

Special points of interest:

- Greetings from the General Manager & extended team
- Unit Development
- Projects & targets
- *The Eden Alternative* vision for Switzer
- Get your flu jab!
- Staff survey for 2015
- Carrot Cake recipe
- **NEW!**
Hi from the 2015 Team Communicators

Warm welcomes to our new staff in 2015**Health Care:**

Betty-Joe Waipouri
Te Kiri Thompson
Marree Henderson
Helen Kemp
Ashlee Murray
Kahlia Hughes
Tanya Mehana

Facilities:

Maude Adams
Rachelle Bunny

Richard Cherrington replaced Amrit Lal as New Facilities Manager.

Nau mai, haere mai

GOING THE EXTRA MILE AWARD

In February our Monthly Staff award went to:

NAOMI BEAL

For the great team work she exhibited Well done & Thank you.

From the GM

Welcome to the April issue of our staff Newsletter.

This year we will be concentrating on Teamwork, Communication and responding positively to change. I will be looking to reward those staff who go, above and beyond in their efforts to demonstrate exceptional qualities in these areas.

At Switzer, indeed in most aged care facilities in New Zealand we are seeing great change. Working in aged care is very different now than it was 5 years ago, our residents come to us frailer, more dependent and often with multiple medical conditions that require complex care. Sadly their length of stay is becoming much shorter. All of this may be no surprise to you. However, this presents all of us with a huge challenge and we must adapt (change) to meet the needs of our residents/clients if we are to be successful.

Change

The changes we are making at Switzer have been in response to need, they are development of the new Memory Loss (Dementia) Unit and commencing the implementation of the Eden Alternative (person centred care). In addition to these changes which have affected all staff and residents for almost a year now, the Registered and Enrolled Nurses have made considerable changes to improve our resident assessment, care planning processes and documentation. All are significant achievements.

At the same time we have lost a number of key and valued employees, which we are all struggling with. We do however welcome all new employees to Switzer and invite each of you to join us on the journey; we look forward to your participation and contribution to achieving our objectives.

In order to work positively with change there needs to be a reason to change, we need to consider what (if any) the benefits will be, so here are some positive benefits:

The Memory Loss Unit

We want to care for people with dementia at Switzer so that we can help to keep families together in their community.

**The Eden Alternative**

We want to move from a task orientated environment to a person centred environment so that our residents will feel valued.

The new unit and a new team will bring changes to the way we work. Change is inevitable and never easy. Many people have an adverse reaction to change which can be based on fear of the unknown, "What will happen to me"? "Will my hours of work change"? "Will I be able to manage the changes"? Unfortunately not everyone will be 'happy' with the changes we need to make, but we will communicate and work with you to assist in any transition required.

As well as adapting to new needs and situations, teamwork will also be critical to our success and despite working in different areas either in a team or independently, on flexible schedules or rostered duties, we have a common, shared Vision. We are all **one big team** designed to deliver high standards of care to the older people in this area and we must work cooperatively in an environment of respect, drawing on all our resources to get the job done. Together Everyone Achieves More.



Team Characteristics

Productive teams usually share many characteristics. They have a common purpose each member is committed to. They stay involved until the objective is completed. They care about each other: and, in keeping with this, they are concerned about how their actions and attitudes affect each other. They listen to each other and respect all points-of-view, and are sensitive to each other's needs. And their leaders encourage everyone's participation in the decisions to be made.

Openness and Candour - The more reluctant people are to express their feelings and be honest with each other, the more likely suspicion and distrust will exist. When real teamwork is present, team members, because they basically trust each other, are more open and honest with each other.

Acceptance of Assignments - It might make each of us happier if we could choose all our work. However, this is unrealistic. Still, when real teamwork exists, team members willingly accept assignments. Motivated by peer pressure, they also work hard to get their jobs done right the first time and to meet deadlines.

Understood and Accepted Goals - A team needs purpose, direction, and goals. These are accepted by the members of the team, and they work collaboratively to achieve them.

Shared Trust - In a healthy team, members essentially trust one another. Despite occasional conflict, members get along well and enjoy each other's company. They cooperate and get the work done.

Involvement and Participation - There are three general types of people in the world: those who do not know or care about what is happening, those who watch what others do, and

those who make things happen. Teamwork requires that members be involved in their work and participate in team activities. What they say and do counts for something.

In this workplace we encourage teamwork and involve team members in decision making.

Jackie Simkins

From the Nurse Manager

The memory loss unit is well on its way and completion should be ready to occupy in a few weeks time. A big "Thank You" to everyone. There have been many and varied challenges.

The last few weeks have also been a challenge to cover the duties that have been created from illness, injury, bereavement and staff leaving for various reasons.

A big "Thank You" to each and everyone of you who have put your names up to fill in any shifts that were needed. Its is greatly appreciated.

I would like to welcome all new staff who have joined the team at Switzer and farewell those that are leaving us.

We look forward to the next few months as there are bound to be more challenges ahead. We have all been kept extremely busy with new residents being admitted. This is not an easy time for them and it is lovely to see how they are all welcomed and embraced by you all in our home.



From the Infection Control

Annual flu vaccination of all our residents who have consented is planned for March.

Please remember if unwell with gastric symptoms – vomiting, diarrhoea to stay away for 48 hours after the last symptom.

The World Health Organization recommends that ALL health professionals get the seasonal influenza vaccine annually. This is important not only for their own protection but to ensure continuity of service (especially during a pandemic) but also to reduce the spread of influenza to vulnerable patients.

Please read attached brochure related to the flu vaccination.

Jo Philips

From the Training Coordinator

The first "Make it Happen Day" for 2015 was held on the 11th February. The 6 sessions on this year's programme are Teamwork & Communication (Jackie), Challenging Behaviours & De-escalation Techniques (Mark), Emergency Procedures including fire evacuation (Richard), infection control—setting up an isolation room (Jo), moving and handling - basic stances, transfers & back care (Jenny), and CPR/emergency responses (Ron).

18 Staff attended the day. The sessions were interesting, thought-provoking and generated lively group discussions.

After Jackie's presentation there was a very interactive discussion on how we could improve teamwork in Switzer and generally how

to be more supportive of each other. Being kind to each other, willingly giving help to other colleagues, being more appreciative of the workload of others, having fun during work and rewarding staff members who "go the extra mile". These were some of the suggestions put forward. Hopefully all of these suggestions will actually translate into actual behaviours.

The fire drill, held as part of the Emergency Procedure session, proved a valuable learning experience for all involved, and resulted in some excellent suggestions for improvement being put forward by the group.

The overall feedback from participants who attended the Make it Happen Day was very positive.

"Thank you" to all instructors for your great contribution to a stimulating learning experience, and "Thank You" to all participants for your valuable suggestions and comments during the group discussions.

Barbara Hall

SAMMI
THE SWITZER CAT

From team Facilities

HTEveryone and a Happy New Year. My resolution is "Don't sweat the small stuff". Far too often we get caught up in life's traps and forget to enjoy ourselves. My good friend Shirley Albert who passed away suddenly before Christmas, made me take stock of this nemesis. Dear Shirley gone but not forgotten.

There are a lot of changes to our facilities team line-up. We farewell Lydia & Harry, and welcome, Maude & Rachelle to laundry. A big congrats to our new Facilities Manager Richard.

Small mention on the gardening front— Thankfully the mornings are cooler, what a relief.

Its been an effort to date trying to battle the humidity and tropical downpours. We're getting on top of things though and the gardens and lawns are starting to lush up and looking nice. So until next time keep healthy and keep well.

Iva Grant

From the Millie team

CONGRATULATIONS

RITA AND MAURICE

Rita and Maurice Thompson were married in Ashburton on 5th February 1955 and on the 5th February 2015 they celebrated their 60th wedding anniversary amongst residents and staff in Millie Wing, Switzer. Maurice arrived with a beautiful bunch of flowers and a chocolate cake was provided where they both cut the cake hand in hand.



Carrot Cake

1 1/2 cups Oil (I use Canola oil)
2 cups raw sugar
4 eggs 1 teaspoon vanilla essence

Mix all these ingredients together till smooth

Add

2 cups wholemeal flour 2 teaspoons cinnamon
1 teaspoon salt 2 cups grated carrot
1 cup chopped walnuts **Lastly Add** 2 teaspoons Baking Soda

Stir until mixture is smooth and bake at 180 degrees for approximately 1 hour until cooked (test centre with skewer and if coming out dry then cake is ready)..

Cream Cheese Icing

150 grams softened butter 150 grams cream cheese
2 cups icing sugar vanilla essence (approx 1 teaspoon)

Blend all these ingredients together and smooth over top of cake when cake is cool.

Best of luck & many happy morning tea's. Lots of Love Lydia & Harry

From Diversional Therapy

I love my job, I like the people I work with and especially enjoy the residents I interact with. I know that the job of a HCA is personal care. However I have learned that a person needs a holistic approach to their well being and both are essentials for a persons wholeness.

Everyone needs a purpose in life and sometimes getting up and dressed is a challenging event for many of our residents. This activity offers HCA's the opportunity to chat to residents while they are helping them.

How about using the following strategies to increase participation in activities.

1. Read care plans so that you are fully aware of residents needs and abilities. In this way you will be able to promote suitable activities for them.
2. Encourage residents to attend activities that may interest them by giving them directions to the venue or assisting them to get there.

Continue-

I think that you will find that many residents would enjoy the opportunity to come along to morning tea's, to chat with other residents and to make new and meaningful relationships.

Quote:

Let us realise that the privilege to work is a gift that the power to work is a blessing, and the love of work is a success.

Glenise Skipper

From the TCU Kowhai team

Quotes:

People who work in an environment where doing their best is recognised, have a better chance of feeling good about their work.

The most wasted of all days is the one without laughter.

The two words "information" and "communication" are often used interchangeably, but they signify quite different things.

Information is giving out, and communication is getting through.

Leanne Amon

From the HR & Admin Manager

Many new faces have entered into

Switzer with lots of new staff coming on board. We have had a fair amount of staff turn over for various reasons, further study, new country, retirement and the unfortunate passing of Shirley Albert.

WELCOME TO NEW STAFF

New staff require a lot of patience while they learn from existing staff, picking up on their knowledge and experience. Good team work, respect and most of all communication is vital.

HR REQUEST

I have a Blue HR Request folder in the Nurses Bay, mainly for when I'm out of the office, also for PM and Night staff and for Payroll days when I'm not easily accessible. A form is available in the folder. Write your request on the form and if your communication is confidential, place in the envelope provided. I will action your request and contact you via Time Target message, or leave in an envelope and pin to notice board, or speak to you in person. Thank you.

Jacqueline Trinder

Teamwork occurs when diverse abilities and insights join together to work toward a common goal.



The Staff Survey

Results have been collected. A 110 forms were given out on 08/02/2015 pay run. Only 36 forms were returned.

This is a opportune time for staff to have their say. So thank you to those that took the time to complete a form.

The results are counted as answers noted as agree or strongly agree.

i.e 34 out of 36 agree or strongly agree that: **I am proud to work for the Switzer Home.**

Staff Survey results 110 staff 36 returns - 33% return rate

Agree > Strongly Agree

STAFF SURVEY RESULTS (last two surveys conducted)	2015
I am proud to work for the Switzer Home	34
People where I work use the Switzer Home values	30
Communication and co-operation in the Switzer Home is good	18
I feel part of an effective team	29
My job meets my current needs and expectations	29
I feel my contribution is valued in the Switzer Home	30
Overall, I am satisfied with my job	34
Overall, I feel a sense of commitment to the Switzer Home	35
Overall, the Switzer Home is a great place to work	27