



CLAUD SWITZER
RESIDENTIAL CARE | KAITAIA

Switz-it-on



CHAIRMAN'S REPORT 2019

Tena koutou katoa.

I have the privilege of writing this on behalf of my fellow trustees, Eric Shackleton and Jack Rogers. Together with our General Manager and her management team, and Eddie Aickin our long serving Secretary and Financial Advisor, we have continued to work together to try to meet the Aged Care needs of our community.

These, as we all live longer, carrying with us increasing demand, and to maintain financial viability. For several years now, near maximal occupancy has been achieved. This demands excellent organisation and commitment from all of our staff and liaison with our community health workers and hospital. In spite of this, there have been times when members of our community who may have spent most of their lives in the True Far North (Taitokerau) and needing urgent admission, have not been able to be accommodated, and have had to be admitted to other aged care facilities. This is obviously distressing for the person concerned and their families and friends owing to the resulting geographical isolation. Our waiting list continues to grow, and the need for assessments of our elderly to allow planning of appropriate care mounts.

For some years, we have had a draft plan for another 20 bed wing to provide both residential and hospital categories of care, and the need for this wing is obviously now. The estimated cost is \$3 million. We are considering new ways of collaborating with both Government and other organisations to enable this to happen. There is no magic wand, but we remain optimistic.

Currently, we have our architect of longstanding drawing up a draft plan for the residential village on the properties acquired by the Trust (largely through generous bequests from members of our community). We envisage that this will contain both rental and right to occupy (a form of ownership for life) units in keeping with our community profile and needs. It is difficult to envisage at this stage how this will be funded. We are exploring opportunities for collaboration with other like-minded organisations.

We pride ourselves on the quality of care we provide and strive to make this care personal and not institutional. We pay great tribute to our General Manager, Jackie Simkins, her management team and all of the Staff of the CSMT. Jackie has lead our staff for 21 years. She has decided to retire in November and will be sorely missed. On behalf of the Trust Board, our residents, their families, and our community for whom I know I can speak too, we thank Jackie for her leadership, vision, empathy and – often sacrificial – commitment to the 'Home on South Road'. We wish her and husband Alan a happy fulfilling retirement on their slice of paradise in Takahue.

I am very pleased to announce that we have employed a new GM, Tina Mills. We aimed high, and look forward to you all getting to know her.

Lastly, we wish to thank our community for their continuing support. The CSMT Auxiliary deserve special mention for all the time they give in making a difference to the lives of our residents. The 'Home on South Road' belongs to you all, and we hope will be there to meet our needs as the journey continues!

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

Kia kaha, kia manawa nui. Arohanui.

Peter Dryburgh
CHAIRMAN

GENERAL MANAGER

Some time ago someone called me Mrs Switzer, I thought then, it's time I retired!!

It has been an honour and a privilege to have led the team who have shared the care of the older people in our community. I can honestly say that I have never been bored. There have been a raft of changes, significant growth and many challenges to overcome during my 21 year tenure. However, the important thing to remember is, that it was a lovely place when I arrived and it will be a lovely place when I leave, albeit different.

Governance of the Trust has always been in safe hands and together the Trustees, manager, staff, volunteers and the community will continue to make improvements. Switzer will go from strength to strength. The home is a community asset and it is my hope is that it will always remain so. I wish the new General Manager Tina Mills well in her new role.

Of all the initiatives that I have been a part of introducing, I think that the Eden Alternative has had the most positive impact on the lives and wellbeing of both residents and staff. It is the initiative I think that the team should be most proud of. In October we had a visit from the 'Eden auditors' and we achieved another 2 of the 10 principles, leaving just 3 more to complete until Switzer becomes a fully Edenised home. Well done to everyone, residents, staff, volunteers and Trustees.

The Eden Alternative makes us think outside the clinical and financial aspects of the services we provide. It makes us look more carefully at the person, and what the individual needs. Loving companionship; family, friends, animals and the environment; trees, plants and flowers. Having the opportunity to give to others and to help ourselves, the right to be in control and make decisions and to have some spontaneity and variety in our life. It's not rocket science, but often forgotten when we get into the medical model of care. 'Eden thinking' has stimulated huge change at Switzer in the last 5 years, some examples follow:

Making new friends can seem more challenging as we age, but by introducing a number of different groups we have discovered that shared interests coupled with a desire to contribute to the community helps close connections to flourish. It's great to have the companionship of friends whilst doing something worthwhile. Our knitting group often knit useful items of clothing to give to the hospital for the new-borns or to raise funds for the care of our animals, vet bills and food. Knitting is a dying art, perhaps next year our residents could visit local schools and teach the children how to knit.

At Switzer, we use music therapy in a number of different ways. Music touches a chord within us that resonates with our heart, mind and spirit. From the soothing sound of a lullaby to songs that mark significant life events, music creates the soundtrack to our busy lives. Through music comes reminiscence, social connection and feelings of belonging and wellbeing.

Recently we received a generous grant from the Mangonui Masonic Lodge to assist us with the cost of introducing aromatherapy and massage. Aromatherapy can reduce anxiety and agitation, it can promote relaxation and sleep and feelings of calmness. It has the potential for reduction in the use of medications. The initiative has already had some success.

As residents have become more in control of their lives, having choices, and making decisions that affect them and the environment, we have found that many of those who are able are visiting their friends to have a chat, or just to say goodnight. They are also extending a hand of friendship to new residents to ease their transition into their new home. At Switzer we welcome school children of all ages, from pre-school to college. Embracing friendships across generations has tremendous benefits that all participants receive regardless of age and there is the potential for genuine connections to be formed. The children often present tributes to the residents such as a painting, craft work, a poem or even a song.

GENERAL MANAGER CONTINUED...

When we think about **Creature Comforts**, from cuddly kittens to horses, every home should have daily interactions with animals both great and small, they bring immense comfort and joy to our residents. Whilst everyone can benefit from these moments, for people living with dementia the positive impact can be very significant. Studies have shown that interacting with animals produces a marked decrease in feelings of tension, fatigue and confusion and can help to ease the stress of social interaction for people living with dementia. Just a few minutes of connecting with an animal triggers an amazing reaction in the body which lowers the stress hormone cortisol, and increases the feel-good hormone, serotonin. There really is science behind that warm and fuzzy feeling!

Such good things!! Switzer is a vibrant and lovely place.

I am confident that the cultural change that has come about at Switzer through the introduction of the Eden Alternative, will continue. It doesn't end, we just get better and better.

My thanks to the residents, staff, volunteers, Switzer Home Auxiliary, the Trustees and the wider team and community for an interesting, challenging and satisfying 21 year journey, I have learned so much. Go well.

A happy and safe festive season to you all.

Jackie Simkins



NEW GENERAL MANAGER

Kia ora / Hello

I am honoured to have been accepted by the Trust to join their exceptional employees at Switzer, whose commitment in providing the very best care to residents, families and each other has inspired me every day since arriving. It is amazing to hear stories from our residents and I look forward to meeting their families and our community in the future.

My youngest daughter Ruby (10yrs), Millie (pony), Rosie (dog) and I are in the middle of relocating from Christchurch. My son Ethan will be transporting the horse float and extras, while my eldest Daughter Angelica drives up from Auckland to complete our first family Christmas celebration in Kaitia.

As we farewell Jackie together, we will continue building on Switzers' culture of respect that aligns with the demands of today as well as those of the future, through the Eden principles.

Whakarongo / Listen with your heart and show aroha / love

Merry Christmas to all

Ka kite ano / Bye for now, Tina

DIVERSIONAL THERAPISTS

First of all we would like to thank everyone for the support we have received since we took over from Georgie as she had been in the position for 19 years and there were big shoes to fill!! Hopefully we have started to fill them with our new ideas—with lots of spontaneity and variety, our activities and building relationships with our work colleagues, we recognise that leisure and recreational experiences are the right of all individuals.

We are working towards facilitating purposeful recreational opportunities that aim to enhance the overall physical, intellectual, social, emotional, cultural and spiritual well-being of all people with the help of staff and volunteers.

We have had a wonderful first year and hopefully we can keep on building towards new experiences and move forward for an even better year!

Merry Christmas everyone.

Julie & Kim

DIVERSIONAL THERAPISTS



Spontaneity and variety are alive at Switzer

Auxiliary Christmas Service

Thursday 12th December at 9.30am.

Grateful thanks to the Switzer Auxiliary for providing Christmas and birthday gifts for all residents, they are so very much appreciated. Santa will be making an appearance!



Volunteers Christmas Concert

Wednesday 18th December 10.00—12.00

Our Volunteers

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



Thank you Gail & Brian Gillespie for all your hard work in co-ordinating our Volunteer Group, it is greatly appreciated.

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 Switzer Home Auxiliary:

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.

Auxiliary Ladies BBQ
Thursday 28th November
at 11.45

Volunteers BBQ
Wednesday 11th December
at 11.30

Hope to see you there!

STAFF REPRESENTATIVE FOR THE BOARD OF TRUSTEES

The Board would like to thank all staff for their hard work in passing the audit, obtaining another 2 Eden Alternative Principles and for continued decreases in pressure injuries. And thanked staff for all the exceptional work throughout the year.

I would like to thank the Board on behalf of all the staff for the hams/chicken we will be receiving at Christmas time and a Merry Christmas to all staff from the Board of Trustees.

A very happy retirement to Jackie and a welcome to Tina, our new General Manager.

Margaret McQuade

They've been some great years...



NURSE MANAGER

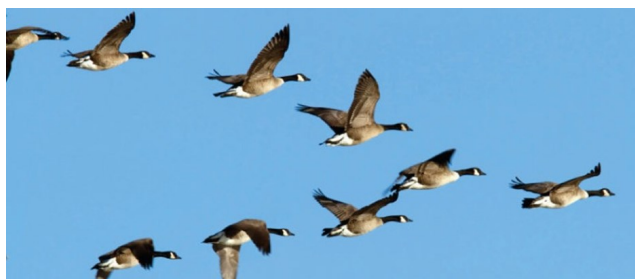
It is with great sadness that we farewell our leader & mentor Jackie. Jackie has given the past twenty-one years to Switzer, some people look at her as Mrs Switzer. There have been many great achievements accomplished in her tenure as General Manager, most recently gaining another two Eden principles in the recent Eden Home visit, in addition to the five Switzer had already achieved. It has been an honour to have worked with her over the past 10 years, I have gained, grown & been influenced in my nursing practice, as have all the Care Partners (staff). We welcome Tina as new General Manager.

Summer is here, so please come in & look through Mum or Dad's clothing, take away anything that needs repair, replacement or just renaming. Maybe even remove the winter clothing & swap for summer clothing. Maybe if Mum or Dad don't have a hat, that could be a Christmas gift?

We have farewelled & welcomed many residents & their families over the past six months, some had been residents for many years and we miss them. Welcome to new residents and their families.

Thank you to our volunteers, who without your support we wouldn't be the vibrant facility we are.

Jo Philip



FACILITIES MANAGER

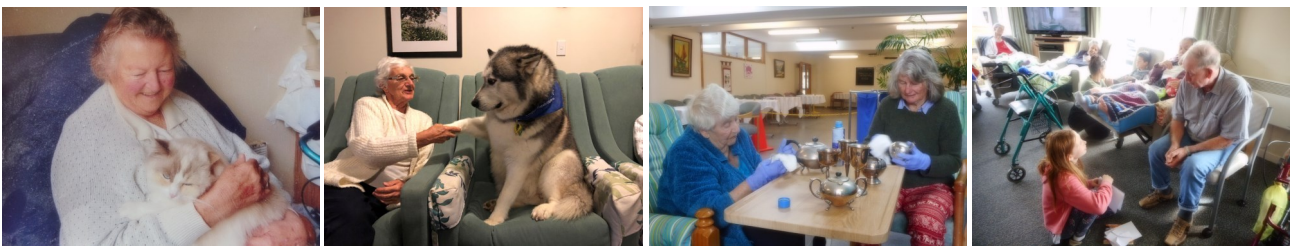
Christmas is almost here, and we hope that everyone has had a wonderful year?

We are all very proud of the achievements we have made throughout the year and next year will bring some more positive changes to our home. We have a major building project planned which will bring the oldest part of our home, the Kauri Household, up to date. Unfortunately, building projects do tend to bring with them some disruption for everyone, so apologies in advance. We will endeavor to keep the disruption to a minimum and keep you well informed at all times.

Switzer is the largest home in the Far North and as you can imagine there is an enormous amount of maintenance, laundry, gardening, cooking, cleaning, carried out here every day and throughout the year. These services are cheerfully performed daily by our wonderful staff and our volunteers who make a significant contribution to making Switzer the best home it can be for the residents. So, a big thank you to you all for a job well done.

Merry Christmas from the Facilities crew.

Doug



HR MANAGER

2019 has flown by so quickly. We have welcomed a number of new people to Switzer and fare-welled some who have been long-serving and valuable members of the Switzer team.

We all came together for the Eden Community visit (audit), residents, staff and volunteers all contributed to achieve an excellent result. It just shows you what great results come from working together as a team.

However, this year comes with a little sadness for me as we lose our General Manager (GM), Jackie who has been a great leader. I've had the pleasure of working with Jackie for 5 years. I have watched and learnt many of the struggles and decisions that have to be made in the background to maintain excellent standards.

Sometimes these decisions are hard to make and don't always please us all, however the one thing I can honestly say is Jackie always puts the safety and well-being of the staff and residents first.

For this I admire Jackie and her leadership style and for running a well oiled ship. As the holidays approach, please keep safe, have fun with family and friends and let's keep up the great team work in 2020 with our new GM Tina Mills.

Jacqueline



QUALITY MANAGEMENT

Thanks to all those who returned the Annual Satisfaction Surveys.

The results of the Resident Relative Food Satisfaction and Staff Satisfaction Surveys this year were very good and on the whole indicate a high level of satisfaction. However, we know that we can always get better and we welcome your suggestions. Where possible we will use your comments to make improvements. The results have been displayed for you on main notice boards throughout the home.

If you or anyone you know does have a concern, please do not hesitate to address it with the Nurse Manager Jo Philip or the General Manager, Tina Mills.

TRAINING CO-ORDINATOR

Where did 2019 go? Christmas in just over 5 weeks – unbelievable.

On the training front again it's been another very busy and varied year. Between January and the end of October there were 916 staff participations in training activities. In addition to this number are all the staff undertaking various Careerforce New Zealand Level 3 and Level 4 qualifications.

16 external educators conducted training in Switzer this year.

There were 45 paid staff participations in external training courses, either in Kaitaia, Kerikeri, Whangarei or Auckland.

Webinars have been used to deliver in-house training to specific target groups. Mandatory education continues to be delivered during "Make It Happen Day", competency training, and self-directed learning questionnaires.

A number of excellent MOOC (Massive Open Online Courses) have been completed by staff during 2019. To staff who haven't yet tried one...have a go. Remember, the courses are free. Check the notice boards for details. There are also many other high quality free on-line learning options available. A list of some of them can be found on the notice board in the staff room.

Congratulations:

To Kathy Mason, Tanya Mehana, Suzie Lal, Kathryn Russell, Renae Beckham, Davina Speakman-Boyd and Shona Delaney for completing the Level 4 Dementia Programme.

To Davina Speakman-Boyd, Kathryn Russell and Mihi Cassidy for completing the Level 3 NZ Certificate in Health & Wellbeing; Health Assistance Strand.

To Elizabeth White, Eunore Abarca and Jaypee Bopis for completing the Hospice NZ "Fundamentals of Palliative Care" Course.

To Nisha Nair for completing a Post-Graduate Certificate in quality management.

Aromatherapy has been introduced as an alternative form of therapy for certain Switzer residents following my completion of "An Introduction to Aromatherapy" and "Aromatherapy in Palliative Care" courses in Kerikeri.

Thank you all for your support and participation in training activities during 2019.

A very big thank to Jackie for underpinning and actively encouraging the Switzer training activities.

2 thoughts for you to take into the New Year –

"Anyone who has never made a mistake has never tried anything new." Albert Einstein.

"Anyone who stops learning is old, whether at twenty or eighty. Anyone who keeps learning stays young." Henry Ford.

A very Happy Christmas to everyone, and may 2020 be a wonderful year for you all.

Barbara





Essentially Flowers - ***your one stop shop for flowers and gifts for all occasions***

The residents and staff at Switzer wish to thank Ariana and her staff at 'Essentially Flowers' for their continued support. All residents at Switzer receive a gift bouquet on their birthday. Many Thanks!

They offer free gift wrapping and can provide more than flowers ... gift baskets, balloons, gourmet food (GF options too!)

If you require floral tributes /casket sprays you will receive a 10% discount if you go directly to them.

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Mobile: 021 084 11927

Email: hello@essentiallyflowers.co.nz

www.essentiallyflowers.co.nz

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Bequest / legacy / donation form

Thank you for deciding to make a gift to the Claud Switzer Memorial Trust.

You can be certain that whatever amount you donate will make a real difference to the residents of Switzer Residential Care.

Name: _____

Address: _____

Telephone: _____

Email: _____

Gifting Options

☐ My bequest/legacy/donation to the Claud Switzer Memorial Trust is:

\$ _____

☐ Tick if you would prefer not to have your name disclosed

☐ Tick if you would like a receipt sent for donations over \$5.00

How to make your gift

☐ Direct Credit to the Claud Switzer Memorial Trust Board
ASB Bank 12-3096-0203868

☐ Go to our website donations page
www.switzer.org.nz

☐ By cheque—payable to:
Claud Switzer Memorial Trust Board