is still operating and there is support in place if anyone requires assistance so please use the existing channels.

If you would like to make contact with the family on a personal level, please email [watmay@gmail.com](mailto:watmay@gmail.com)."

Noho ora mai, Jo (Leigh's daughter)

## REOPENING DATES FOR WORKING HOLIDAY SCHEME CONFIRMED

Working holiday visas allow thousands of young people from all over the world to work in New Zealand for up to 12 months – or 23 months for visitors from the UK or Canada.

The number of visas available to participating countries is capped each year, and the opening dates for applications for 2023 were confirmed earlier this month. Applications remain open until the quota for each country is filled.

[2023 reopening dates for capped Working Holiday Schemes announced | Immigration New Zealand](#)

## MINIMUM WAGE INCREASE

Minimum wage rates will increase on Saturday, 1 April 2023.

- The adult minimum wage will go up from \$21.20 to \$22.70 per hour.
- The starting-out and training minimum wage will go up from \$16.96 to \$18.16 per hour.

### The Easter days

Over the Easter period, employment and shop trading regulations vary.

- Good Friday is a public holiday and a restricted trading day.
- Easter Sunday is a restricted trading day, but not a public holiday.
- Easter Monday is a public holiday.

Check the Employment New Zealand website for detailed information about:

See: [Public holidays — business.govt.nz](https://www.business.govt.nz/public-holidays)

## THE DOCTOR AT THE TOP OF THE CLIFF, OR THE AMBULANCE AT THE BOTTOM?

By Shelley Eden

One of the advantages of going out in my own is that I have some time to think about my legal practice, and the type of work I enjoy and want to be doing.

A lot of employment law work involves crisis management. A personal grievance has been raised and needs to be responded to. An employee has been fired and wants to raise a claim. A mediation or investigation meeting is imminent. An investigation is underway.

I enjoy this aspect of my work. It is essentially all about problem resolution, and is very satisfying. Often the work is urgent, the client needs immediate advice and support. Sometimes it involves the clean-up after poor decision-making or inadequate process. Often those involved are in some stress or distress, be they employer or employee. It may involve negotiating a settlement, and it is super satisfying to help the parties to reach an outcome.

But another side of my work is what I call intervention: being consulted as to the process requirements before the process has begun. Being consulted by the employee client when they are being bullied but before they storm out having reached their limit as to what they can tolerate. Being asked the question before there is the crisis.

Further back in the process still, I love being engaged to train leaders and supervisors on proper process and employee management. Or being brought in to conduct an investigation into organisational culture and behaviour, so that change can be made. Or helping clients put in place policy that will help them with the successful management of their team. Or helping employees respond to what is happening to them in their workplace, while there is still time.

This is what I call being the doctor at the top of the cliff rather than the ambulance at the bottom. The preventative medicine, to torture the medical analogy a little further. It is deeply satisfying to know that advice or training or coaching that I give now, absolutely will save the employer time and cost and stress later, and lead to better outcomes both for the business and the employees concerned.

I think too often businesses in particular struggle along for too long without the support and advice that they need. And then they can't necessarily get the outcome that they could get. I have no doubt that intervention - and as early as possible - works, and generates a greater outcome.

Either way, I can have a role, and while I enjoy whatever support I am privileged to give to my clients, I know which one I really prefer.

To contact Shelley: 021 920658

[shelley@shelleyeden.com](mailto:shelley@shelleyeden.com) [www.shelleyeden.com](http://www.shelleyeden.com)

### Free Webinar

#### **Skin deep – managing wounds and scabies in aged residential care | Kauhau tuihono: Ā-kiri – mahu kaikiri me te hakihaki i te whare tauwhiro**

Join our infection prevention and control team on **19 April 2023** for this webinar, where you will hear about managing wounds in the elderly and diagnosing and managing scabies in aged residential care. Speakers at this webinar are Emil Schmidt (wound clinical nurse specialist) and Ben Harris (medical microbiologist scientist).

**[Register for this event on the Commission's website.](#)**

[Free webinar: Skin deep – managing wounds and scabies in the residential care setting | Health Quality & Safety Commission \(hqsc.govt.nz\)](#)

The officer said, "You drinking?" I said, "You buying?" We just laughed and laughed.... I need bail money.

## PPE supplies

if an ARC facility has an outbreak and needs extra gloves, please use the comments field in the supply order form so that the team can put the request through urgently.

[COVID.HealthSupplyChain@health.govt.nz](mailto:COVID.HealthSupplyChain@health.govt.nz)

## The Eldernet Group Provides Greater Transparency about Residential Care Costs with Website Upgrade

The Eldernet Group has taken the guesswork out of knowing the cost of residential care, thanks to an upgrade to the search function on its website.

The Eldernet Residential Care website, which allows older people and their family/ whānau to find information about every rest home in New Zealand for free, has added a function that allows users to easily find residential care homes that charge extra for 'premium accommodation'. When using the search tool, users can choose to include or exclude residential care facilities that have premium accommodation charges using a drop down menu.

'Premium accommodation' (commonly referred to as a 'premium room') is a room in a rest home that has features and services over and above what is required under the Age Related Residential Care Agreement (ARRC). This may include features such as an ensuite, adjoining garden, or access to recreational equipment, for example.

Daily costs for premium accommodation vary widely around New Zealand. As of 24 March, premium accommodation charges for available rest home rooms in Auckland's Te Whatu Ora region ranged from \$7 to \$86 extra a day. In some residential care facilities in New Zealand, premium accommodation costs can be as much as \$100 a day, or more. These charges are on top of the 'Maximum Contribution' a resident must pay to live in residential care – this ranges from \$1246.28 to \$1349.60 per week, depending on where in New Zealand you live.

Some people looking to move to residential care may be surprised to learn that premium accommodation charges exist, but they are becoming increasingly common, says Linda Nicolson, General Manager of The Eldernet Group.

"There has been an increase in premium accommodation charges over recent years. Several factors have contributed to this rise, including consumer expectations and what is often described as a shortfall in funding for standard services. This has had a knock-on effect of reducing the numbers of standard beds, making them hard to come by in some areas."

"Moving to care can be daunting for people and their loved ones – and that's without thinking of the financial side," says Nicolson. "That's why The Eldernet Group wants to ensure people have the right tools to guide them on their journey."

The Eldernet Residential Care site allows any internet user to view vacant residential care beds throughout New Zealand for all levels of care, including rest home, dementia, hospital, psychogeriatric, and supported living. The information on the site is updated every weekday morning. Users can also filter their search to include facilities that provide specialised health care, offer 'nice-to-haves' such as pet-friendly rooms, and cater to specific spiritual, cultural and lifestyle requirements.

People can access more information about the cost of moving into residential care, as well as a range of other topics related to getting older, on Eldernet's Knowledge Lab for free.

**Mason Head**, Content Creator and Publication Lead

Laugh  
uncontrollably  
and never regret  
anything that  
made you smile.  
Daily inspirations

## Eldernet staff gets hands on helping care home during Cyclone Gabrielle



The 'lake' outside Khristin's Airbnb

When Khristin Hach, Business Development Manager at The Eldernet Group, embarked on an annual trip to visit clients in the Hawke's Bay, she couldn't have imagined she would be helping care home staff during a national emergency.

Having woken up to a lake outside and a landslip behind

the property she was staying at, as well as no power or phone service, Khristin was understandably distressed.

"I have experienced my fair share of natural disasters – including tornadoes and earthquakes – but I'd never seen anything like that before."

While it was a frightening time, Khristin was worried about others in surrounding communities that may not have fared as well as she had.

"It was hard to know exactly what was happening, as you couldn't check news sites or contact anyone. But I had a sense of how bad it was when I arrived in Taradale. It was absolute chaos."

One of her first stops was Bryant House Rest Home and Dementia Care.

"I just wanted to be helpful in any way I could. I ended up in the kitchen just doing dishes all day. It felt like such a small thing, but the staff were so appreciative. Everyone was running on no sleep, as they'd been evacuated the night before."

Her next destination was the home of 87-year-old Taradale resident Ethel, who had been evacuated the night before; Ethel's daughter owned the Airbnb Khristin was staying in. Luckily, Ethel's home was unscathed, so Khristin got to work helping Ethel's daughter empty the fridge and freezer.

"That's what everyone in the community was doing, just helping each other in any way they could. It's amazing – you really see true human spirit in moments like that."

After a harrowing week, what was the first thing on the agenda for Khristin? "A hug from my boy and a long, hot bath."

"I know how incredibly lucky I am to be back home safe and sound, as I know that's not the reality for everyone in the region. My heart goes out to everyone who has been affected by Cyclone Gabrielle."

**Mason Head**, Content Creator and Publication Lead Email: [masonh@eldernet.co.nz](mailto:masonh@eldernet.co.nz)

### WORKSHOP

#### In-person adverse events learning programme workshop | He awheawhe, he hōtaka ako, kanohi ki te kanohi

Registrations are open for the in-person adverse events learning programme on **Thursday 11 May 2023** in Auckland and **Wednesday 31 May 2023** in Christchurch. These workshops are designed to improve consumer, whānau and health care worker safety by supporting health and disability services to report, review and learn from adverse events. This education programme will assist with conducting effective reviews of adverse events in a range of health care settings using the learning review methodology.

These learning events will also be an excellent opportunity to meet with the team from Te Tāhū Hauora and discuss the **[new national adverse events policy 2023](#)**.

There is a registration fee of \$110 incl GST per person. You will be required to complete some online learning prior to the workshop, which can be done at your own pace.

**[Register for these events on our website](#)**. ([hqsc.govt.nz](https://www.hqsc.govt.nz))

came, I saw, I forgot what I was doing. Retraced my steps, got lost on the way back, now I have no idea what's going on

## SPARK OF LIFE TRAINING OPPORTUNITIES

There are a number of training opportunities coming up in which you might be interested.

The *Spark of Life* Model of Care enables aged care services to provide **excellence in Dementia Care** that is measurable and sustainable.



This Best Practice Model shifts attitudes and builds relationships that dynamically transform dementia care. The Model is applicable in all areas of aged and dementia care services, in residential and community care, hospital and palliative care, and can be effectively integrated into current systems.

### Turning Stressful Showers into Enjoyable Experiences

So many little things we say and do can trigger either a positive or negative shower experience. Applying the *Spark of Life* Philosophy to the shower situation can facilitate a positive shift in mindset and attitude from 'doing showers' to providing an enjoyable experience. The education also covers a multitude of trialed and tested strategies to apply in everyday scenarios including helpful shifts of language. There is no pre-requisite for attending this education.

This presentation is equally beneficial for staff working within residential care, independent living units, and in the community. The education is empowering of staff and upskilling them to be able to go to the root cause of the behaviour by identify the unmet needs and finding meaningful solutions.

### The Heart has no Wrinkles

What do we do when people with dementia have unmet sexual needs and express them in ways that can be confronting and challenging for staff, families, and other residents? This is a complex subject, and it can be difficult to talk about – but we can't ignore it.

Drawing on Advanced Systems Theory and Neuro Linguistic Programming, Dementia Care International has developed a highly effective and unique education program on this very topic.

Let us support you and your team with a one-day seminar that is both respectful, shows empathy, takes everyone's needs into consideration, and is presented in a language that everyone can relate to.

### How to Ignite the *Spark of Life* – A Day on Culture Enrichment

This 1-day seminar brings a unique opportunity to experience the best of the internationally awarded *Spark of Life* Philosophy that enriches emotional care – the essence of person centred care.

The education is provided live via Zoom for a team of people in the one room/venue. There can be staff in up to 4 separate venues each with up to 20 -25 people

This experiential education provides the skills to ignite the *Spark of Life* within the residents, clients and patients and each other in a team. It also provides practical strategies for the best possible way to connect and communicate, facilitate dementia and prevent and dissolve challenging behaviours.

For information on these sessions please contact:

[info@dementiacareinternational.com](mailto:info@dementiacareinternational.com) or check the following websites:

<https://dementiacareinternational.com/spark-life-presentations/spark-life-short-courses/>

<https://dementiacareinternational.com/master-course/>

For links to youtube messages visit: [Home - Dementia Care International](#)

Some people call me crazy. I prefer 'happy with a twist'.

## ONLINE EDUCATION for EMPLOYERS

Find out about your responsibilities as an employer in New Zealand  
Learn about essential employment information - free to access.

[Employment NZ \(elearning.ac.nz\)](http://elearning.ac.nz)

## EDUCATION FOR HEALTH PROFESSIONALS

On line training has become very popular. There are a couple of organisations I am personally very impressed with.

One being “**My HealthHub**” see below and another one I recently came across is the “**Goodfellow Unit**”. Have a look for yourself on their website and try out some of the recorded webinars and sign up for the live ones. <https://www.goodfellowunit.org/>

## MORE EDUCATION LINKS



Mobile Health has created a dedicated education website - My Health Hub - providing education for health professionals. The My Health Hub website

provides health professionals with access to their fortnightly live webinar series on a wide variety of healthcare topics. These webinars are also recorded and uploaded to this website for later viewing – to claim your hours for viewing the recording of the webinar (and receive a certificate), answer the two questions at the end of the webinar, and your certificate will be generated.

Access to this website is free, with no login requirements: [www.myhealthhub.co.nz](http://www.myhealthhub.co.nz)  
There are a good number of webinar recordings on the website which are very appropriate for the aged care sector, eg. critical thinking skills; pressure injuries; negative pressure wounds; severe and enduring eating disorders; skin infections; person-centred approach in dementia care; obstructive sleep apnoea; therapeutic recreation; managing urinary conditions; advance care planning; preventing falls in the elderly; caring for complex older people; depression in the elderly; and a wide range of topics and research on palliative care.

If you are interested in receiving emails flyers of the upcoming live webinars for My Health Hub, please email [chris@mobilehealth.co.nz](mailto:chris@mobilehealth.co.nz) and your contact details will be added to their mailing list

## SILVER RAINBOW

PLEASE NOTE CHANGE IN CONTACT DETAILS.

**Lesbian, Gay, Bisexual , Trans and Intersex  
(LGBTI)**

**Education for Caregivers**

**If you are interested, please contact Stefanie**



[Stefanie.OBrien@rainbowtick.co.nz](mailto:Stefanie.OBrien@rainbowtick.co.nz) to find out how you can book Silver Rainbow education for your organisation.

**I really don't  
mind getting old,  
but my body is  
having a major  
fit**

<p style="color: #4f81bd; font-style: italic;">“Goodbyes are not forever, Goodbyes are not the end. They simply mean I’ll miss you, until we meet again.”</p> <p style="font-size: small; color: #4f81bd;">Author Unknown</p>	<b>NEWSLETTERS BACK ISSUES</b>
	<p>All newsletters are on my website including an alphabetical list of topics. This website is available to everybody: <a href="http://www.jelicatips.com">www.jelicatips.com</a> No password or membership required.</p> <p>I believe in having the data available to everybody as it is important that as many people as possible get the information and that we help each other as much as possible in this very challenging sector.</p>
	<b>HELP ME KEEPING THE DATABASE UP TO DATE!</b>
	<p>Changing positions? New email address? Let me know if your details are changing so I can keep the database up to date. If you know anybody else who would like to receive the newsletter please let me know and I will be happy to add them to our growing readers’ base. Thank you all for your contribution each month.</p> <p style="text-align: right; font-style: italic;">Jessica</p>

**Some interesting websites:**

[www.careassociation.co.nz](http://www.careassociation.co.nz); [www.eldernet.co.nz](http://www.eldernet.co.nz), [www.moh.govt.nz](http://www.moh.govt.nz); [www.careerforce.org.nz](http://www.careerforce.org.nz), [www.advancecareplanning.org.nz](http://www.advancecareplanning.org.nz); <http://www.bpac.org.nz/Public/admin.asp?type=publication&pub=Best>, <http://www.open.hqsc.govt.nz>; [www.safefoodhandler.com](http://www.safefoodhandler.com); [www.learnonline.health.nz](http://www.learnonline.health.nz); [www.nutritionfoundation.org.nz/about-nznf/Healthy-Ageing](http://www.nutritionfoundation.org.nz/about-nznf/Healthy-Ageing); [www.glasgowcomascale.org](http://www.glasgowcomascale.org); <https://www.health.govt.nz/our-work/disability-services/disability-publications/disability-support-services-newsletter>; <https://worksafe.govt.nz/>; <https://covid19.govt.nz/>; <https://www.health.govt.nz/>; Julie.Watson@kahuitukaha.co.nz to find out how you can book Silver Rainbow education for your organisation.

Please note these sites are not necessarily endorsed by Jelica nor is it responsible for the contents within them.

The information contained in this publication is of a general nature and should not be relied upon as a substitute for professional advice in specific cases.

**REMEMBER!**

Send your feedback, suggestions and articles showcasing your local, regional and workforce activities for publication in future issues.

Text in Italics are the comment of the writer of this newsletter

This brings me to the end of this issue. I hope you enjoyed reading it and welcome any feedback you have. With your help I hope to keep this a very informative newsletter with something for everyone.

**CONFIDENTIALITY AND SECURITY**

- I send this with due respect to, and awareness of, the “The Unsolicited Electronic Messages Act 2007”.
- My contact list consists ONLY of e-mail addresses, I do not keep any other details unless I have developed personal contact with people or organisations in regard to provision of services etc.
- E-mail addresses in my contact list are accessible to no one but me
- Jelica Ltd uses Trend antivirus protection in all aspects of e-mail sending and receiving

Signing off for this month!!

Jessica

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- If you do not wish to continue to receive emails from me, all you need to do is e-mail me and write “Unsubscribe”. I will then remove you from my contact list (though I will be sorry to lose you from my list).
- If you know of others who you think would benefit from receiving my newsletter, please pass on my details and have them sending me an email with the subscribe request.