

Hospice Awareness Week

May 18-24, 2015

Hospice Tairawhiti C/- Private Bag 7001 GISBORNE P: (06) 869 0552 F: (06) 869 0566 E: hospice@hospicetairawhiti.org.nz



Vital service a team effort

Dr Mark Devcich sees team medicine as key for effective care of rural palliative patients.

Mark and his family moved to Gisborne nearly nine years ago, having spent the previous three years cruising the Pacific in their yacht. He initially worked as a long-term locum at Kaiti Medical Centre, and part-time for Hospice Tairawhiti.

He now works as a solo GP for the Waikohu Health Centre, which is run by Turanga Health. The health centre covers a large area, with almost 1500 registered patients from north of Ormond, Te Karaka, Whatatutu, Matawai and Motu, as well as some from outside the area.

"It is very much team medicine here," he says.

Mark works alongside Hospice Tairawhiti as well as the rural health nurse, social workers and other specialists and organisations.

"Hospice Tairawhiti's service is generally home-based within Gisborne, and Hospice doctors and nurses don't travel out to Te Karaka and Matawai regularly," says Mark. "So when I have a palliative patient, I refer them to the service and the care is shared."

While patients are well enough they travel to Gisborne for appointments, but as their health deteriorates, Mark ensures that they are regularly visited by either himself or

the rural health nurse, and he keeps the Hospice doctors and nurses informed of the patient's condition.

"Palliative care is an essential part of a GP's role, and has a big impact on a person and their family's death and dying experience."

Mark says that service provided by Hospice Tairawhiti is vital.

"Medicine and doctoring is essentially about trying to treat and cure, and get people better, but at some point, we just have to change the focus to maximising the quality of the life that is left. Life and death is normal. In palliative care we are able to counsel patients about that, and allow them to die, with dignity. We also discourage family members from pushing for continued treatment that has no hope of success. Someone has to say it is over."



Dr Mark Devcich. Photo courtesy of Turanga Health

Mark has first-hand experience of the care that Hospice Tairawhiti provide. Four years ago his wife Linda died of pancreatic cancer just four months after diagnosis. So when he tells patients and their families that he understands what they are going through, he really does. 🐾

Advocating a holistic approach to Palliative Care

A semester studying in Dunedin sowed the seed that saw Laura Moore move from Canada to Gisborne to become Hospice Tairawhiti's palliative care clinical nurse specialist.

The new role is a collaboration between Hospice Tairawhiti, Tairawhiti District Health, Ngati Porou Hauora and Turanga Health, and aims to enhance palliative care competency across the local health areas through education and consultation.

The goal is that the teamwork will ultimately improve the quality of care for the person and family.

Laura graduated from nursing in Ontario in 2010, and has been working in palliative care ever since, primarily



Laura Moore

providing education and consultation.

Before nursing, she studied physical health and education, and had planned to pursue a career in health promotion.

"Both health promotion and palliative care consider the physical, psycho-social, emotional and spiritual well-being of a person, so although they seem quite opposite, there are similarities," she says.

"It is this holistic focus of care for the person and the family that sparked my passion for palliative care."

Laura fell in love with New Zealand during her semester in Dunedin in 2006.

"I just wanted to come back, and started looking for any job opportunities. When I found this one, I thought it was well-suited to my experience. I've worked in roles as a palliative care nurse consultant in both hospital and community settings, and

this position is really a blend of both."

Laura took up the position in January, and says she has immediately felt at home in the role.

"One of the benefits of having a palliative care presence in the hospital is that I am able to assist with the care of people who will be discharged to more rural areas where our Hospice Tairawhiti team may not be able to provide a physical presence," she says.

"We hope to provide an easier transition from hospital to home, and better continuity of care."

Laura has no inclination to live back in Canada, and is now officially a New Zealand resident.

"I just love the culture here," she says. "It is very friendly and seems a little more easy going than back home. I love the fact that I bike 15 minutes in Gisborne to get anywhere. I feel it is a bit more of a balanced lifestyle."

And there's the added bonus that when she goes hiking she doesn't need to worry about being chased by bears or cougars. 🐾



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Recycling and up-cycling to help Hospice

In just over a year, the Hospice Shop has become a target for many . . . in the best possible way.

Not only are there regular shoppers, but also donors too, and a growing list of those on the Loyalty Card Programme. Shop manager Brenda Kinder says the success of the shop has far exceeded all expectations.

"It's quite humbling, every day," she says.

People donate bags of top quality goods, including some of New Zealand's leading labels, as well as everyday essentials, like school uniforms, winter woollies, shoes, boots, bedding and even fishing rods.

"We get everything from the very beautiful to the weird and wonderful! It is like Christmas every day."

Everything that comes in is sorted by season, and the back of the Peel Street store is a hive of activity.

There are 40 volunteers on the books, but Brenda would love to see more signing up. There are few pre-requisites, on being able to work independently.

"We have jobs to suit everyone – those who don't want to be out the front of the shop, are happily put to work out the back where they sort, clean and price incoming goods."

Many of those helping out now have been there since the beginning, like Dianne Paenga.

"There is something exciting about setting up a hospice shop," she said. "I wanted to be part of it."

And she wasn't disappointed. The mum and grandmother

helps out two days a week, and more if needed. She is also part of the Hospice Volunteer Songster Group too.

Tony Barnby has also been there since the shop first opened.

"I lost my wife and Hospice Tairarwhiti were such a great help to us," he says.

"I enjoy the companionship and of course, that I am helping the charity. I wanted to give something back after the help they gave us."

Jacqui Ritchie just loves op shops, recycling and up-cycling, so was happy to give her time.

"I love that everything is getting a second chance and not going to waste," she says. "It is good for those benefiting from the profits and also for those who shop here . . . like me!"

Volunteers need to commit to one regular shift of three-and-a-half hours a week.

"We are all part of a very special team," says Brenda.

"The shop brings in a significant amount towards what Hospice Tairarwhiti needs to raise from the community to provide the service it does."

Anyone keen to help out, should contact Brenda on 863 1071. 🍌



Giving a helping hand and loving every minute of it . . . Hospice Shop volunteers (from left) Dianne Paenga, Janet Hall and Tony Barnby with shop manager Brenda Kinder, and fellow volunteer Jacqui Ritchie.

What: Hospice Shop

Where: Peel Street

Hours: Tuesday-Friday 10am-4pm. Saturday 10am-2pm

Offering help and support in most challenging times



Glenda Stokes

Hospice Tairarwhiti board chair Glenda Stokes has always felt a pull towards the organisation.

When she and husband Derek Craven moved to Gisborne 11 years ago, he asked her what she thought she would do.

"I replied in a heartbeat that I thought my real work would be to help in some way with Hospice," she says. "It came from somewhere deep within me."

In her early 30s, Glenda lost three friends to cancer over a three month period.

"We all attended the same church . . . two had been neighbours and two were mothers with young children. It was very close to home and impossible to ignore," she remembers.

It proved to be a "very defining" time for Glenda, who is in her third year on the board, and first as chair.

"It is a constant reminder that as we operate as a hospice, we keep in mind just what our core work is and that we are dealing with real people and real situations. For each patient and their family, their fear, grief, pain and sense of loss is very real. Sometimes deaths seem too soon, that

people are too young, and they leave so much behind them that seems unfinished."

But Glenda says other have led rich and full lives.

"As a hospice it is our place to be with them and their families, and to give them the support, help and guidance through such a challenging time of life."

She says it is a privilege to be involved with Hospice Tairarwhiti and the difference the team make for local people.

Hospice Tairarwhiti is governed by a group of skilled, community-minded people, and all board members are volunteers. 🍌

A message from Hospice Tairarwhiti general manager Barbara Grout

'To work in partnership with our community to positively support and care for our dying'.

These simple words are what drives us at Hospice Tairarwhiti . . . they are our vision, our mission and our very being.

We want to ensure that everyone in our community who is dying – and their whanau – have access to the best possible end of life care and support.

To make this happen we work closely in partnership with the patient, whanau, and existing services. When a patient is referred to Hospice, rather than taking over, we supplement the care already in place. Dr Mark Devcich talks more about this in his story from a GP's perspective on how we share care in rural areas.

Another example of our partnerships in action – and a major milestone for the Tairarwhiti district – is the creation of a palliative care clinical nurse specialist position, which was created out of our alliance with Tairarwhiti District Health, Ngati Porou Hauora, and Turanga Health.

Canadian Laura Moore has travelled many miles to take up this position and will be working with nursing staff district wide to continuously improve nursing practice and

patient and whanau outcomes within the palliative care philosophy.

Our volunteers are an integral part of the Hospice team. From those who work in the shop or assist with fundraising, to those who transcribe biographies or

provide support to patients and whanau, we are truly thankful for each and every one of them. They are a significant part of what makes our hospice services so special and indeed possible.

The other key ingredient to making it all possible is our generous community, without whom we could not do what we do. Everything we provide to a patient and their whanau is free.

You can help us to continue providing hospice services free of charge by donating online at www.hospicetairarwhiti.org.nz 🍌



Barbara Grout

Evening of remembrance

We extend an open invitation to anyone in the community to join us as we take time out to remember those who have died with a ceremony that is not linked to any specific faith or religion.

Where

The Rose Room at Lawson Field Theatre

When

Thursday, May 21, 5:30pm – 6:30pm

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Precious family memories preserved

A chance to leave a special legacy for loved ones is proving popular.

The Hospice Tairawhiti's biography service has been going for around 18 months. It's been a busy run for the 11-strong team of biographers who work with patients and their families to put together the treasured books.

While most biographies are between 15-20 pages long, the late Bob Wood had far more to say, with a colourful 80-plus page book. The 93-year-old had already hand-written the first 80 years of his life when he decided to take up the Hospice Tairawhiti offer of a biography.

His daughter Cynthia says it was easy for the natural story-teller to recount his experiences that spanned from the United Kingdom, his war years in Europe and his life in New Zealand.

The finished product is very much thanks to her input as well. Cynthia was responsible for final editing and proofing of the book that will now be shared with their wider family on both sides of the globe. "Doing this made me think that such a special piece of family history should be started early," says Cynthia. "It's important facts are correct, and that's easier when people can remember things. Bob has been a good ancestor for those to come."

Bob's recall memory impressed everyone. A keen poet, he loved telling the stories – good and bad.



A precious piece of family history . . . the late Bob Wood shares a chuckle with daughter Cynthia as they look over his 80-plus page biography.

The family plan to add details over the coming years. Cynthia says her father, who died in October 2014, loved the thought of the family reading his recount of stories they didn't even know had happened. "It's been a real privilege for me to be part of this," she says.

The biography service is free for Hospice patients, but donations are welcome. Families are given a disc and two printed and bound copies of the biography.

Who's who at Hospice Tairawhiti...

Board of Trustees:

Glenda Stokes (chair)
June Hall, David McLean, Dr Gill Haywood,
Barry Atkinson, David Ure

General Manager:

Barbara Grout

Clinical Manager:

Dr Marla Williams

Hospice Doctors:

Dr Moira Cunningham, Dr Sally Murdoch,
Dr Robin Briant

Hospice Nurses:

Laura Moore (CNS), Jude Francis,
Kym Brown

Counsellor:

Nicola Carroll

Education Coordinator:

Marilyn Baty

Administration Assistant:

Teresa Gray

Hospice Shop Manager:

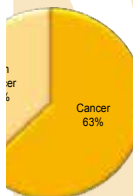
Brenda Kinder

Who are we caring for

During the 2013/14 reporting year Hospice Tairawhiti accepted 123 new referrals and cared for a total of 176 patients.

New Patient Diagnosis

Hospice Tairawhiti provides services to patients with a range of terminal illnesses with the most common being cancer, heart disease, respiratory disorders, renal failure, dementia, and other neurological disorders.

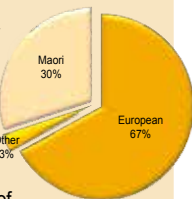


New Patient Ethnicity

The number of Maori patients referred to Hospice decreased this year, down to 30% compared to 41% in the previous reporting year.

The average age at referral of

Maori was 71, compared to 77 for European.



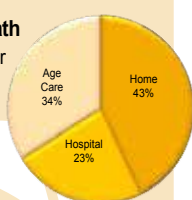
New Patient Geographical Distribution

Hospice care can be provided to patients in the Tairawhiti area from Potaka in the north to Morere in the south. Without the available resources to visit the more rural patients, we rely on greater collaboration between their local General Practitioners and Rural Health Nurses.



Place of death

It is important that wherever possible people are able to die in the place of their choice, and for most this will be their own home.



New car makes huge difference

Visiting patients is now a whole lot easier for Hospice Tairawhiti after the ANZ Staff Foundation donated \$5,000 towards a second vehicle for the service.

Until now, the service had just one vehicle, which was used exclusively by the on-call nurse, so Hospice staff had been using their own cars.

Hospice Tairawhiti general manager Barbara Grout said the kind donation had made a huge difference.

The vehicle came through ANZ's staff foundation, where regular contributions from staff members are matched dollar-for-dollar by the bank. More than \$3 million in grants has been made to over 520 community organisations throughout the country.



Have wheels, will visit . . . ANZ Gisborne branch manager Derek Craven hands the keys to Hospice Tairawhiti palliative clinical nurse specialist Laura Moore.

Unique partnership benefits Hospice and community

Christmas brings extra cheer for Hospice Tairawhiti, thanks to Caring Connections in Our Community, an ongoing partnership between Hospice New Zealand and Farmers Trading.

Established last year, the Gisborne Farmers store raised \$5,757, all of which remained with the local hospice service.

For Hospice Tairawhiti general manager Barbara Grout, the generosity was "absolutely overwhelming".

"Not only has the campaign raised much-needed funds for our hospice, but it has provided us with an opportunity to connect with new people, letting them know who we are and what we do. We couldn't have wished for a better result."

In the four weeks leading up to Christmas each of the 58 Farmers stores hosted a Tree of Remembrance, and staff asked customers to make a donation to support



Hospice Tairawhiti general manager Barbara Grout (right) receives the cheques from Farmers Gisborne store manager Lee Geros.

their local hospice service. A specially-commissioned Christmas CD "Christmas Is" by Tim Beveridge was also offered for sale. Nationally, more than \$600,000 was raised.

HOSPICE TAIRAWHITI Girls' Day Out

SUNDAY MAY 24, 9.30AM-4PM
ILMINSTER INTERMEDIATE GYM



A HOSPICE
TAIRAWHITI
FUNDRAISING
EVENT



Girls' Day Out returns

Feeling in need of some time out and a good dose of pampering?

Hospice Tairāwhiti is thrilled to announce the return of the award-winning Girls' Day Out. This sell-out event celebrates and encourages the health, well-being, self-esteem and vibrancy of Gisborne women.

Join us at Ilminster Intermediate, on Sunday, May 24, from 9.30am until 4pm. Enjoy a glass of bubbles on entry and two pamper sessions from local beauty and health specialists. The first 250 people through the door will take home a goodie bag stocked full of treats, valued at over \$100.

Whether it's an eyelash tint, a mini-manicure, massage and reflexology, deep condition hair treatment or

makeover, the Hospice Tairāwhiti Girls' Day Out promises to provide some well-deserved rest and relaxation.

Many of the favourites from the 2014 event are back, plus there is plenty of opportunity to try something new. Dance, fitness and cooking demonstrations are just some of the day's activities. A little retail therapy is also available with stalls stocked with locally-produced gifts and treats.

Those looking for a bargain or an opportunity to make a generous donation, should keep a keen eye on the charity auction. A range of donated goods and services will be on offer, including beauty therapy vouchers, accommodation, women's fashion, jewellery and luxury products which will be auctioned off by Jake Stevens, a keen supporter of Hospice Tairāwhiti.

Event-goers will not go hungry, with Martins Party and Event Hire Café selling delicious cakes, slices, savouries

and lunch items. All proceeds go to Hospice Tairāwhiti. Hospice Tairāwhiti general manager Barbara Grout says it is heartening to receive so much from the community. "We have been overwhelmed by the support from sponsors and the local community. Without them this event would not be possible," she says.

Event ambassador Bronwyn Kay urges everyone to purchase tickets and support a service that most of us will come in contact with in some way in the future.

"Hospice Tairāwhiti gives desperately-needed support to the terminally ill and their families," says Bronwyn. "Without this wonderful service, many people would not be able to spend those precious last moments with their loved ones at home."

The \$35 tickets can be purchased from The Little Hair Shop, Bronwyn Kay Agency and of course, the Hospice Shop in Peel Street. 🍌

In case you wondered...

What is hospice palliative care?

To palliate means to ease the symptoms of an illness where the illness itself cannot be cured. Hospice or palliative care is specialised care for patients who are terminally ill, enabling them to achieve the best possible quality of life during the final stages of their illness. The service includes family support and grief and bereavement care.

Where is hospice palliative care provided?

In the Tairāwhiti region, hospice palliative care is provided at home, in rest homes, and in hospital. Gisborne Hospital has a special palliative care unit.

How can I get referred for care?

Patients need to be referred by either their GP or specialist doctor.

When can I be referred?

Patients can be referred when they have reached a palliative stage in their illness, where the focus of treatment is on symptom control, comfort and quality of life rather than cure.

How does it benefit the patient?

- Your pain is managed and symptoms controlled
- You receive emotional and spiritual support
- Your quality of life in the final stages is enhanced
- You get personalised care

How does it benefit family and friends?

- You feel a part of the team caring for the patient
- Your needs as a carer and individual are supported
- You have access to bereavement and counselling services

Do you have to pay for palliative care?

All services are free to patients, family and whānau.

How is Hospice Tairāwhiti funded?

The Gisborne service is approximately 60% funded by the District Health Board and supplemented by the generosity of the community through individuals, groups, trusts and foundations. Each year we need to raise more than \$200,000 to provide the services we do.

Hospice Tairāwhiti is a member of
Hospice New Zealand.

A privilege to help others

Hospice Tairāwhiti's education coordinator Marilyn Baty is retiring . . . well, kind of.

The Gisborne grandmother of eight, who has been involved with Hospice since it was first formed 35 years ago, thinks it is time for "a bit of a break".

However, she still plans to come back as a volunteer.

"I came in as a volunteer, got into this role and just stayed here," she says. "The service has grown so much and is in good heart. . . it is time for me to catch up with family and grandchildren."

But she loves her involvement with Hospice Tairāwhiti.

"It is such an amazing opportunity – this is such a great team and over the years I have met so many wonderful people through this job."

More recently she has been running the Fundamentals of Palliative Care workshops, but she's done so much more over the years – from fund-raising to community talks, supporting volunteer coordinators, matching volunteers with families, and is still part of the pastoral team.

"Knowing that the service we offer actually does make a difference to people's lives makes it all worth while," says 68-year-old Marilyn. "It underlines too, that the service is not about just one person, but a whole team. We work with GPs and consultants, as well as the families and patients. As a team this is achievable . . . it is a very holistic approach, and that is what (founder) Dr James Carstens focussed on when he started the service.

"It has been wonderful to be part of it and see it grow to what it is today . . . and I believe it will continue to grow."

Marilyn admits it will be a little sad to clock out for the final time, but her family has plans. Her husband Roger is keen to whisk her away for "a bit of a wander around New Zealand", and the rest of her family are happy to see her step back a bit.

"When you do this sort of work though, it just stays with you. It is so rewarding . . . it is not just about giving, because you get so much back. You see strength and resilience in people. I guess it is like the old way – those old fashioned values that are sometimes forgotten.

"We can't change the outcome of a terminal diagnosis, and today everyone is always looking for another way to fix things, but the one thing we really do know in life is that we are born and we die. What happens in between is a real mixture. To talk about it and support families facing those issues, strengthens them, and that is a privilege." 🍌



Marilyn Baty

Take a break and support Hospice

Take a break for a good cause by holding your own Hospice Cuppa with colleagues, friends and family.

The concept is simple – host an event and invite your friends to make a donation to Hospice in return. You are not limited to a morning tea – it could be drinks after work, a cocktail party, lunch, or dinner – it's entirely up to you.



We will provide you with a Cuppa Pack with Caffe L'affare coffee, Dilmah tea, recipes, invites, a donation box and decorations to get started. Learn more about this event and register to receive your Cuppa Pack at www.hospicecuppa.co.nz or phone our office on 8690552. Don't forget to choose Hospice Tairāwhiti as the Hospice you want to support. 🍌

Written and compiled by Diana Dobson



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Gisborne Branch

find a local counsellor
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