



CLAUD SWITZER
RESIDENTIAL CARE | KAITAIA

HOME HAPPENINGS 2018



CHAIRMAN

Tena koutou katoa.

It gives me pleasure to write this report to our community of the Far North on behalf of our Board comprising Eric Shackleton, Jack Rogers and me. I am pleased to inform you that the Home at South Road continues to provide a high standard of care and a caring home for our 92 residents. The Puriri Secure unit accommodates 15 residents with dementia and the environment has little evidence of restraint with beautiful views of the hills along Okahu Road, and a walk through the garden. The rest of the Home is shared by residents and those requiring hospital care.

Close co-operation between our Northland District Health Board (NDHB), the staff of Te Hiku and visiting specialists ensures the delivery of optimal and often complex care. The close involvement of our community in enhancing care is much appreciated by residents, staff and the Board. Our Auxiliary continue to do a wonderful job through their fund raising enabling the provision of extras, and the enclosed Garden of Eden was created by some of our volunteers and the generosity of firms and individuals, led by our Gardener and involving the participation of residents. The visits of children and animals help to create the various neighborhoods which comprise the Home, give a sense of belonging and family. Our residents have arranged various entertainments such as a visit by the Topp Twins – a most memorable occasion I believe – and an auction of art work. Involvement in many aspects of life by our residents is encouraged.

I must pay special tribute to our staff lead by our management team and headed by Jackie. We enjoy cultural diversity with well-trained nursing staff from Kerala in Southern India and the Philippines. They contribute in no small way to the high standards and have integrated very well. Our inability to persuade the Department of Immigration to grant well deserved resident visas to long serving staff is very difficult to understand and accept. We hope that the appropriate changes in policy will occur.

We continue – as a charitable trust – to rely on you – our community – for funding to meet the expansion needs of Switzer. We have a waiting list indicating the need to plan for the addition of another wing of 20 beds. We have acquired properties adjacent to the southern boundary for establishment of the residential village, which will provide both right to occupy and rental units. However, we do not have funds at this stage to enable us to proceed. Donations may be made in a number of ways: one offs, monthly or in the form of a bequest and we shall be sending the appropriate form with the regular newsletter.

I do apologise for having to do this as I know there are many needy and worthy organisations asking for donations, but please keep the CSMT in mind. Our sincere thanks for all who contribute to Switzer in so many ways. We can justifiably be proud of the care of our elderly.

A very Happy Christmas and Festive season to you and yours.

Kia kaha, kia manawa nui. Arohanui.

Peter Dryburgh
CHAIRMAN



GENERAL MANAGER

This year we have continued to work towards making improvements in the facilities and services we provide, investing in our charitable purpose. Our focus is on the key issues that affect the well-being of older people – loneliness, helplessness and boredom. These together with social isolation, the lack of affordable housing, access to care, support, security and financial hardship are what drives the Trust's current and future planning.

It is 63 years since the Claud Switzer Memorial Trust was registered as a Charitable Trust with its enduring Mission to care for the aged needy of the Kaitia Borough and Mangonui County. As a stand-alone, not-for-profit provider the Trust aims to grow and develop the services it provides to meet the needs of the community. However, for the first time this year we have not been able to keep pace with the demand.

We are very aware of our obligations to provide care in the broadest sense for vulnerable older people both within our home and in the general community. We believe that no older person should feel vulnerable or alone and that we should care about older people, particularly the most vulnerable.

As the older population increases and health care improves, people are living and working for longer. There has been a change in the attitude of many families towards the responsibility for caring for the aged which is exacerbated because of the cost of living increases. Many families struggle and need the income from both partners to manage their everyday expenditure and for many families owning their own home is not a realistic goal. The outcome of these population and social changes is that, increasingly, more older people will require care, affordable housing options, support, safety and security.

The Trust is responding to the challenges ahead with its plans to build a further 20 hospital beds and a residential village so that we can meet the accommodation and care needs of older people in a way that fits with current models of care and support. In addition to our existing business activity, we are considering ways to boost the funding we have available for this development which may include a strategic like-minded partner.

We are also continuing our work to implement the Eden Alternative Philosophy of Care, which aims to alleviate loneliness, helplessness and boredom in our older citizens. Meaningful activities with regular access to plants, animals and children, provides loving companionship, opportunities to give as well as receive and an environment where spontaneity and variety is encouraged, which enhances the joy of life.

Building on our tradition, experience and customer service, we will continue to provide the quality care and support that are synonymous with the Switzer name and special character – to the benefit of the aged and the vulnerable elderly. The Trust aims to meet the challenges ahead and take its vision forward into the future.

Best wishes for a happy and safe festive season

Jackie Simkins
GENERAL MANAGER



STAFF

2018 has most definitely been a time of change with exciting and new challenges for many.

During the year we also said farewell to:

Peti Hetaraka, Ruby MacKinnon, Tracey Vincent, Deidre Everett, Rakesh Ramadas, Margaret Bridgford, Tanya Shephard, Jane Godfrey, Jenny Kitchen, Donna Harvey, Judy Mills



And welcome to:



Helen Anderson, Makereta Babale, Marissa Beesley, Prashna Chand, Julia Goding, Pauline Jones, Anetta Lutui, Dayle Mehana, Thibault Menier, Lyn Rimmer, Maya Sofi, Soumya Thomas, Solomona Whare, Maggie Allen, Joy Jerry, Ammu Varghese, Taryn Getty, Kim Murray Yates

Spontaneity and variety are alive at Switzer...

Christmas Service & Visiting Santa

Tuesday the 4th of December – All Welcome!
Grateful thanks to the Switzer Auxiliary for providing Christmas and Birthday gifts for all residents, they are much appreciated.

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 alleviating loneliness, helplessness and boredom and promoting 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 which includes regular and consistent access to plants animals and children. We could not do this without the help of volunteers. Gail & Brian Gillespie our Volunteer Co-ordinators have increased the opportunities for residents' to develop new relationships & to participate in meaningful activities & to have one on one time for chats. All of which contribute to our 'Eden Approach' - we appreciate their efforts and thank ALL of our volunteers.

Volunteers bring variety and spontaneity to the lives of our residents, who contribute to 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 and read about volunteering at Switzer. We would love to hear from you.

The End of an Era

2018 seems to have been the end of an Era. We have said farewell to Jenny Kitchen our Nurse Manager and to Jane Godfrey Diversional Therapist after many years of service to Switzer. We have welcomed Jo Philip to her new role as Nurse Manager and congratulate Julie Garcia & Kim Hobson-Worrall on their appointment as Diversional Therapists. We wish them both well in filling the rather large boots left behind – all are doing well.



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 so we would like to extend an invitation to each of you to a BBQ lunch



Volunteers BBQ
Wednesday the 12th of December at 11.45

Hope to see you there!

Goodbye to our Lovely Georgie



This will be my last contribution to Home Happenings as I will be retiring in January after 19 years within the Diversional Therapy Department. I have had many experiences and have met many amazing people. One of the highlights has been the introduction of the Eden Alternative which I am very proud to have been a part of. I feel confident I am leaving the department in the wonderful hands of Julia Garcia & Kim Hobson-Worrall who will continue the Eden culture. Thank you for all the support and friendships over the years, they have meant a great deal to me.
Go well, go strong.

*A quote from Elton John
"Love is what we came here for".*

Georgie Atkin



NURSE MANAGER

The past six months have just whizzed by since Jenny's retirement, she still pops in for visits which is great!

Just a reminder summer is here, & it is time to have cooler clothing. It also may be the time to look through Mum or Dad's clothing, take away any that needs repair or replacement, or just re-naming.

Switzer has been a busy place with welcoming new residents & their families. We have also farewelled some long-term residents & their families. We had Influenza in September, which affected many residents & staff. The wider Switzer team managed this very well. Thank you for being so understanding, when we closed for visitors to try to contain the spread. HANDWASHING is the key to any infection prevention.

Our group of volunteers are doing wonderful work, some with residents, & some in the garden. If you, or someone you know has some spare time & would like to volunteer come in & see us!

Jo Philip

FACILITIES MANAGER

There has been a hive of activity at Switzer over the past several months. We can't report on everything, but I thought you might be interested in the following. We have recently introduced a "GREEN POLICY FOR RESIDENTS AND STAFF" and would like to enlist the help of our residents, staff and visitors in achieving our aim by asking you to participate.

There are numerous fliers posted around the facility, please have a look and see how you can help. These are suggestions you can also use at home to save on electricity and water consumption. Give it a try, and remember, every little bit helps.

Interesting Tit-bits

Listed below are some interesting facts and figures which encompass an entire year at Switzer Residential Care. Please bear in mind this is only a snapshot of the wide-ranging activities which occur here on a daily basis.

Resident rooms cleaned – 27,000 times

Staff & Visitor toilets cleaned – 2,200 times

Cleaning cloths used – 85,000

Resident showers given by staff – 10,000

Staff called to a resident's room – 55,000 times (That's 150 nurse calls a day)

Meal cooked – 99,650

Loads of laundry – 10,650

Steps taken by the maintenance man – 4,320,000 (four million three hundred thousand)

Litres of rubbish generated – 330,000 litres

Litres of recycling - 40,000 litres

Litres of water used in the facility – 7,300,000 litres

As you can see a majority of the tasks we do throughout the year are directly linked to our Green Policy, which is the reason we have initiated it. Remember every time you conserve on power or water, no matter how minor your contribution is, it supports our effort.

Doug Klever



Champagne Breakfast for our wonderful staff to celebrate a great outcome at our recent ISO9001 audit. Some staff educational achievements and the overall high level of commitment staff give to our residents and their work at Switzer. Thankyou and well done.



Staff Satisfaction Survey

The Staff Satisfaction Survey was distributed to 92 employees with a 32 percent return rate. The outcome was very good with 99 percent of those who responded either strongly agree or agree that they are proud to work at Switzer, 97 percent feel a sense of commitment to the home and 100 percent said that it is a great place to work. Seventeen percent felt that communication and cooperation could be improved and we are working on solutions to improve this.

Family Satisfaction Survey

The Family / Whanau Satisfaction Survey was distributed to the nominated representatives of 92 residents with a 40 percent return rate. Overall the results were very good and when compared against last year there have been a number of improvements made. However, the areas I have highlighted for improvement are in food service and activities. Both are areas where we do struggle to please everyone. I have made an application to the LW Nelson Trust for a wheelchair carrier vehicle which, if we are successful, would free up our current vehicle and enable us to increase resident outings which is one of our relatives concerns.

2018 Training / Education Information

Certification Achieved in 2018

New Zealand Certificate in Health & Wellbeing: Health Assistance. Level 3

Shona Delaney (our first Health Care Assistant to achieve this new qualification)

National Certificate in Health, Disability, & Aged Support Core Competencies. Level 3

Maria Carter

Shakuntala (Suzie) Lal

Kathy Mason

Tanya Mehana

Caro Watson

Residential Limited Credit Programme: Dementia. Level 4

Sue Brown

Joanne Thomas

Hospice New Zealand "Fundamentals of Palliative Care" Course

Thibault Menier, Registered Nurse

Nisha Nair, Registered Nurse

Shona Delaney, Health Care Assistant

Switzer Residential Care In-House 17 Week "Train the Trainer" Programme

Inderjeet (Monika) Bedi



Shona Delaney receiving her certificate

National / New Zealand Certification Being Undertaken At Present

New Zealand Certificate in Cleaning. Level 3

3 Facilities staff

New Zealand Certificate in Health & Wellbeing: Health Assistance. Level 2

3 Health Care Assistants

New Zealand Certificate in Health & Wellbeing: Health Assistance. Level 3

21 Health Care Assistants

Residential Limited Credit Programme: Dementia. Level 4

15 Health Care Assistants

New Zealand Certificate in Health & Wellbeing: Social & Community Services – specialising in Diversional Therapy. Level 4. (an Apprenticeship programme)

1 apprentice Diversional Therapist (previously employed as a Health Care Assistant)

Many different training/education activities, both external and internal, were offered during 2018. **887** participations by staff have been recorded as of 30 October, *excluding* those who obtained/are pursuing National/New Zealand certification.

Barbara Hall

TRAINING CO-ORDINATOR



Residents, Volunteers and Staff Christmas Concert

A huge thank you to Barbara Sobey & Patrina Jerome for organising this year's Christmas Concert which is to take place on **Thursday the 20th of December.**

Come along to laugh, clap, sing, strum, stomp, and otherwise show your appreciation and ring in your holiday season.

Thanks also go to Julia Clarke who raised in excess of \$3000 for the residents fund this year by organising a short-breaks holidays raffle. Sadly Julia is leaving Switzer to move to Christchurch to be close to her daughter. Good for her but her contribution, creativity and participation in our home will be missed. Keep in touch!!

