

1991



Hospice helps people *live every moment*, in whatever way is important to them

Hospice Awareness Week

13 - 19 May 2019

2019



The growing Hospice team



www.hospicetairawhiti.org.nz

From the desk of general manager - Barbara Grout

Hospice Awareness Week is an opportunity for communities to better understand how local hospices can help people who are dying, and their families, 'live every moment'.



Barbara Grout

The stories in this supplement give a fabulous overview of the work we do, with our unique Tairawhiti flavour, and how that impacts on people using our services. Our sincere thanks to Rio and Shelley, and Ariana and Amber for sharing

their personal stories. It is a privilege for the team to work with and support you all. Earlier this year we joined Hospice NZ and other hospices around the country to encourage and support New Zealanders to have more conversations about death in the hope they might worry about it less. Death seems to have become a difficult topic for a lot of people. Many of us have lost the knowledge about what happens, what to say to each other and the options we have for care. That lack of information often results in fear. In reality, dying is often much more peaceful and gentle than people expect. The 'we need to talk about dying' campaign, created by Hospice NZ, aims to support communities to reclaim their familiarity with dying by sharing stories and information...to

make it easy for them to talk about it more, and to ensure we all feel more ready and able to support each other when we're grieving. Check out the resources on our Facebook and Instagram, go to www.hospice.org.nz, or search the hashtag... #weneedtotalkaboutdying. We are very excited to finally be moving forward with the long-planned build of our new building. A recent and substantial grant from Eastland Community Trust has allowed us to progress the project to the next level of planning with confidence. However, we still need your help - we are calling on the community to help us raise the last \$1 million needed to complete the build. With your help we can create a community asset that will benefit generations to come. 🙌

Who's who at Hospice Tairawhiti

Board of Trustees:

Barry Atkinson (chair), Jane Williams (deputy chair)
June Hall, Dr Gill Haywood, David McLean,
Glenda Stokes, Tina Swann, David Ure

General Manager:

Barbara Grout

Clinical Manager:

Dr Moira Cunningham

Hospice Doctors:

Dr Victoria Siriatt, Dr Anna Meuli, Dr Robin Briant

Clinical Nurse Specialist:

Joy Cairns

Community Hospice Nurses:

Linda Hauraki (team leader), Laura Robertson, Jude Francis,
Julie Abrahams

Palliative Care Nurse Liaison (ARC & Rural):

Claire Davies

Counsellor:

Nicola Carroll

Administration:

Teresa Gray, Lizzy Ngatai-Hawtin

Education Coordinator:

Clarice Alderdice

Funding Development & Public Relations Coordinator:

Kelly Simpson

Volunteer Coordinator:

Jane Kibble

Hospice Shop Manager:

Brenda Kinder, Jacqui Ritchie (assistant)

Hospice Tairawhiti is supported by over 180 Volunteers

Hospice Tairawhiti Building Fund donation

Yes, I would like to support the Hospice Tairawhiti Building Fund

You can donate by credit card or direct credit via our website at www.hospicetairawhiti.org.nz

Or, please select an option below:

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March 2020 for final Celebrate Gisborne



Bridgette Penny, Barbara Grout, Bryn Lewis, Diana Dobson

It's the grand finale of Celebrate Gisborne and organisers are hoping for another super celebration of all that is good about the region coming together for the most special of causes.

Celebrate was started in 2016 to raise funds for the much-needed new premises, and the 2020 March edition will be the third and final one to be held. Organiser Bridgette Penny, who has been behind each of the efforts, again has the usual team involved, including chef Bryn Lewis

along with Hospice Tairāwhiti general manager Barbara Grout, graphic designer Craig Willson and photojournalist Diana Dobson.

The team has worked with Hospice for more than 15 years across various fundraisers, going all the way back to the first wine and art auction in 2005.

"The core team are still involved, and driving Celebrate so it is great to have the same people

together once again for this final push," says Bridgette. "We are all very passionate about Hospice and united in working towards this exciting next step for Hospice. We plan – once again – to deliver something quite special."

From the food to the items in the auction – all will create special memories. "We have been supported for a long time by some truly great artists, and we hope they will once again be on board."

Other items will include things that create those memories, like trips to special destinations and more. "Everything we raise at Celebrate goes directly to Hospice. People are so generous with their time in helping this great cause," says Bridgette. "Hospice is an organisation that helps anyone – regardless of race, religion or beliefs. It is there for us all, and touches most families in our region. I think that is why people are so happy to step up and support Hospice when it needs help."

While the exact date and details of Celebrate Gisborne 2020 are yet to be confirmed, Bridgette says pencil in late March to ensure you don't miss a ticket to this great event. "It is always a sell-out, and this will be one we'll be pulling all stops out for." 🍌

New build a no-go without final push

If there is ever a time to dig deep for Hospice Tairāwhiti, now is it. The organisation has been working hard fundraising for its new building but must raise the full \$3.1 million before the first sod is turned.

Hospice chair Barry Atkinson and general manager Barbara Grout both say it has been a stellar effort so far, but the campaign needs a final solid push to ensure the build can start soon. The new 700 square metre building will be on the Hospital grounds on land leased from Tairāwhiti District Health.

Hospice had raised \$1 million on its own, with the \$1m ECT grant on top of that but still had \$1 million to go. The grant is contingent on Hospice showing it can raise the remaining funds. "Without this last \$1 million, it is a no-go,"

says Barry.

Barbara said they were always hugely grateful for any donations from the public as there are not many entities Hospice can apply to for money. "This project only fits the criteria of a few funders, so we are very limited to where we can seek grants from. There are two other grant applications in progress and, if successful, will reduce the amount we need to raise from the community. But for now, we are still looking for \$1million."

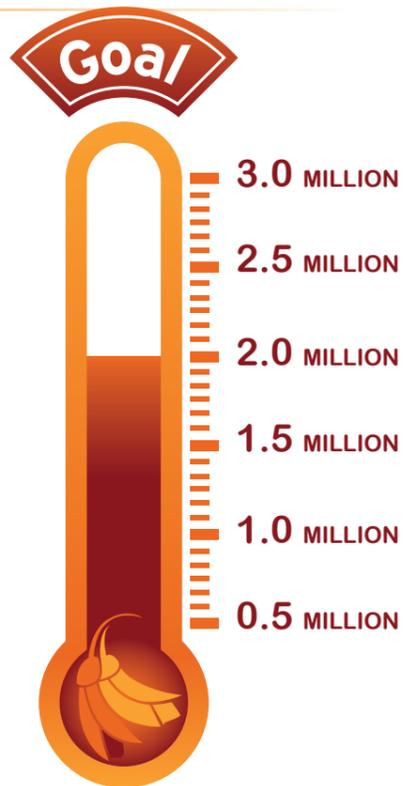
The new building will allow Hospice to provide a greater choice of services to patients and whanau. Home visits will continue but this will give people more options while also allowing day programmes and other services to be run. While there are no plans to have inpatient beds at the new building, there will be room to accommodate that should it be needed in the future.

"We are doing all the preliminary work now," says Barry, who is overseeing the project. "The drawing and design is all done, and we are looking into getting services

to the site. There is always a lot of that sort of work to be done before you even start. By doing all of this now, it means as soon as we have the necessary money secured, we can start immediately." The \$3.1 million cost did not include a full fit out. While Hospice would use as much of its old furniture as possible, there would still be quite a bit to be bought.

As an organisation, Hospice never denies anyone help. "If the community want this asset, they need to get behind us," says Barbara. "We feel we can move forward (with the build) with confidence but delays mean extra cost to the build."

Add to that the huge pressure currently on the local building industry with just a handful of companies in a situation to tender for the new build. In a perfect world, construction would start in October with an expectation it would take a year to complete. 🍌



An artist's impression (Kingsbeer Architecture) of how the new building will look.

Mum's magic moments living on

It's hardly surprising that when Ariana and Amber Kairau's mum Jackie became unwell the sisters dropped everything to care for her. It's clear there's a void in their lives since the passing of Jackie in May but the love they continue to feel is palpable.

Jackie lost her husband when Ariana and Amber were young, and brought them up on her own. They liken themselves to a shamrock – the three leaves so strong together. Jackie led by example – a nurse who had done a lot of palliative care and would also drop everything to look after terminally ill whānau. She was a strong and very capable pillar in their lives.

So it was tough when they noticed their mum struggling to make simple decisions and unsteady on her feet. She was a breast cancer survivor who had twice beaten the disease but Ariana and Amber feel it was after the second diagnosis that things began to change.

"She became a lot more forgetful," says Amber. "She was diagnosed with her second breast cancer in 2015 and at that point things started to fall apart. We thought things would get better but they just kept going wrong."

Jackie was tired and fatigued and would do odd things. "Seeing that person not being able to make decisions who had been so strong through our lives was tough," said Amber.

In 2016 she was experiencing persistent pain in her foot and leg, and kept falling over, and by early 2017 her right foot was virtually paralysed. Her reactions also became much slower. Ariana remembers watching her mother try to mow the lawns but falling flat on her face. "It was heartbreaking and sad," she says. Doctors struggled to pinpoint exactly what was wrong but finally decided on MS as the symptoms were similar. Jackie was wheelchair-bound from October 2017 until her passing in May 2018. The wheelchair wasn't something she wanted and preferred to use her walker but would get very tired.

Jackie held a strong Christian belief. "Her faith and belief told her that miracles happen every day, so she wanted to keep her body walking and moving so when she was healed she

would be ready. She regularly attended services at the Salvation Army citadel but Ariana and Amber say it was sometimes a balancing act. "She would be so upset if she wasn't well enough to go and we hated seeing the sadness in her eyes when she couldn't go," says Ariana.

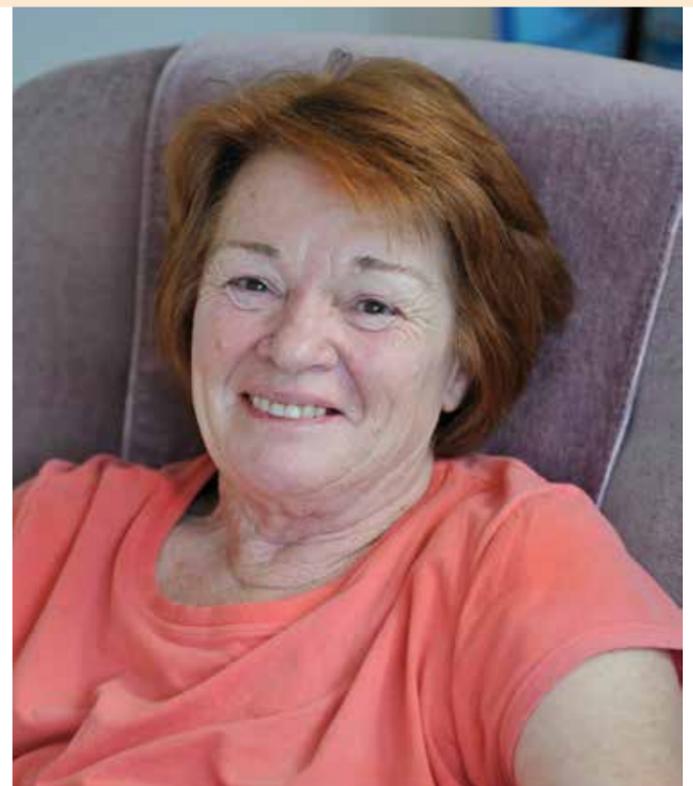
Jackie had her own home but rarely stayed there, instead bouncing between Ariana and Amber's houses which were close together. "We had to maintain the house so she had her own space – it was important to her," says Amber. "That way, she was staying with us because she wanted to, not because she needed to," says Ariana. "Lots of people thought we were crazy but she needed it to be that way."

Being wheelchair-bound became tougher and Jackie would have panic attacks. Sometimes Ariana and Amber would take her for walks in the middle of the night to help her calm down.

Hospice Tairawhiti became involved in September 2017 and the sisters say they are hugely grateful for the support they received from the team. "Mum's rationale for having Hospice involved was about the resources they made available to us," says Ariana, who was training to be a nurse when Jackie became unwell. "There was always a nurse on the end of the phone to help." The Hospice team also helped connect them with other services. "Hospice are so connected with others and had a very strategic approach to ensuring the best health care for mum. They really hit it out of the park," says Amber.

The family grew up in Maungaturoto, in Northland, before moving to Auckland once the girls finished their schooling. It was Amber who led the charge to Gisborne in 1998 and much later, the others eventually followed.

Waihou Bay always held a special place in Jackie's heart and through Race4Life the family, including her four mokopuna, were able to take one last trip there. "It was mum's most favourite place in the world," says Amber. It was also where she died – quietly slipping



Jackie Kairau

away on her birthday. "Hospice had prepared us for the eventuality but in our minds we were bringing her home just as we had gone up. The last couple of weeks had been terrible – she couldn't sleep and was just fighting to survive. She calmed down a bit when we got to Waihou."

Again, Hospice stepped in to help the family bring Jackie home, coordinating all the necessary services. "Hospice is so patient-centred while making sure we were also ok. They found the right balance beautifully through some tough and highly-emotional times," says Ariana. "We will never be able to thank them enough for what they did because they enabled us to keep our mum at home. Mum filled our lives with magic moments . . . we have totally different ways of doing it but she lives on through those we now make with our own children. When you have hard times you look back at those magic moments. There is always something fantastic around the corner no matter how hard things may be."

Jackie is also remembered fondly by the Hospice Tairawhiti team. "That's her," says Ariana. "She created lovely relationships with everyone." 🍌

Tauti mai ki te mahau o te aroha

Hospice Tairawhiti

warmly invite you, your whanau and friends to join us in an

Evening of Remembrance

Where: Tairawhiti Museum (Main entrance)

When: Thursday 16th May 6pm – 7pm

Please join us for light refreshments after the service

This occasion is open to the community, not only those who have had an association with Hospice



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Home to his coast

The manicured lawns, tended gardens and white picket fence give an inkling of what is behind the shut gate. Faithful hounds Whetu and Puti Puti usher visitors to the back of the house where more well looked after gardens are laden with the bounty of hard work. A camper van and a boat are parked up...bought for an active retirement but now sitting idle.

Riordan Crawford sits with Hospice Tairāwhiti nurse Linda Hauraki and counsellor Nic Carroll. He's attached to a very long oxygen tube – it allows him to wander over to the veggie and herb patches at the property he shares with hoa wahine Shelley. There are no weeds to be seen and Rio is keen to share the spoils of their efforts.

But this wasn't how he planned things – it's what you would call plan B.

Rio is Ngāti Porou and hails from the coast. He was one of 16 children, but the family moved to Wellington when he was nine. "We were part of the big migration," he says. "I love big families because of that togetherness." He was a joiner by trade but for 16 years worked at Rimutaka Prison first as an officer on the floor but as soon as the powers that be learned he had trade skills, was quickly moved to teaching the prisoners firstly how to make furniture and then horticulture skills. It was a job he loved.

In 2016, when heading into a meeting, he got out of the car and almost collapsed. He was diagnosed with vertigo, but it was after he had pneumonia that they found the cancer through a CT scan. They gave him just three months.

It was a big blow. Rio was always happier in the water than on land and could free dive to 40-50 feet no problem "That's why I thought it odd when I started running out of breath." He tried to continue to work but realised for the safety of his fellow officers, it was better to step aside. "If there was a problem I wouldn't have been much good and that helped me make the decision. I really did enjoy working with my people and seeing the change in them though."



Rio with his dogs Whetu and Puti Puti, and Hospice nurse Linda Hauraki

So, just over two years ago, he and Shelley moved back to Tolaga Bay. "I wanted to come home to die," says Rio, "and there was no way I wanted a highway built over me." His two children and eight mokopuna remain away though – based between Rotorua and Wellington.

Rio and Shelley bought a house a stone's throw from the beach, with the iconic Mitre Rocks in view from the driveway. "Shelley is a romantic and likes to walk on the beach – I'd rather jump in and get food."

Shelley is a registered nurse who travels to Gisborne for work three days a week. She opts for night shifts so she can be at home with Rio during the day to support him and be there when he needs her. "But I've learnt to look after myself," Rio says with a chuckle. "I try and think positive whenever I can but it is important to me that things are right when I die for Shelley and the kids too. We are all going to die. When my brother died of cancer he was just 21 and I wished it had been me then. He had his whole life to live."

Rio is grateful – in a way – that the doctors told him he had only three months to live. It gave him the chance to get his affairs in order. As soon as they moved back to Tolaga, Hospice Tairāwhiti became involved. "The support they have given has been just awesome and has helped me stay positive."

Those sentiments are echoed by Shelley too. "They just go the extra mile," she says. "They drop everything and do that little thing you need done to support your partner."

Hospice nurse Linda Hauraki, who is also Ngāti Porou, works closely with Rio's GP and the Uawa Health Clinic. She visits clients on the coast once a month. Rio admits it is nice to talk to one of his own. "We can have a good laugh and we understand each other."

Shelley is devoted and very supportive of Rio. She is originally from the South Island but loves the "beautiful" way of life on the coast. "I love that Rio has someone Maori helping him... there is that connection and it is very important. I think Hospice operate through the Maori way...many people could learn from that."



the big picture

36% of people referred had a non-cancer diagnosis, the most common being cardiovascular and respiratory conditions

88% of people cared for lived in the city and 12% rurally

233

people and their whanau received care and support from hospice

Hospice provided 114 hours of professional education sessions with attendance numbers of 1,180

44% of people died at home
29% in aged residential care and
27% in hospital

Staff and volunteers made 5,112 visits to people under our care and their whanau

Hospice nurses responded to 468 after hours calls

15,124

hours of their time

39% of people referred identified as Maori

These figures are based on year ended 30 June 2018

Helping people help themselves

There is plenty of benefit for the wider community when the team at Hospice Tairawhiti take their education sessions out to groups. One of those is the popular marae-based Kaumātua Programme which is run by Turanga Health.



Turanga Health programme coordinator Kay Robin and Hospice education coordinator Clarice Alderdice

In the decade programme coordinator Kay Robin has worked with it, she has seen plenty of shift in attitudes and understanding. A recent Hospice Tairawhiti presentation about Advance Care Plans (ACP) was a resounding success. "It was fabulous," says Kay. "It was a good process culminating in a lot of discussion. It definitely challenged their preconceptions and made them think about care planning."

It was a collaborative effort spread over three sessions that faced attitudes and conditioning around death and the perceived taboos in talking about it. Videos and presentations by Hospice

staff left pakeke with no doubt as to what needed to be understood and done. "It was well received, informative but sensitive and no nonsense," says Kay. She has nothing but praise for Hospice. "The teams give amazing, informative and thought-provoking sessions, and their experience is invaluable."

The Kaumātua Programme is just one of the community groups Hospice provide education and workshops to. Included in the list are the likes of the Kia Ora E Te Iwi Programme, women's institutes, Aged Concern and U3A along with workshops at Beetham Lifestyle Village, Kiri Te Kanawa Retirement Village and the Enliven Expo.

Hospice education coordinator Clarice Alderdice says they all help start conversations about what Hospice is and how people can have a say in how they want to be cared for. "We are helping elders in our community to understand that their values and priorities are important," she says.

5 things you might not know about death

1

Death is most commonly calm, peaceful and gentle if managed properly.

2

When people are nearing the end of their lives, they become more tired, lose their appetites, and often become less interested in those around them.

3

"People who are dying can create unfamiliar noises that may be distressing for the family, such as the "death rattle" (retained secretions), but are not distressing for patients.

4

People's breathing patterns change as they are dying – it can be fast and shallow, or sometimes noisy, or there can be long gaps between breaths.

5

Choosing to withdraw treatment such as medicine or feeding tubes is not euthanasia. It's part of the normal choices you have in good end of life care.

#we
need to
talk about
dying

The hidden gems behind the scenes

There are plenty of hidden gems working quietly in the background of Hospice Tairawhiti's volunteer service.

Volunteer coordinator Jane Kibble says they're often the ones doing roles and tasks that are not glamorous or popular, and sometimes not even considered by many. "These are jobs that just seem to happen," she says. One of those hidden gems is Carol who every Tuesday collects and delivers the two-flower posies for the Hospice Unit ensuring each week there are fresh flowers in the rooms.

If you're wondering how Hospice always has such glorious flower displays at its events, fundraisers and remembrance service then wonder no more – that's thanks to Bev who has one of those talents for flower arranging.

Then there are Annette and Rae, who for years have organised a monthly lunch for a group of people who have been supported by Hospice through regular telephone calls, cards for remembrance and celebrations, and lifts to and from the venues. "I like to think of them as the glue holding the group together through what can be for many challenging at times," says Jane.

Katrina stepped up when her sister left town to follow in her footsteps by sorting through what cannot be sold in the Hospice shop to create bags of rags which she then delivers and sells to businesses around the region.

And Graham, Hospice's odd job man, is generally found 'out the back' clearing up, removing unwanted items, collecting donations, and flat-packing boxes, ensuring the area is organised and tidy.

There is a team of volunteers who all work alone in their own homes known as Our Bakers. They are the ones who regularly provide sweet and savoury treats for patients, their families



Volunteer coordinator Jane Kibble with one of the behind the scenes bakers, Helen Hart

and whanau. Very few of them ever get to see the recipients of their tasty hard work, but Jane says their goodies are baked with kindness and always well received.

"I remember being told a story by one of our bakers who said whilst shopping in a supermarket in Napier, the checkout operator smiled and said 'I know you from somewhere, I remember your face'. She said she wasn't from Napier, but instead Gisborne. The checkout operator smiled again, reached out her hand and said 'I remember you, you brought baking to my mother when she was dying. I don't remember much of that day, but I remember you'."

Jane says there are so many ways to volunteer that can have a profound impact on other people.

"The skills and experiences, interests and hobbies that make you, can enhance your volunteer experience. You can be quietly involved. Our hidden gems show that we do not all need to be in the front row to have an impact on our community."

Anyone keen on more information on Hospice Tairawhiti's volunteer services or how to join the team, should contact our volunteer coordinator, Jane Kibble on 068690552 or by email at jane@hospicetairawhiti.org.nz.



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People priority in challenging role

It's all about the people and making a difficult time a little easier for Hospice Tairawhiti clinical nurse specialist Joy Cairns.

It is no surprise this mother of two littlies has pursued a career in palliative care. Her mother Dr Marla Williams for many years was the medical director for Hospice Tairawhiti and while she now lives in Papamoa, she still comes back to locum from time to time. By her own admission, Joy has always had an interest in oncology throughout her nursing journey.

Joy grew up in Gisborne and is married to local Matt Cairns. The couple lived in Melbourne for four years and more recently in Papamoa for five but the plan had always been to come home.

"Papamoa was getting busier and busier and my commute was turning into up to an hour each way," says Joy. Then Matt was offered the job as marketing and communications manager for Eastland Community Trust and their plans to return home were suddenly imminent. "Gisborne offers a lifestyle second to none, especially when raising a family. As it happened, the CNS role was vacant while I was on maternity leave and it was just too good an opportunity to pass up. Hospice have been fantastic making it all work especially with our children being so young."

While in Melbourne, Joy also worked in palliative care research as well as the intensive care unit, and in Papamoa as a clinical nurse specialist at Waipuna Hospice. "I have always had an interest in oncology and palliative care, heading in that direction right through my nursing studies and during grad placement too. I am fascinated by the new treatments,

changes and developments that constantly happen," she said.

"Palliative care appeals because of its holistic nature. I work with whanau and patients, to manage the physical, psychological and social aspects of advanced disease. When someone is unwell there is a lot of impact on family and friends and for some people it is a big change from being the main provider or caregiver, to being the person who is receiving the care all of a sudden."

But Joy says it is special to be involved with people and making their journey as easy as possible. She is largely hospital based where she works with patients and also consults where the surgical and medical teams need input. "Often people come into hospital when symptom management or care is becoming challenging at home. The majority of the time, a "tune up" in hospital allows people to return to their own home or residential care facility, where the bulk of the care is provided with hospice and community nurse support."

Joy also works with age care liaison nurse Claire Davies whose work is mostly in rest homes. "We have a small team but, with great support from the hospice nurses, doctors and consultant input available through Waipuna Hospice," says Joy who also does education for District Health Board and community health nurses. "It is the people that I really enjoy. I love working with patients and everyone you meet has different needs and priorities. I do enjoy advocating for their goals – particularly at end of life."



Hospice Tairawhiti's clinical nurse specialist Joy Cairns outside Ward 5.

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 Tairawhiti 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 whanau.

How is Hospice Tairawhiti funded?

The Gisborne service is approximately 70% 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 \$300,000 to provide the services we do.

Hospice Tairawhiti is a member of Hospice New Zealand

Westpac Business Awards



Entry into the Westpac Gisborne Business Excellence Awards started as a chance to raise the Hospice Tairawhiti profile but turned into so much more when the organisation won the Community Excellence category sponsored by Spark Gisborne.

"We were absolutely delighted," said Hospice general manager Barbara Grout. "We initially saw the awards as an opportunity to increase our community profile and build

on networking opportunities, but it was far more beneficial than we ever anticipated." Barbara said the application process had been a great opportunity to identify Hospice Tairawhiti's strengths while looking at areas that could be further developed.

"It was also a chance to acknowledge the work that is done in the background to keep the organisation running."

The judges looked at a 10 different areas including leadership, people management and development, planning, processes and systems, quality management, market focus and branding, financial performance, innovation, workplace health and safety, community participation, customer service, and health and wellbeing.

"It was a great boost for the team to get such positive feedback from the judges and for the community who support our service, to know that they can have confidence they are supporting an organisation that is so soundly run."

From door to floor

Ever wondered what happens to your generous donations once they come through the doors at our Hospice Shop in Peel Street?



Brenda Kinder

5 Myths about palliative care

1

Myth: Pain is a part of dying.

Fact: Palliative care teams are specialists in managing a broad range of symptoms. If pain is experienced near end of life, there are many ways it can be alleviated.

2

Myth: Doctors administer morphine to speed up death.

Fact: Appropriate doses of morphine keep patients comfortable but do not hasten death. The founding tenet of palliative care is to neither hasten nor postpone death.

3

Myth: People in palliative care who stop eating die of starvation.

Fact: People with advanced illnesses don't experience hunger or thirst as healthy people do. People who stop eating die of their illness, not starvation.

4

Myth: We need to protect children from being exposed to death and dying.

Fact: Allowing children to talk about death and dying can help them develop healthy attitudes that can benefit them as adults. Like adults, children also need time to say goodbye to people who are important to them.

5

Myth: Palliative care is only provided in a hospital/hospice.

Fact: Palliative care can be provided wherever the person lives – home, long-term care facility, hospice or hospital.

Now in its sixth year of operation, processes are well established in our Hospice Shop with a team of 68 volunteers working in shifts, ensuring donations are sorted and prepared for sale as quickly as possible.

Shop manager Brenda Kinder and her assistant Jacqui Ritchie are on hand to oversee the work and ensure that everything runs smoothly.

Donations arrive in the store and are quickly picked up by volunteers who take them to the central sorting area, where they are put into respective departments and placed in bins designated for the next stage.

Anything that is not suitable for sale is immediately off to the skip.

Clothing is sorted into seasons and hung, ready to be ironed, sized and tagged before being priced. Unacceptable clothing is cut up for rags, buttons, zips and shoulder pads are often removed, bagged and priced. Shoes are sorted, checked, and cleaned.

Linen and fabric including sheets, pillowcases, duvet covers, inners, curtains and blinds, tablecloths and napkins, table doilies, towels and all other fabric and material are checked for stains, marks, holes or colour fading. If it doesn't pass the test, it's off to the rag pile or the bin. Bedding is measured to get the correct size before being folded and secured with ribbon and then out onto the shop floor.

Bric-a-brac, including dinnerware, platters, glasses, Tupperware, photo frames, cutlery, vases, flowers and all other bits and pieces are checked for chips, cracks and flaws. Again if it's not saleable it's destined for the skip, otherwise it is washed

and priced. Books are checked and boxed alphabetically, jigsaws and board games get the once over to ensure all the pieces are there.

Electrical items need to be certified safe to use before they can be sold, so they are checked by a team of trained volunteers using our portable appliance tester, and are then tagged and dated, washed and priced.

So how long does it take for your donation to make it to the shop floor? Well that depends – some items will be processed and sold on the day they are received while others might be held out the back waiting for the right season, or until there is space in the shop to display it. Volunteers are continually restocking shelves so there is always something new to see in shop every single day. 🍌

#weneedtotalkaboutdying

Jax Hamilton

13 May 2019

Proudly sponsored by **Harcourts**

Venue: House of Breakthrough

\$35 per ticket Starting at 6:30pm

Tickets available from Hospice Shop and Hospice Office
Contact the Hospice office for more information 06 869 0552
Door sales also available

hospice Tairawhiti
ANNUAL NIGHT OF
Laughs

IN ASSOCIATION WITH **ElectrINET**
A member of the Tekepa Energy Group

Friday 7 June 2019, 8pm
War Memorial Theatre, Gisborne

Featuring...

Michelle A'Court
Donna Brookbanks
Ben Hurley

Suitable for mature audiences.
Tickets are \$49 (plus booking fee) from Stephens Photo Plus.

PROUD SPONSORS: SENATOR MOTOR INN | MEDIA WORKS | SIMPSON AUTOMOTIVE
LANGUAGE MAY OFFEND

The Pop Up Café

The Pop Up Cafe will be back again this year during hospice week.

It was such a success last year we have decided to do it again.

HOSPICE WEEK 13 - 17 May

Pop up Café
Inside the Hospice Shop, Peel Street

Open Hours:
10am - 2pm Monday to Friday