

**From the Nurse
Manager**

The cooler mornings and evenings are upon us. I hope that you all manage to avoid the various cold and flu 'bugs' which come with it. Our residents are more susceptible to infections due to their age and underlying health problems. Therefore, please do not come to work if you are unwell.

The Eden Alternative is really catching on now so well done and keep it up.

Jackie has arranged education sessions on some of the Principles so I urge you to attend, it will be to your advantage.

The volunteer concert was an amazing evening and the resident's that attended thoroughly enjoyed themselves.

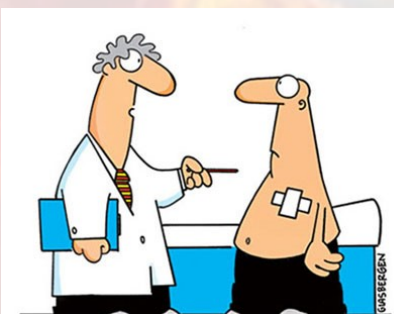
We have now introduced One Chart medication management. This is working well and it will save a lot of paperwork and time when we had to fax the GPs all the time.

Once again we have had a difficult time with staffing so I really appreciate you all for filling in the shifts when needed.

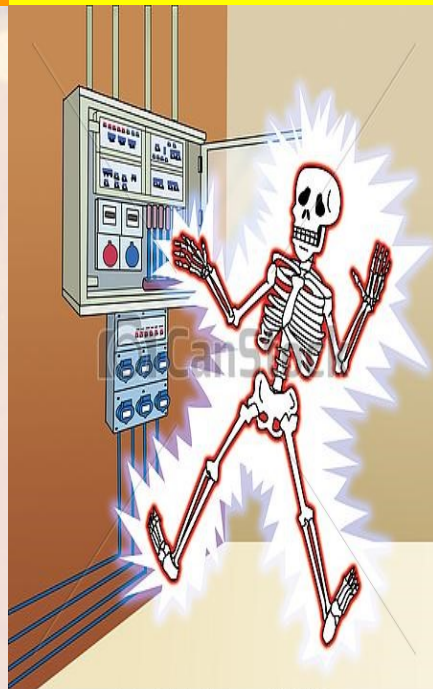
Hopefully we will be back up to full staffing levels soon as we have finished the recruiting process.

Best wishes and good luck to those that have left and a very warm welcome to all our new staff. We hope that you embrace the Eden Alternative and enjoy working with our wonderful elderly.

Jenny Kitchen



"It's a pacemaker for your heart. Plus, you can download apps for your liver, kidneys, lungs, and pancreas!"

**From the Facilities
Manager**

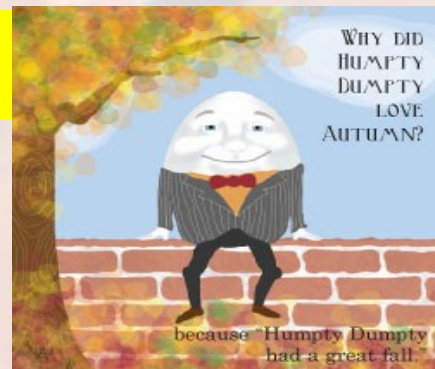
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Did you know that New Zealand Standards require all electrical appliances old and new, used in this facility be tested for electrical compliance?

This ensures the items are safe for the resident as well as the staff.. This applies to our equipment as well.

The standard outlines the testing method and frequency for all appliances. It was created to eliminate hazards that may exist in electrical appliances. At Switzer any items brought into the facility are tested on an annual basis. Appliance hazards may be seen or unseen. There may be faults in the equipment which can be identified during testing. Any of these faults can cause serious harm or even worse if not identified. These tests take time and require specialized equipment to complete. The Facilities manager has received training in this process and is fully qualified to carry out these tests. The fee for this process is minimal compared to the safety and security provided to the user. Your cooperation and participation in this process is greatly appreciated.

Doug Klever

**From the HR & Admin
Manager**

A busy start to 2017 with some staff resignations and recruitment of new staff, so plenty of new faces around Switzer. It's very important that we all make new staff welcome, and we need to be helpful where and when we can. They need our guidance and support every step of the way.

There has been an increase in staff completing their Careerforce modules. Once you have finished please let me know, so I can review what level of pay you are and if that should be increased.

Annual leave: Please ensure that you take your annual leave. The balance can be found on the bottom of your payslip. Before requesting leave, ensure that there is a space available (maximum on leave at anytime for HCA's is 4). It is important for staff well-being to take holidays to refresh, revive and relax.

It has come to my attention that not all staff understand their payslips. If you are unsure at any time please come in and see me so that I can explain the format. My door is open.

Autumn is here and the cough cold season will approach so take care of yourselves

Jacqueline Trinder

CLAUD SWITZER MEMORIAL TRUST

Each time I write the introduction to our Switz-it-On Newsletter, I seem to say the same thing, that we have been very busy and that the challenges for all of us are increasing. This introduction is no different.

Our Puriri Secure Dementia Unit has been open for 1 year. It is now fully occupied and providing a 'state of the art' homely environment for 15 older people. The significant amount of time and effort that went into learning about the 'best practice' requirements to design and develop the unit, have been very worthwhile. The layout and flow in the facility is excellent. It is set up to meet the special needs of those residents who find that it is now their home.

The Trust is committed to the provision of a high standard of care and continues to invest a significant amount of funds into staff development in all areas. However, high on our list of priorities is to ensure that staff working in the secure unit not only have the skills and knowledge they need to work in partnership with residents and their families/whanau, to deliver a high standard of care, but also to remain safe at the same time.

Switzer Residential Care is one of the largest employers in the Far North, we employ 108 people, each is an essential and valued cog in the 'well-oiled wheel'. We offer a wide range of personal professional development opportunities to our employees and we are very proud of the progress being made. Well Done.

I can't speak highly enough about our staff. Many of you have been working at Switzer for many years, and I am often stunned by the kindness, consideration and commitment that you demonstrate as you go about your work. We must all remember to reward each other's efforts. A 'thank you' goes a long way.

Funding

We pride ourselves on providing the best care we can within the Government funding levels available. In our rest home we receive \$125.56 per day, this funding is wholly inadequate. I challenge anyone to let me know where you can find comparable accommodation with 24-hour care, Registered Nurses available 24 hours a day, medications, General Practitioner visits, 3 meals a day plus morning and afternoon tea, laundry, showers, wound dressings, oxygen, etc etc. We also need to maintain our facilities to a high standard, pay for increasing levels of legislative compliance and pay our employees. Unfortunately, this year we have been forced into charging individuals for 'extra's'. Those extras are en-suites/superior rooms, test and tagging of personal electrical equipment and assembly of the personal equipment i.e. boxed fans, which takes some considerable time to assemble.

Quality Management**Family Member Whanau/Carer Satisfaction Survey**

Each year we distribute a Satisfaction Survey for residents and their families to complete. In December 2016, 90 surveys were distributed with 25 returned, a 28% return rate compared with 27% in 2015.

Overall the responses were very similar to those recorded in 2015. 96% of respondents would recommend our home to a friend or family member. 4% abstained. 96% of respondents rated their overall experience at the facility as very good.

Since the last survey we have made improvements in the following areas:

Staff treating residents with respect and courtesy.

Cultural and spiritual needs being met.

Opportunities to be involved in care planning, decision making and the information provided to families in a timely way.

Overall impressions of the maintenance and upkeep of the facility.

Complaints Management and being available (few complaints received).

Areas for ongoing improvement or change:

The telephone system – We have installed a new telephone system. It has a clearer message which should improve access to residents.

The Meal Service – There is ongoing consultation with residents when reviewing menu's, standard recipes and additional education for staff working in the kitchen.

Welcome to the new staff

Kim Hobson-Worrall

Kathryn Russell

Suzie Lal

Robin Waaka

Activities and Outings – We are implementing the Eden Alternative and have increased volunteer activities and outings significantly in 2016. Special thanks to Brian Atkins and the Volunteers, a great effort. We also have two Diversional Therapists who also do a great job caring for our residents well-being needs. In actual fact, all staff working at Switzer are committed to improving our residents well-being and I thank you for your efforts.

Resident and family/whanau expectations are extremely high in relation to outings and activities. I have acknowledged to them in their Newsletter, that under the current funding regime, that it is very unlikely, that we can make further improvements in this area. Therefore, I would encourage families/whanau to participate more in relation to taking their family member on outings, visiting and becoming involved in some of the many activities that currently take place here. We would appreciate their support and assistance. I have referred them to our website, www.switzer.org.nz where they can access information about volunteering at Switzer.

Additional Quality Improvements

We have introduced a number of additional quality improvements recently; they are;. A new nurse call pager system which is reducing the waiting times for staff to answer calls. The early indications are that this may be reducing falls. A new cloud based medication management system which links GP's, the pharmacy and Switzer. This has reduced the need to fax documents backwards and forwards. This will have a significant impact on the quality/legibility of those documents and hence we think that it will reduce error.

It has to be said that whilst Government funding is inadequate, we are very fortunate to live in such a supportive community. We continue to receive bequests, donations of time, money and produce and we are most grateful for any contributions that are made. Each helps us to improve the quality of care and the well-being of the residents at Switzer.

Jackie Simkins

From Training Co-ordinator

2017 is full of interesting and varied training opportunities.

As well as many short training sessions, to be conducted in Switzer by various Switzer staff members and external trainers, a number of longer courses are scheduled. Some of these will be held in Switzer and some at other venues in Northland and Auckland. Examples of these are:

Health & Safety Committee members obtained Health and Safety Representative Stage 1 certification in February.

The 2 day course was conducted by EMA here in Switzer.

3 Switzer HCAs will be participating in the annual Hospice NZ "Fundamentals of Palliative Care" course starting in April, to be conducted this year at Far North Hospice.

At the end of May a 3 day Eden Associate Training is scheduled, with instructors coming from EdeninOz. 2 RNs will attend a 2 day course in Whangarei in September to become certified vaccinators.

at the end of March Switzer implemented an on-line medication management system after appropriate training for all RNs/ENs and designated Administrative staff.

This year we are conducting different mandatory education "Make It Happen Days" for clinical/administrative staff, and for facilities/catering staff. This will enable the target group to receive information and training specific to their needs.

Non-certified HCAs and 5 cleaning staff are also undertaking professional development through Level 3 national certification via Careerforce and ACE programmes. The new Careerforce Level 3 New Zealand Certificate and Health & Wellbeing-Health Assistance, has generated positive feedback from a number of the HCAs.

Recently we hosted a special morning tea at which certificates were presented to staff who gained ACE Programme, ACE Dementia, ACE Advanced certification in 2016, and Health & Safety Stage 1 certification this year. Residents and staff were all invited to attend this happy occasion.

It is hoped by the next newsletter there will be further staff members ready to receive their professional development certification.

Barbara Hall



From Infection Control

As you are all aware flu season is with us. By vaccinating you are protecting yourself and our residents and your family. The older generation is more susceptible to virus like illnesses. We are planning on vaccinating our residents in mid-April

I see lots of great hand hygiene happening.

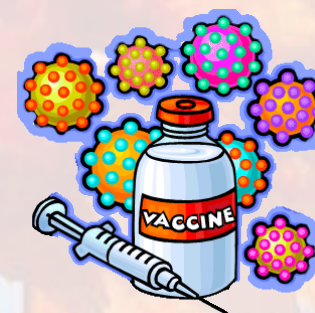


"Well done "We have just had a gastro like illness in Switzer. Thanks to all of you for your hard work which contributed to it not becoming a major outbreak.

Also please remember you cannot come to work with gastro like symptoms.

Thank you again, for all your help keeping our large Switzer family well. GREAT TEAM WORK

Flu Vaccinations



As we have had insufficient interest from staff to administer fluvax at Switzer, we advise staff of the importance of getting the flu jab and that we will pay on receipt

Jo Philip.

From the Diversional Therapy Team

People ask me why I run? Well the answer is not straight forward. It's like other things in life that start out as "Yep I'll give it a go, and slowly develop into a natural way of life. We all have areas where we find fulfilment in different ways. For me it's a time for relaxation, destressing, diversion and believe it or not creativity. Yes that's when a lot of activity ideas in Switzer start from, on the streets of Kaitia.

Marlene asked me to accompany her on a 15k Wild Kiwi Run at the Whangarei Heads last weekend. We thought it would be a breeze enjoying run/walking around the beautiful coastline of the heads. We soon realised as we listened to the briefing before the race in a Muddy Cow Paddock surrounded by others with water packs, hiking sticks and murmurs of "Yep I'm looking to do this under 3 hours" maybe at that point we thought this wasn't going to be what we thought we had entered.

Needless to say we aren't quitters and the 1200 steps up the side of Lion Mountain and slippery downward run to the bottom, plus 6kms of road did not prevent us from completing the task. Never to be re-visited, but we can now tick that box. We survived 15k off-roader through much, pain and exhaustion just to experience the glorious feeling of crossing that finish line. I throw the challenge out to you all, it may not be by choice, running, but something that maybe you think you could push yourself a little bit further to achieve and have that pure sense of achievement. WE DID

Georgie Atkins