



## Donations...

Over the years a number of individuals and organisations have generously supported the Switzer Trust with substantial grants and legacies. These have made it possible for the Trust to develop the facilities and services to what they are today.

- o I would like to donate \$ \_\_\_\_\_
- o My cheque/money order payable to The Claud Switzer Memorial Trust is enclosed
- o OR please charge my credit card (tick as appropriate)
- o Diners o VISA o Amex
- o Bankcard o Mastercard

Card number

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Expiry date \_\_\_\_ / \_\_\_\_

Name on card

Signature

Mr Mrs Miss Ms (please circle)

Address

Telephone

Email

This information is for the Claud Switzer Memorial Trust only—we do not share databases.

A receipt will be sent for all donations of \$5 or over, Donations to this Trust qualify for the donations tax rebate.

Please send me details of how to:

- o Make regular monthly donations
- o Leave a gift in my will

Return your completed form to:

The Secretary

Claud Switzer Memorial Trust

PO Box 242

KAITAIA

## About the Trust

### Background:

The establishment of the Claud Switzer Memorial Trust was the outcome of the foresight and generosity of the late Claud Switzer.

### Mission:

The relief, care and welfare of the aged needy in the Mangonui County and Kaitaia Borough.

### Vision:

To provide leadership in the care of older people, and a range of services for their changing and diverse needs. These services will continuously evolve to exceed expectations.

As a not-for-profit organisation, the Trust returns all surpluses to the pursuit of its mission. Governance of the Trust by community representatives defines the Trust as a community organisation.

### Service Provision:

The Trust provides residential care for 91 older people. We provide: Rest Home Care; Hospital Care; Secure Dementia Care, Respite Care; Carer-Support; and Day Care. The Golden Age Club caters for the well elderly and the ALZ Club caters for those with dementia.

### The Trustees:

**Mr Peter Dryburgh** M.N.Z.M., M.R.C.P.(U.K), F.R.C.S.(ENG), F.R.A.C.S:

Peter is a graduate of the University of Cape Town (1966). He subsequently trained in South Africa, the United Kingdom and the United States of America. He came to Kaitaia Hospital in February 1980 to take over the position of Surgeon Superintendent from Dr Denis Tree. He remained in this position and that of Senior Surgeon/Clinical Advisor until his retirement from full-time surgical practice in May 2004. He also served on the Board of Trustees of Kaitaia College for seven years with three years as its Chairman.

**Mr Eric Shackleton** MPS MStJ JP

Eric was appointed to the Board following the resignation of Dr Tom Young in 2011. He was born in Waiuku and after working overseas and throughout the North Island started as a pharmacist in Kaitaia in 1973. He has been a member of many local organisations such as Hospice, St. Johns, Round Table, Kaitaia Business Association, and the Justices of the Peace Association for the Far North, along with the 20/20 IT Computers in Homes Trust.

Eric who lives on a vineyard near Ahipara has been involved in diving, fishing and flying over the years in Kaitaia and is looking forward to working with the Team at the Switzer Residential Care.

**Mr Jack Rogers**

Jack was appointed to be Board of Trustees following the resignation of Mr Clive Patterson in 2015. He was born and raised in the Far North of Ngati Kahu descent. He is a plumber by trade and has operated a successful plumbing business in Kaitaia since 1975.

He is a past member and president of the Kaitaia Kiwanis Service Club and a current member of 90 Mile Beach Surfcasting Club.

### The Advisory Group:

The Advisory Group meets every second month. It is made up of people who bring a wide range of community knowledge and experience to the meetings and include representation from the following organisations: Community Health - Masonic Lodges - Age Concern - WINZ - Resident Representative, Staff Representative - Northland Health - Switzer Home Auxiliary - Business & Professional Women's Association - Salvation Army - Iwi Representative - Grey Power.

Our ongoing thanks to  
**Essentially Flowers**  
for continuing to provide  
individual bouquets for all our Elders birth-  
days.



# A LASTING LEGACY

Switzer Residential Care

Volume 13 December 2016



## Chairman of the Board of Trustees Report

On behalf of my co-trustees, Eric Shackleton and Jack Rogers, I have pleasure in presenting this report. As Trustees, I am pleased to report that we form a good team with complementary skills and a commitment to developing the best possible care for the Elderly of our community.

We are indeed fortunate in having an excellent management team lead by our General Manager, Jackie Simkins who leads by example. The governance required of us is made relatively easy by her attention to details, knowledge of the Aged Care sector, and ongoing communication with all involved in providing this increasingly complex care.

Our secretary and accountant of many years, Eddie Aickin, guides us in our financial management. The small surplus achieved each year requires commitment from all our staff to financial efficiency. This together the generosity of our community in fund raising and bequests to the Trust (CSMT) have enabled us to grow from the original 15 residential beds in 1954, to our present 91 bed residential, hospital and dementia care facility.

The Puriri Secure Unit with its 15 beds was opened at the end of 2015, and nears full occupancy. Its presence has avoided the need to split families by sending members away should dementia form part of the ageing process. The cost – owing to its complexity in meeting the needs of dementia – was close to 2.5 million dollars. At the same time, upgrading of some existing facilities and addition of beds was achieved through excellent planning, management and architecture, based on the latest research into dementia care.

We shall have to – in time – rebuild the original Kauri Wing and replace it with another hospital wing to meet the ongoing needs of our community. The desirability of starting a residential village remains, but suitable land and funds remain elusive at this stage.

We are grateful to our community for its involvement in so many ways; the Women's Auxiliary, the band of volunteers, donations of time, produce and sharing of pets, and to the families of residents for their contributions to the care of their family members. We are also appreciative of the collaboration with residents' GP's, Kaitaia Hospital and the Northland District Health Board, St John's Ambulance, Palliative Care and community social workers and nurses in trying to optimise care – in what is an increasingly complex stage of life. Finally, we are proud of the staff of the CSMT and their caring professionalism and thank them sincerely.

Peter Dryburgh Chairman

The Staff, volunteers and Residents Christmas Concert is on the 15th December 2016 at 10am in Millie Lounge. The Christmas Service is on 8th December at 1.30pm in Millie Lounge. All are welcome



## General Manager Report

### The Eden Alternative and Our Volunteers

The Eden Alternative compliments our philosophy, it aims to empower residents, staff and families. It is a philosophy based on health, wellness and improving the quality of life and well-being of our residents by reducing their loneliness, helplessness and boredom and promoting a person-centred approach to care [www.edenalternative.com](http://www.edenalternative.com)

At Switzer, we believe 'it's not the years in the life, but the life in the years that matters most' and we work hard to ensure that we provide an environment where people can flourish in a real human habitat.

This year we achieved 5 of the 10 Principles which make up the Eden Alternative philosophy of care and we aim to complete all 10 principles in the next 12 – 18 months. A great achievement.

To this aim, we have increased our efforts to create an environment which includes regular and consistent access to plants animals and children. We have been able to do this by recruiting a voluntary Volunteer Coordinator. Brian Atkins has worked hard to increase our volunteer base and it has grown from 4 volunteers in 2015 to 40 in 2016, we are most grateful to him and to all our wonderful volunteers.

Volunteers bring variety and spontaneity to the lives of our residents, and partake in meaningful activities such as cooking, reading, art, exercise and looking after the animals and plants.

If you have some time to spare, visit our website [www.switzer.org.nz](http://www.switzer.org.nz) and read about volunteering at Switzer. We would love to hear from you.

### The Switzer Home Auxiliary (Inc):

Established in 1955, the Switzer home Auxiliary are a voluntary group who meet monthly to actively seek funding for 'luxury' items for the residents at Switzer. These items include, 'Happy Hour' drinks, gifts for birthdays and Christmas, money for special outings, entertainment and social events. Their activities enhance the quality of life of each of our residents. We are most grateful for their continued support.

Together these groups add huge value and make a significant positive difference to the lives of the older people who find that Switzer is now home. **Volunteers are an essential part of our service – Thank you**

## Quality Management and Milestones

A moment of truth is the precise instant when a customer comes into contact with any aspect of the business and on the basis of that contact, forms an opinion about the quality of service'.

### ISO 9001:2008

The Board voluntarily subscribes to this world class Total Quality Management System. We completed our Surveillance Audit in September this year and achieved an excellent result with no corrective action required.

### Health and Disability Standards Audit

We completed an unannounced Healthcert audit this year which resulted in two low and one medium level corrective actions. They have been managed.

### First Do No Harm

We continue to participate in the District Health Boards 'First Do No Harm' quality improvement project which aims to reduce falls and pressure injuries. We have made some improvements in both areas this year. However, we are always striving to do better. We have recently installed pagers into our nurse call system and are hopeful that calls will be answered more quickly, thus reducing falls. Unfortunately, one of our major problems is that residents often forget to use their bells to call for assistance.



### Satisfaction Surveys

This year we distributed the Eden Alternative Satisfaction Surveys (called Warmth Surveys) to a large number of residents, relatives and staff and we completed an online evaluation. The very positive results, which indicate a very high level of satisfaction are displayed. In addition, we have developed a quality improvement plan to address any concerns or ideas for improvements. I have enclosed the Annual Satisfaction Survey and would appreciate your response.

Thank you.

### Workplace Safety Management Practices

We are proud to have held ACC Workplace Safety Management Practices (WSMP) at Tertiary level for 14 years. This is the last time that we can undertake this audit because ACC are not offering it in the future. We look forward to what may replace it so that we can continue to improve.

**MERRY CHRISTMAS AND A HAPPY NEW YEAR**

Jackie Simkins

### Health and Safety Facilities Manager Report

#### The Work of the Health and Safety Committee

Our Health and Safety Committee has an important role to play at Switzer to ensure that we take all practicable steps to provide a safe workplace. The Committee meets monthly to discuss and focus on the resolution of Health and Safety issues that arise. It is made up of representatives from all departments and the union. They all work hard to increase near miss reporting to ensure that where possible we can prevent accidents from occurring. We thank them for their ongoing participation.

New Zealand has undergone its most significant workplace health and safety reforms in 20 years resulting in the Health and Safety at Work Act 2015 (HSWA) and the formation of WorkSafe New Zealand (WorkSafe).

At Switzer Residential Care we recognise the importance of these reforms and have incorporated them into our Health and Safety Program.

Included in the Health and Safety at Work Act are requirements for **other people at a workplace**. Other people at a workplace have their own health and safety duty to keep themselves safe and not cause harm to others and follow any reasonable Health and Safety instructions given to them by Claud Switzer Memorial Trust.

Examples of others in a workplace include:

- Family or friends visiting a resident
- Visitors to a workplace also include, courier drivers, clients, suppliers, people on tours of the workplace etc.
- Any public who could come into contact with a business' work activity
- Casual volunteers (not volunteer workers)

We ask that everyone who enters our premises participate in our proactive approach to Health and Safety. Please do the following when visiting our facility:. Use the Main Entrance at reception when entering or exiting the facility and sign the Visitors Details Register at reception when entering or leaving the premises. **When taking a resident out please fill in all details on the Visitors Register. It is imperative we know where residents are at all times.** Please ensure that the doors are securely closed when entering or exiting Puriri Wing.

Your cooperation and participation in our Health and Safety program will help to ensure our facility is safe place for everyone at Switzer Residential Care who works, resides or visits here.

Happy Holidays, **Doug Klever**

