

heart & soul

December 2019

An inside view of Hospice Whanganui

The Young Doctors

Palliative care in New Zealand aims to provide quality end of life care to all who need it, wherever they are. Hospices have a focus on achieving this but realise that working alone, we can only reach a fraction of those who need palliative care.

Through education, support and assisting with the upskilling of other healthcare providers, it may be that we can see into the future, a more seamless delivery of palliative care to a greater number of patients.

At Hospice Whanganui we have made strides in this direction, and during the last few months have hosted a number of "Young Doctors" onsite at the inpatient unit. They are all at different stages in their careers and each of them has brought something to and taken learning from, the palliative care environment. Their thoughts about working in the palliative care environment are along similar lines... "fantastic", "welcoming", "valuable learning and will impact my clinical practice".

Hospice staff have been delighted to have them with us... "We love the young docs and our patients have enjoyed them being here too. The future of palliative care is in their hands! Let's see more of them coming to Hospice in the future."

Dr Mary Andhoga

SHONA JIAN - RMO, New Zealand

"I was fortunate to be assigned for 4 weeks rotation and that time flew by! Two principles which resounded for me during my experience were those of teamwork and effective communication. The collaborative approach works in a seamless fashion, providing truly holistic patient-centred care. I witnessed and experienced this while working closely with the team and Medical Officers, and will take numerous skills into my future clinical practice."



ALEX WALLACE - RMO, UK

"I am UK-trained and moved to Wanganui earlier this year. I had decided to further explore the palliative care interest that I developed in previous clinical rotations.



Since starting my 8-month post at the Hospice, I have been challenged clinically and professionally while being fully supported by the Hospice team. I have learned a great deal about theoretical and practical aspects of palliative care and look forward to learning, working and developing new clinical skills!

My favourite aspect of the job is having the time to get to know patients and to build a rapport and connection with them, which is different from my experience on other clinical rotations."

GEORGE TINAWI - Medical Student, Otago

"I was fortunate to spend a short time (two days) at the Hospice. I attended MDTs (multi-disciplinary meetings), assessed patients, and learned and acquired new knowledge. It was a valuable learning opportunity and I am grateful for their kindness and willingness to teach me. I picked up new knowledge that I can put into use as I start my medical career."



See more of the "Young Doctors" story on our website.

The Value of Respite Care

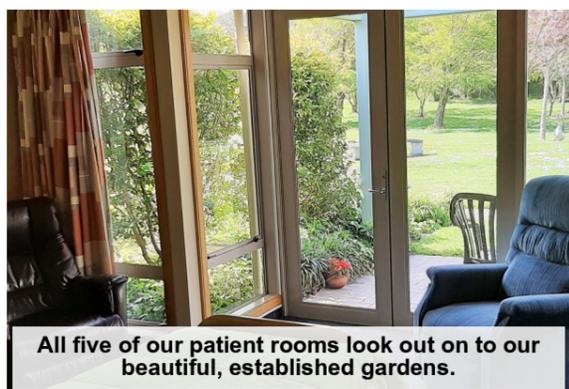
Of the five patient rooms we have at the Hospice inpatient unit, one is specifically designated for respite care. Its availability allows for patients to come and spend a week with us, feeling safe and supported in our surroundings. They receive around-the-clock nursing care and attention, while giving those who are caring for them at home a brief break from the responsibility of managing that care. The value of a respite stay for both our patients and their carers is evident.

Our patients spend seven days with us in the respite room and are encouraged to feel relaxed and as "at home" as they like. Some of our patients have stayed with us a few times and always look forward to their possible return. During their stay everything from meals to medications are taken care of and family and friends are welcome to visit at any time.

Family member, Katrina, whose sister spent some time in our respite room earlier in the year says, "It was such a comfort to us to have her with Hospice. It's a beautiful place, peaceful and welcoming and we were entirely comfortable with her being there. The people were incredibly open and we were encouraged to feel relaxed about asking questions or discussing things that were on our mind. They made themselves available to care for all of us. It's a brilliant facility."

Our patient, Jeremy, who has also stayed with us on respite care twice in the last few months, loved the time he spent here. "The staff are lovely and the setting is magnificent. I didn't have to think or do for myself - it was absolute bliss. I could shut out all the things that I was concerned or worried about, and it was a relief that I simply didn't have to think about them for a while."

Unfortunately, not all of our patients are eligible for respite - as with any funded service, there also comes a criteria for its use. There is a broad range of support and services Hospice provides including the respite facility and this, like the other components of our care, is available without cost to our families. The responsibility for funding the varied care we deliver is met fully by Hospice, and donations from our supporters contribute significantly to our ability to cover those costs, both now and into the future.



All five of our patient rooms look out on to our beautiful, established gardens.

House for Hospice

There is an exciting project happening in Whanganui for a very valid cause called "House for Hospice". The designated construction site in Liffiton street is bustling with activity where work is well underway on a new-build relocatable house. The two bedroomed house is being built under real quality and consent conditions and will be completed with high-spec finishes. It will be offered for sale by auction and offered for the public to bid at Bayleys Whanganui. Net proceeds will be donated to Hospice Whanganui.

Paul Tasker from Able Cottages spearheads the project and has partnered with several other sponsors to bring it to life. Support has been overwhelming, and sponsors include: Mitre 10 MEGA, Allied Concrete, Roofing Industries, The Bench Factory, Able Plumbing and Gas, Scafit, Bruce Riach Electrician and Bayleys.

The auction date is tentatively booked for the 27th of February 2020 (time to be confirmed), at the Bayleys Hall, 158 Wicksteed Street. Please feel free to contact Paul Tasker 027 471 3365 for help or information on the project. To register for the auction or sales information contact Ananda de Koning on 027 563 3414 or email Ananda.dekoning@bayleys.co.nz.



Early days and the house begins to take shape on the Allied Concrete site on Liffiton Street.

Follow the progress of the project all the way to auction and read more about sponsors and supporters on the HW website and Facebook page.

Merry Christmas!



Yuletide Felicitations from the Chief Executive.

As you read this newsletter you will see that 2019 has been a busy but amazing year for Hospice Whanganui. The team here just seem to go from strength to strength.

Once again we could not have achieved these things without your support and encouragement. Thank you from the whole team, we could not have done it without your continued support.

I wish you and yours a happy and peaceful 2020 and I look forward to another year of working together with you all. Kind regards.

Karen Anderson, CEO

Retirement News

"I have really enjoyed the 4 ½ years of working at Hospice Whanganui but after my 40+ years nursing, I have made the decision to retire in February, 2020. My long-time nursing experience has seen me in a number of roles but my journey from Emergency Nurse to Palliative Care has brought for me, the biggest shift in both my personal and professional philosophy which is, to make the most of every day.

I have seen some great changes here at Hospice Whanganui, had many positive outcomes and experiences, along with challenges, which make for learning and what I call, an all-round job. All the people I work with are many-talented with lots of knowledge, skills and stories to share. Team work is always encouraged and rewarded by great patient, family/whanau outcomes.

The best thing for me in my time at Hospice Whanganui, is to have walked alongside and supported the clinical staff but most of all to have had the pleasure and also the honour to support people in their final journey.

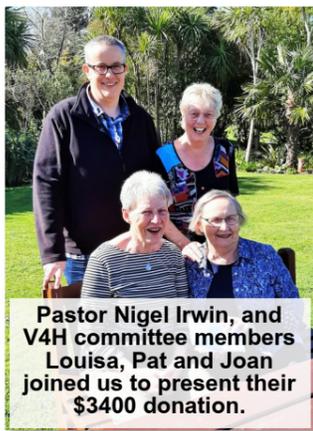
Although I will miss my friends and colleagues here at Hospice, I thank them for the last 4 years. Time with family, friends, gardening and golf will be my retired lifestyle. Bring it on!"



Barb Cornor, CSM

Real Community Spirit

The biennial event "Voices for Hospice" is a choral concert involving dozens of singers, musicians and organisers and is held in celebration of World Hospice Day. The organising committee met up at Hospice this year and we were delighted to be able to host them onsite. Their planning saw the concert held a little earlier on the calendar than usual. Nonetheless, it enjoyed the wonderful success that it has done in previous years.



Pastor Nigel Irwin, and V4H committee members Louisa, Pat and Joan joined us to present their \$3400 donation.

Choirs including Schola Sacra, The Lyric Singers, Male Choir, Community Choir and guest choir Te Taikura O Te Awa Tupua performed a fantastic programme of both modern and traditional works. From William Byrd's "Ave Verum Corpus" to a selection from "Mama Mia", the audience enjoyed and were appreciative of the performances. There is such a great deal of work that goes into co-ordinating and performing in an event of this kind and we pay tribute to everyone who shared in its success! Musical directors, guest soloist Iain Tetley, accompanists and choristers all combined their varied talents in this wonderful musical celebration of Hospice.

The event is held at the Central Baptist Church in Wanganui, providing the perfect venue for a musical showcase of this kind. Senior Pastor of the Church, Nigel Irwin, kindly donated the use of the facility without cost to the organisers and also agreed to be MC for the afternoon. In addition to the funds raised by sales of tickets at the door, there was also a donation of \$1000 from the Church, significantly boosting the final total of proceeds from this fundraising event. Says Nigel, "At Central Baptist Church, one of the principles that comes from our identity is the conviction that we are blessed to be a blessing. In other words, every resource we have comes from God and He calls us to distribute resources freely in our community. Hospice Whanganui is an organisation we have a strong affinity with. All life is valuable and sacred and we are committed to caring for people in all circumstances of life. Hospice provides a critical service in this city we love, so we're proud to support the wonderful, needful work they do!"



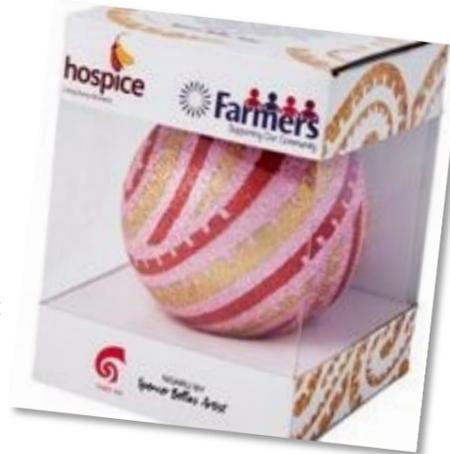
The massed choir performs the Halleluiah Chorus at the conclusion of the concert.

We are delighted with the superb organisation of the event and are so appreciative of all those who contributed to its success. The end result is a wonderful choral programme with wide appeal, and participants from all age groups and places in the community. That's a rather special showing of community spirit right there!

Trees of Remembrance

This is a special time of year for many people, remembering with fondness those who are no longer with them. In honour of the memories they treasure, every year at Christmas, Hospice has its Trees of Remembrance. It's an opportunity for people to write a card in exchange for a donation, share some of those treasured memories and hang them on the Tree. This year we have a few options if you want to participate in this event.

The team at Farmers in Wanganui will have their beautiful Tree of Remembrance instore and shoppers can make their donation at the point of sale, pick up their card, write their message and hang the card on the Tree. There will also be the beautiful baubles for sale instore (and online - go to: <https://bit.ly/2MEwIXc>). All proceeds from these sales are donated to your local Hospice.



We tip our hat to the staff at Farmers who for several years now, have been so willing to support the nationwide Tree of Remembrance initiative. The Tree is instore from Monday November 18th until close of business on Christmas Eve.

We will also have our Community Remembrance Tree and this year we are doing things a little differently. The location for us has changed and during December we will be stationed outside New World supermarket in Wanganui, and will also spend a few days at Pak 'n' Save. For a donation you will be able to write your card, remembering someone you miss and hang it on the Tree. We will also have our Christmas raffles which are incredibly popular, so there will be chances for you to score tickets from the volunteers who will sit with the Tree.

Dates for Remembrance Tree at New World

Monday-Saturday beginning December 2nd
(except 5th, 9th, 10th, 11th). 10am-6pm.

Our last day at this site will be Saturday December 21st.

Dates for Remembrance Tree at Pak 'n' Save

Monday-Wednesday December 9th, 10th and 11th. 10am-6pm.

We would like to acknowledge and thank Mark & Anna (NW) and Tania (P'n'S) for generously allowing for us to share this special seasonal event with you, on their premises.

This last option might interest you if you like to transact online. You can visit our website and again, for donation via the link on the page, you can write a message on a decoration of your choice, add a photo if you like and hang it on our virtual Christmas Tree. Local company,



Liquid Edge, have designed this Tree for us and we're excited to see whether people will enjoy using it. The decorated Tree will be viewable throughout the year and then a new Tree will appear for next Christmas. Along with the cards that hang on our 'actual' Trees, messages on the virtual Tree will be printed, gathered and then buried in our beautiful garden in the new year. Go to our website hospicewhanganui.org.nz and click the REMEMBRANCE TREE tab on the homepage.

We'd love for you to share your memories of those you love and now miss and we're looking forward to gathering and honouring those thoughts and memories in the new year. All proceeds from donations (and raffles) at all the Trees, go directly to Hospice Whanganui. Thank you for your support.

HOSPICE SHOP TRADING HOURS

Wanganui East SHOP

CLOSES 2PM CHRISTMAS EVE,
REOPENS MONDAY JANUARY 6TH.

GONVILLE SHOP & HOSPICE BOUTIQUE

BOTH CLOSE EARLY AFTERNOON, CHRISTMAS EVE.
WILL REMAIN CLOSED STAT DAYS ONLY.



snapshots



WDHB candidate in the recent local body elections, Debra Smith pitches in as a volunteer at Wanganui East.



Likewise, at the Tawa Street store, Council and WDHB candidate Jenny Duncan volunteers a few hours.



Hanna, Susan, Vee, Joan, Lexia, Val, Mel and Mary all set to welcome the visitors to the recent Ladies Night DIY event instore at Mitre 10 MEGA.



Nurse Practitioner, Peter Mealey (centre), attended the Palliative Care Nurses annual conference and participated in a special study day with 12 counterparts from all around NZ.



Recent recipients of Volunteer Service Awards gathered for a celebration of their anniversaries. Mayor Hamish McDouall joined us for the afternoon to present the awards.



As part of the recent Good in the Hood promo at Z Dublin Street, volunteers Val, Mel, Peter and Doreen joined staff member Jo, as Forecourt Concierges for the day.

Conference Notes

We here at Hospice Whanganui were delighted to receive funding from the Mother Aubert Home of Compassion to allow four of our staff (Registered Nurses and Social Worker) to attend the Oceanic Palliative Care Conference in Perth, Australia, in September.

The conference was joined by Hospice New Zealand, the International Hospice of Palliative Care Association and other leaders in the Pacific Region, had over 900 attendees, was tailored for the palliative care industry and included an incredible group of people who inspired and challenged our staff.

The theme, 'Universal Access: Oceans of Opportunities', allowed for the exploration of palliative care as a human right and discussed what can be done to ensure people from underserved populations can access palliative care and have their symptoms managed at the end of life.

On their return, the team reported that some sessions confirmed what Hospice Whanganui already know and do, or do better! Other sessions educated or challenged them, with all members thoroughly enjoying the learning experience. They are enthusiastic to share new ideas and information that will improve access to, and promote the palliative care for our community in Whanganui.

The team described all sessions as being respectful and everyone was encouraged to be inquisitive and challenging of the current status quo. It was an opportunity to hear each other's work and ideas and network.



A social programme also allowed for 'a bit of fun' and new friends and colleagues were made.

The contribution by the Mother Aubert Home of Compassion to this conference and learning experience for the staff of Hospice Whanganui is acknowledged and gratefully received. Training of any kind benefits everyone involved; our patients and their family/whanau will gain improved access and care, and the staff will gain more job satisfaction, take personal responsibility for improving our patient care, and have pride in knowing they are providing best practice.



RNs Abbie, Alison and Raewyn and Social Worker, Tracey, fresh from their Perth Conference experience.

Barb Cornor, Clinical Services Manager

The Tale of CR2025

At the recent Ladies Night held for the benefit of Hospice, the team at Mitre 10 MEGA laid it all on for those who attended: food, drinks, prizes, giveaways, goodie bags, demonstrations – the works. More than 300 people came along to enjoy the night and the only ask was that they donate a gold coin as they came through the doors, which would go to Hospice Whanganui. Everything else to do with the event on the night for the attendees, was free.

So imagine our surprise when we discovered that someone had donated as their entry fee, a used battery...

ENERGIZER 3volt CR2025 is an inoffensive little battery, and was found nestled cosily amongst the other notes and coins in the donation bucket. It's not the battery's fault that it was 'spent' this way. It's also not the battery's fault that it won't fit into any of our devices, so we were, sadly, unable to make use of it in any practical way in the inpatient unit.

It was apparent that ENERGIZER 3volt CR2025 was born in Indonesia and, judging by the scuff marks on its face, seems to have had an interesting life before finding its way into the donation bucket at this fabulous event. After some enthusiastic discussion about the situation, a brilliant idea to turn it into something meaningful was suggested, and the decision made to list the orphaned battery on TradeMe.



The bidding began within minutes of ENERGIZER 3volt CR2025 making its appearance online! We're delighted to say there was a little bit of a bidding war in the early stages and that the story of ENERGIZER 3volt CR2025 even captured international interest! In the final minutes of the auction the bidding began again in earnest and at its close, ENERGIZER 3volt CR2025 was rehomed to a buyer who generously paid \$45. In fact, the buyer was so delighted with his purchase that he upped the ante and rounded up his purchase price to \$100!

Our thanks to everyone on Facebook and TradeMe who followed the journey of our little battery to its new life and who supported the move to make something good of our find. A fantastic outcome!

Thank you!

- *60's Up Movement
- *Aqua-cise Ladies *Axiam
- *Bayleys Real Estate *Bark & Boulders
- *Bushy Park Homestead
- *Cancer Research Trust *Collection Box Holders
- *Craigs Investment Partners
- *Crystal Valley Water
- *Dave Hoskin Carriers *Dilmah NZ
- *Display Associates *Dublin Automotive
- *Eastown BuildLink *Emma Anderson,

- Andy Savage & Kelly Scarrow
- *Edmonds Painting Ltd
- *Farmers Department Store
- *Farming Friends of HW *Fergus Reid
- *Flying Pictures
- *GBB Whanganui
- *Gourmet Express Catering
- *Harcourts Whanganui *Hiremaster
- *Hospice Whanganui Foundation
- *Hospice Whanganui Volunteers
- *House of Travel Wanganui
- *ID Loader
- *J & J Hurley & staff - Z Dublin Street

- *Jason Granville
- *Kiwispanspan *KiwiTV
- *Liquid Edge Creative Ltd
- *Mark Dyhrberg *MARS Petcare
- Wanganui *Mayor Hamish McDouall
- *McCarthy Transport *Mediaworks
- *Members of HW 200 Club
- *Mitre 10 MEGA Wanganui
- *Native Sound Systems *New World
- Wanganui *Nu-Look Wanganui
- *NZ Greyhound Racing
- *Pak 'n' Save Wanganui
- *palaMOUNTAINS *Piping Hot Plumbing

- *Q-West Boatbuilders
- *Rivercity Press *Rockgas Wanganui
- *Safemode *Spooners Drycleaners
- *Stu Duncan
- *The Warehouse Wanganui
- *Tim Watson - Mud Ducks Café
- *Trafalgar Square Management
- *Wanganui & Partners *Wanganui
- Greyhounds Racing *Wanganui
- Insurance Brokers *Watson Security
- *Whanganui District Council
- *Whanganui Community Patrol
- *Whanganui High School bands
- *Whanganui Police *Whanganui Prison

Special seasonal greetings to all of our supporters from around our community! Your generosity of spirit and the desire to give in so many, varied ways, is so very much appreciated. From us all, the warmest of Christmas wishes to you. **Thank you!**

A Salute to our Supporters

Every year we're privileged and grateful to have the support of hundreds of individuals, groups and businesses who in their various ways, give what they have to support Hospice. This goodwill helps to ensure that the many 'arms' of our service remain sustainable and excellent, in an increasingly challenging healthcare environment.

Many of our supporters donate on a regular basis via the 200 Club, the bi-annual newsletters, or tributes, and for this we thank you. We also receive occasional grants or bequests and each donated dollar is precious. Given that we need to fundraise around 50% of our operational costs each year, donations to Hospice Whanganui are valued and appreciated and stay here in Wanganui. As you will know, it's these donations that ensure we can keep our care and support for families readily available, and without cost to them.

There are so many people who support us in so many different ways, we thought it would be great to shine the spotlight on just a few of them. It's a diverse group and highlights the fact that philanthropy in its many forms is alive and well in our little community!

Since 2005, **MARS Petcare (Wanganui)** have donated dozens of boxes of chocolate bars, other confectionery and gifts for our use in fundraising activities and to celebrate service awards.



Umu, Jo, Kat and Varun. Just a few of the crew on deck at Z Dublin St.

From the time the Good in the Hood promo was first launched several years ago, we have been chosen to participate in and be a beneficiary of this community fundraiser, by the team at **Z Dublin Street**. The team have also generously donated fuel gift cards for raffles and fundraising purposes.

For many years the team at **Spooners Dry Cleaners** have donated the cleaning of our sheepskins, curtains and other linens used in the patient rooms at the Hospice inpatient unit.



Sarah, Hayden and Paula from Mitre 10 MEGA, with Valda from Hospice.

The relationship we have with the team at our local **Mitre 10 MEGA** has been many years in the making and they have chosen us to be the beneficiary of the proceeds from their annual Ladies Night event. There's a great night out for the ladies and Hayden and Sarah match the proceeds from this event and donate that total.

Tim Watson from **Mud Ducks Café** has for some time been a supporter of Hospice, donating coffee cards for those participating in our Carer Support Programme. Tim has also kindly donated café vouchers in acknowledgement of significant volunteer anniversaries.



For many years, Margaret and the team at **Crystal Valley** have donated spring water for use by patients and families in the inpatient unit, ensuring a constant supply. They also provide the water for any in-house fundraising events we organise.



We have enjoyed an enduring relationship with the **Farming Friends of Hospice Whanganui** which began in 2005. Their committee and members co-ordinate and manage the grazing of Hospice cattle on local farms, with participating farmers taking on the care and welfare of the animals as part of their own herds. FFHW have also purchased vehicles for use by the community nursing staff and delivery vehicles for the shops.



McCarthy Transport has been a long time supporter of Hospice, donating the purchase of diesel for our pick-up/delivery vehicles, operating from the Hospice shops.



One of the WDC crews helps out at Tawa Street and score a cake for morning tea!

We are grateful to the **Whanganui District Council** for their support in taking away the rubbish that is sometimes dumped outside our shop frontages. It's unfortunate that sometimes things which are patently and obviously UNsaleable are left outside the Hospice shops. Oftentimes these particular donations are left in the middle of the night. The Council have been generous with their support, turning what is potentially a bit of a nightmare into something more manageable.

GBB Wanganui (Good Bitches Baking) are a team of ladies who regularly bake treats of all kinds and deliver to us at Hospice every fortnight. We've been the recipient of their yummy goodies for a few years now, and the two boxes of treat goodness are shared with our patients and families by the community nurses. The treats are often accompanied by a special message for the patient and their family, like these ones from last Christmas.



There's a very real sense of community in how Wanganui locals support Hospice and the way we care for our families. We are so appreciative of the generosity shown by ALL our donors, whether the gifts are of time, money, goods or resources. The support is generous and diverse and each donation or gift of goodwill in its own way, helps to meet the needs we have. We salute (and thank) you all!

Valda Brechmanis, Public Relations & Volunteer Services

Yes! I would like to support Hospice Whanganui.

MY DONATION IS ENCLOSED \$ _____ DONATE ONLINE

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

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

Cornerstone/200 Club Making a Bequest Volunteering

Name _____ Address _____

5-digit number from our mailing label _____ Email _____

! Please complete your contact details and post with your donation in the enclosed envelope. Your stamp would help reduce costs!

Our details:

- hospicewhanganui.org.nz
- Hospice Whanganui
- 03-0791-0571167-00

Donor details:

- Donor's surname
- Donor's address, or,
- 5-digit number from our mailing label

WANT TO GET YOUR NEWSLETTER BY EMAIL?

Send a message to: **valdab@hospicewhanganui.org.nz**
(note - there is no 'h' in Wanganui in our email address)
Include the keyword "newsletter", your name, address and 5-digit ID code from your envelope. We'll send you a return email to confirm. Easy!

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