



From the Nurse Manager

Another year has passed us by very quickly. It is true that the older you get the faster the time goes. We have had another busy year with opening of the second half of Puriri Secure wing in March. This area is now fully occupied and working very well.

We have had more staff changes than is usual, for one reason or another. So a very big welcome to all the newcomers. We hope that you enjoy your work at Switzer, caring for our elderly residents who all need our love, kindness, support and encouragement.

The introduction of new staff requires the ongoing support of those of you who 'know the ropes', so thank you all for your patience and understanding. I have also appreciated your assistance to cover shifts at short notice.

Sadly, during the year we have lost many residents who we were very fond of. However, we have also welcomed new residents who have settled well and who are participating and contributing to life in their new home at Switzer.

A big thank you to all our Volunteers. We now have a total of 40 plus volunteers, and groups that come in to entertain our residents.

The Eden alternative way of life is catching on well. This year we succeeded in achieving principles 2,3,4,5 and 10. Again I'd like to thank all staff that helped to make this possible.

I wish you a very happy Christmas and Prosperous New Year 2017

Jenny Kitchen



From the Facilities Manager

Happy holidays from the Facilities team.

We wish you all the best for the New Year. 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
- 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.

Doug Klever
Facilities Manager



From the HR & Admin Manager

2016 has been an eventful year in HR. Staff turnover has been higher than normal with staff exploring other options which include retirement, emigrating to other countries and taking on further education. We wish them well, but thank those of you (long-timers) who continue to be committed to Switzer and our residents.

The new scrubs are out in force and looking good. The general feed - back is that they are comfortable. The new shorts have arrived and look good! I won't be holding any stock so you will need to put in an order when they are required.

Early payment of Christmas wages

Please ensure that you get your signed authorisation forms in to me by the 21st of December or I will be unable to process your wages early.

So from the Admin Team (Bev, Michelle and Lynne and I) Have a break, have some fun and stay safe.

MERRY CHRISTMAS & NEW YEAR 2017.

Jacqueline Trinder



CLAUD SWITZER MEMORIAL TRUST

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

GENERAL MANAGERS 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. It promotes a person-centred approach to care 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. Well done & thanks to the staff who have participated. To this aim, we have increased our efforts to create an environment which includes regular and consistent access to plants animals and children and 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.

Warm Welcome to our New Staff

Kodie Poko HCA
Ruth Peters HCA
Tasha Grylls HCA
Helen Hosker HCA
Henriett Bourne HCA
Shona Delaney HCA

Ken Cherrington Facilities
Franciso Da Costa Facilities
Ganny Thompson Facilities
Sophie Pinker Kitchen
Martha Tamati Kitchen
Arun Prabhakar RN

Ata Te Po Kaaho HCA
Cheryl Johnson HCA
Jade Cassidy HCA
Joanne Thomas HCA
Sheylee Giles CHCA

Jessiette Warain RN
Eunore Abarca RN



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 annual 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 Health Cert audit this year which resulted in two low and 1 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 by doing so, calls will be answered more quickly with a possible reduction in the number of falls. Unfortunately, one of our major problems is that residents do forget to use their bells to call for assistance.

Workplace Safety Management Practices

We are proud to have held ACC Workplace Safety Management Practices (WSMP) at Tertiary level for 14 years. We completed the WSMP Audit again in November and achieved the best possible result. Well Done to you all.

The Work of the Health and Safety Committee

Our Health and Safety Committee has an important role to play at Switzer. 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.

I would like to wish all staff a very happy and safe festive season. *Jackie Simpkins*



Training Coordinator

Another year is nearly over. I don’t know about you, but for me it seemed to go by very fast indeed. It’s been a busy year with a lot happening on the training front. Between January and the end of October there were 982 staff participations in training activities – **well done!!**

A major change occurred during 2016 when Health Ed Trust, who provided our ACE training and certification, was taken over by Careerforce New Zealand. Unfortunately for many HCAs this meant a delay in obtaining certification as I was unable to submit their completed ACE learning for an extended period of time. However things are moving again and by the end of the year hopefully Rima, Sharyn, Delia and Pet will have received their national certification as HCAs, Nadine dementia certification, Tanya and Caro their ACE programme certification, with Lauren, Christine, Margaret M, Kathy and Julie following on closely with various ACE certifications early in 2017.

Lucy and Margaret M completed the Fundamentals of Palliative Care Course conducted by Hospice New Zealand. Dulcie and I completed the online Understanding Dementia course from the University of Tasmania, joining Carol R, Wendy, Jo, Jossy, Toni, Marlene, Leanne and Georgie who had previously completed this excellent programme.

Mandatory training was covered by Make it Happen Day and in-house self-directed learning questionnaires. The popular Train the Trainer 15 week programme for HCAs was re-introduced and started in October.

12 external trainers conducted a variety of training sessions in Switzer during 2016, targeted at staff from all departments in Switzer. Staff also attended various external training/development opportunities in Auckland, Whangarei, Kerikeri, Rawene, Kaeo and Kaitaia.

Online learning is a wonderful way of increasing your knowledge. There are a number of sites available and one, the Massive Open Online Course (MOOC) site, offers the chance to undertake a fascinating variety of courses from leading educational institutions worldwide. All of the courses are free, and many are suitable for staff with differing levels of learning/disciplines, and with only basic computer skills. Watch for the flyers I put up on the training notice boards.

At long last Switzer has been given access to the NDHBs Moodle continuing education site. This was granted in October and will be invaluable to RNs and ENs in obtaining their required professional development hours.

Thank you all for your support and participation in training activities during 2016. A big thank you to Jackie for underpinning and actively encouraging the training programme.

A very Happy Christmas to everyone and may 2017 be a wonderful year for you all.

Barbara Hall

From Infection Control

Our elders are extremely vulnerable to viruses and other infections. So it is great to see that staff are protecting themselves and others by using hand sanitiser, washing hands, wearing gloves and using the correct Personal Protective Equipment (PPE) when required. Furthermore it is encouraging to see that visitors are being prompted to use hand sanitiser, especially the young children who visit. These practices keep both residents and staff safer from acquiring infections such as influenza and norovirus. Thankfully, we have had no major outbreaks this year. Well Done. Jo.

From the Diversional Therapy Team

It’s been a big year for our department with lots of involvement in the Eden Alternative with great success. Our day care services have done extremely well with attendance increasing. A big thank you to all the staff for their support over the year.

Georgina Atkin

We have had a wonderful year in DT, thank you to all staff for your help and encouragement. We are looking forward to the New Year.

MERRY CHRISTMAS TO ALL STAFF

Jane Godfrey

