

Living Every Moment

hospice
taranaki

Hospice Talk

www.hospicetaranaki.org.nz

MARCH 2016

Te Rangimarie Visiting Hours:

Family members are welcome to visit anytime.

General visiting is 10am-7pm

We are available:

24 hours/7 days a week for patient care
telephone 06 753 7830

THANK YOU TO OUR SPONSORS:

Budget Rentals for the HospiceShop truck;

Central Finance for a HospiceShop van;

The Devon Hotel & Conference Centre;

House of Travel;

BNI Chapters –

“Success Like No Other”,

“Energise” and “Late for Breakfast”,

Craigs Investment Partners;

Quest Apartments;

BDO

McDonald
REAL ESTATE

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Living Every Moment
hospice
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FULL OF PRAISE

Bell Block retiree Dorothy Isaac was stunned when her doctor told her at the end of last year that he had referred her to Hospice. Her condition was terminal. But a few months later she is full of praise for what the service has done for her and her husband Glan.

“The doctor said there’s nothing more we can do for you and we’re referring you to hospice. I was shocked.”

Ironically Dorothy, who has uterine cancer, had always believed in what Hospice Taranaki stood for and like many in the community regularly

supported the service with donations. That belief has now become a reality.

“We’ve always donated to Hospice and have been receiving the newsletters for a long time. It’s a good cause. Now I’ve had the experience myself you can see what they do for people.”

She’s had a few bad patches but a recent increase in her painkillers has meant she’s feeling pretty good at present.

“I’m cooking a couple of nights at the moment and doing a few little jobs. I can’t be mollycoddled. But I’m not overdoing it. I am being careful. And they are keeping a surreptitious watch on Glan,” Dorothy smiles.

“The service we’ve had makes me feel quite humble,” Glan says.

A short time back when she told the nurses she had hurt herself getting out of her bed, a medical bed arrived the same day. “They had the electric bed up here just like that. They are on the end of the phone for you 24/7.”

Glan has his king single next to her in the bedroom, “so at least we’re in the same room,” she says.

Taking pride of place in the lounge is the comfy big chair with its specialist pillow which also arrived from hospice. The chair is a plug-in electric model and she’s become expert at moving it through its paces. It helps her to stand up and she can also lie it back and enjoy a snooze.

continued over page



DATES FOR YOUR DIARY

- New Plymouth Antiques and collectibles Auction Sunday 29th May
- Fabric-a-brac Saturday 14th May

- Hospice Awareness Week 16th-22nd May
- See our website and facebook page for further details ...*

Hospice Taranaki Inc

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Dorothy continues sharing her story from the front page ...

Hospice has provided her with other aids. There are not one but two walkers, one to give support around the house and the other which folds up and goes in the car. She also has a wheelchair.

The community nurses who come to visit are all on a first-name basis and she loves the consistently high standard of support she receives from them. "They give brilliant service."

She has recently joined the Hospice Day Programme on Wednesdays and Fridays, hosted at Te Rangimarie in New Plymouth. "I'm told to get plenty of rest when she's at Hospice for the Day Programme," 86-year-old Glan says.

The couple are astounded the volunteer drivers think nothing of coming all the way out to Bell Block to collect her and take her to and from home so she can attend. They have interesting speakers and delicious meals are provided. Dorothy was looking forward to the visit from AmeriCama drivers and their magnificent machines. Little did she know she was to meet and have her photo taken with Greg Murphy (see photo).

Her daughter, a pharmacist in Whangarei, rings her every day to check on how she is. Dorothy is looking forward to her visit shortly.

Gardening is now off the agenda along with her beloved bowls. "My biggest disappointment is I've got no bowls. I played 28 years and enjoyed every minute of it. It's two years since I haven't been able to do it."

She collected her share of trophies over the years as a member of the New Plymouth Bowling Club and she takes great pleasure in the knowledge that as a selector she helped pick a top performing interclub team. She was also a Rep indoor bowls player. It was she who introduced Glan to bowls and he laughs describing the good times he has at the Fitzroy Club. "Now you can't keep him away," she jokes.

The cancer came out of the blue.

"I had never been in hospital until I went in for my hysterectomy. I did have my tonsils out when I was young. I'm 76 now, so that's not too bad. I've had a good life. You've got to take the good with the bad."

Thank you Dorothy and Glan Isaac for sharing your story with us all. Thank you Lyn Humphreys for interviewing Dorothy and Glan.

Dorothy with Greg Murphy - during a visit to Te Rangimarie.



FROM THE CHIEF EXECUTIVE: KEVIN NIELSEN



With 2016 well and truly underway it has been a busy time for Hospice Taranaki over recent months. While most of us have been enjoying a magical Taranaki summer sadly the number of patients requiring hospice care and support continues to increase.

Evidence of that can be seen in the statistical snapshot elsewhere in this newsletter.

It has also been a very busy time for our HospiceShops and warehouse, we have been inundated with donated items and have been really struggling to keep up. Fortunately it has been very busy in our shops and sales have been excellent. Our new HospiceShop in Stratford (along with the pop-up shop in our old building on Broadway) is far exceeding our expectations. The other shops at Westown, Waiwhakaho and Hawera have also been producing great results.

We are extremely grateful for the donated items which provide great buying for our customers and keep them coming back for more.

Just recently we completed our Strategic Plan for 2016-

2018. If you are interested it can be seen on our website www.hospicetaranaki.org.nz Our key strategic goals for the next 3 years are: our services at Te Rangimarie and in the community; partnerships with primary care, aged care and our hospitals; engagement with our community; our people; and sustainability.

With regard to sustainability, after 2 years of recording financial deficits in the face of increased patient numbers we were so pleased to receive an increased operational grant from TSB Community Trust this year. The Trust has supported us since our inception but it was a real boost to have the annual grant increased to \$100,000. This will be a huge help to us in raising in excess of \$1.5m in total from our community that we need so that our care remains free of charge to patients, families and whanau.

While providing care and support to people as they face the end of life is challenging and emotionally demanding for our staff and volunteers it is so rewarding and humbling when we hear and read the appreciative comments from patients and families.

In closing thank you for your ongoing support for our organisation, we would not survive without you.

Regards, Kevin

FROM THE CHAIRMAN: MIKE BROOKE



As I was reading the NZ Herald a few days ago - a headline caught my eye. The topic was one which seems to affect almost all charities who operate opportunity shops. Invariably, all shops rely on donated goods which are then inspected, prepared and put on sale, usually at a bargain price. In this case the "Sallies" were commenting about how much rubbish is left at their drop off areas and the huge cost subsequently incurred to dispose of it at a council landfill.

Their problems were echoed by other charity groups and I couldn't help but be drawn to the conclusion that it is a problem which is nationwide. An Auckland hospice was also quoted, as being inundated with unsaleable items, which any sane person would realise to be the case but that because "beggars can't be choosers" we should be prepared to accept rubbish along with "the good stuff".

Just last week the matter was raised in our local newspaper, probably because they had seen the story and wanted to know if things were the same in Taranaki. They most certainly are. We, at Hospice Taranaki, are very cost-conscious and have, for many years, tried to negotiate more favourable rates at landfills throughout the province.

We have only succeeded to a very small degree but I suppose something is better than nothing. However, there isn't certainty in any arrangement such as this because the rules change fairly regularly.

We had a meeting with the Mayor of New Plymouth, Andrew Judd, and he was extremely sympathetic, so much so that he introduced us to the department head to find out if there was any possible way in which our costs could be reduced. Apparently there aren't any options although we did receive a suggestion as to how we might tap in to a government fund established to encourage recycling. We have explored this avenue and, quite frankly, it is a labour intensive process and the rewards don't appear to outweigh the effort, bearing in mind that we are almost totally reliant on volunteers.

So, at present and for the foreseeable future, we will continue to spend between \$30,000 and \$40,000 per year in dump fees. It hardly seems fair, does it? All that fundraising effort just to pay to dump other peoples' rubbish. And it seems to be a national issue. We know that all other charity opportunity shops face the same problem.

This is a New Zealand wide issue and needs a New Zealand wide solution. Any suggestions???

Kind regards Mike

FROM THE DIRECTOR OF NURSING: HEATHER KOCH



Kia ora and greetings to you all. Many people do not realise that hospice palliative care is available to all ages and each year, the team here at Hospice Taranaki cares for a very small number of children/young persons.

In 2009, the hospice team and the Taranaki District Health Board's Paediatric team worked together to develop a shared care process for this unique group of patients and their families. It was innovative and successful in that the skills and knowledge of all health professionals was combined to provide best care. A few years later, the Ministry of Health developed National Guidelines for Paediatric Palliative Care and we were delighted to see that our shared care model was clearly evident in the national document as the best way to provide this care.

Caring for children and young persons and their families/whanau is challenging and the team are constantly looking for ways to develop their knowledge in this specialised area. The staff attend monthly teleconference education sessions facilitated by the team at Starship Hospital, bring educators to Taranaki and recently held a teleconference training session for a wide variety of Taranaki health

professionals involved in this specialised care. This session was kindly funded by The Child Cancer Foundation.

In response to patient and family feedback, we have recently engaged the services of the TDHB Play Therapist who will assist with care for paediatric patients. This service can be used to set-up a "child friendly" bedroom in the inpatient unit and to provide play therapy within the inpatient unit and at home. We see this as a great opportunity to meet the unique needs of the children and recognise that children are not just "small adults". Losing a child is a tragic event in peoples' lives, and once again, if as a combined team, we can do something to make a difference, then we have achieved our goals.

*Kind regards,
Heather*

Wishlist

Wishlist - items for Te Rangimarie
Posture Temp
Mattresses \$549 +gst
Overbed Tables, need
2 at \$198+gst each

THANKS TO YOU ALL FOR THE WONDERFUL SUPPORT WE HAVE RECEIVED.
 This financial year we need to raise from the community over \$1.5m to ensure we can continue to provide the hospice palliative care and support needed by the more than 600 patients and their families.

Thank you

To all those people who have donated through funerals, or made a donation, those who donate regularly or responded to our Wish list, those who have responded to our telephone calls for support, those who purchased a paver or plaque, to those who donated saleable goods for our HospiceShops or assist us in any other way... We thank you all.

WE thank TSB Community Trust, Taranaki Electricity Trust, Lotteries (National Community), Southern Trust, NZCT, Dilmah, Tegel Foods, Green Meadows Beef, Liquorland, McCurdy Engineering, Selectrix (Stratford), Ockhuysen Electrical (Opunaka), CRM Plumbing, Westown PostShop, Cancer Society, Peterson Family, Corlett Family, Lois & Lizzy Brouwers, Peter Wills, Neil & Rae Evetts, Brian Baker, JC & MJ Hurley Ltd, Inglewood Rotary Club 100 Sign Trust, Inner Wheel and anonymous donors - thank you. The support we receive from the people of Taranaki is outstanding.

Thanks to you all for the wonderful support we have received.

This financial year we need to raise from the community over \$1.5m to ensure we can continue to provide the hospice palliative care and support needed by the more than 600 patients and their families.

Thank you to all the groups who have organised fundraising events - this is truly appreciated - (I wish I had more space to share with everyone more details).

How to be successful with a spud... Inglewood Club's - annual event the Spud growing and auction was held recently. I thought maybe we would have something to brag about with our entries - but no. Kevin Nielsen went to the auction all keen.

We are just humbled - we are humbled by the success of the Inglewood Club members' spud growing ability and we are humbled with the wonderful ongoing support the members offer us. This year the club have raised \$1,200 - brilliant. *Pictured: our Kevin Nielsen being presented with the cheque.*



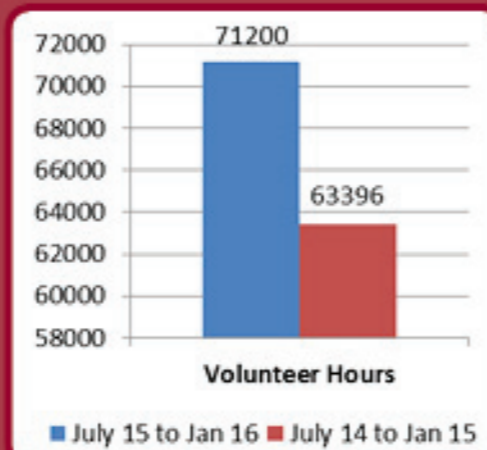
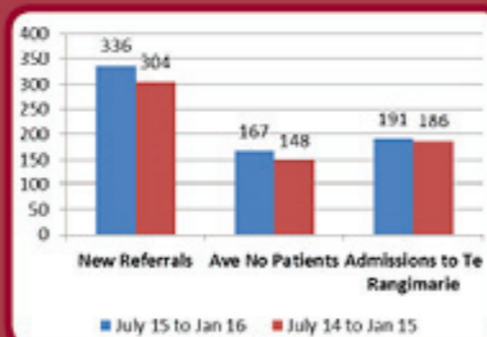
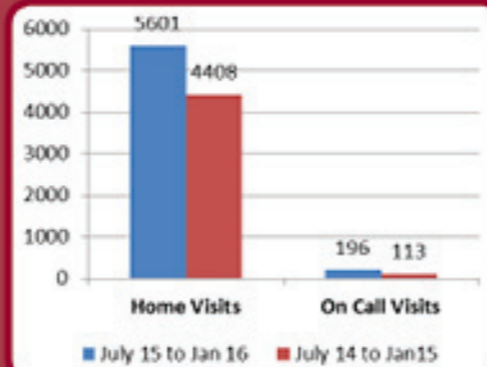
Marsh Ltd is a fantastic team - a fun bunch who are community orientated and organised and they host a terrific annual charity golf day... We are extremely pleased to be selected as the charity. Lead up to the day was a lot of dodgy weather which came good and there was an extremely healthy turnout of golfers.

Kevin Nielsen, Karin Nielsen and I (Rose Whitaker) dished out sausages and hamburger patties at the end of the course (golfers might refer to this point as 'by the 11th') with some cold refreshments - they needed it as the day heated up. The on-course activity was followed up with raffles and auction - the whole day raised over \$6,000 - well done. Thank you to the golfers, Ngamotu Golf Club, all the sponsors and Marsh team - led by Kevin Kerr.



Thank you to Z for the Good n the Hood promotion. Thank you to NP Joggers and Walkers - this was a fantastic donation \$12,000. Thank you to the BNI Chapters for another successful Quiz night. Thank you for the wonderful talents of Isobel Rose for completing these quilts for the inpatient unit. Thank you to staff, management and customers of Farmers for the successful raising of a fantastic \$14,297. Thank you to all the businesses who hosted a Tree of Remembrance - Farmers, Bunnings Hawera, Mega Mitre 10 Waiwhakahiho, Kaponga 4 Square and Stratford TSB. Thank you to NZCT for the wonderful grant that contributed to our Education programme.

SERVICE ACTIVITY - AT A GLANCE



WHY SHOP AT OUR HOSPICESHOPS?...

Because all proceeds from our HospiceShops go towards providing FREE Hospice palliative care to the patients in Taranaki. The funds raised support all aspects including patient care, medical and nursing salaries, support services, medical supplies and equipment. This income is a vital and a significant component of our fundraising endeavours - we simply could not survive without this revenue stream.

LATEST NEWS: We welcome Tania Brown to the team as the new Stratford HospiceShop manager. Tania is providing a consistency and enthusiasm that the volunteers and customers are all appreciating.

Ainslee has new assistants - Kane - joining the Waiwhakahiho team providing fresh energy. Eve has also joined the team to put her super powers to work in the clothing area.

Hawera HospiceShop is now open from 9am in the mornings - this has been welcomed by the shoppers.

Congratulations to Hawera HospiceShop - recently awarded by Hawera BIZ as the Best Accessible shop - a lot of work was put into the entry. Well done Ngakiri and her fantastic team.

Westown HospiceShop are thrilled to have Rachel back supervising the Bric-a-brac. Rachel was away on maternity leave and her baby boy is doing well.

WE HAVE IN STOCK AND ACCEPT DONATIONS OF THE FOLLOWING SALEABLE ITEMS;

- ★ Clothing - womens, mens, childrens and babies
- ★ Electrical equipment *flat screen TV's only
- ★ Whiteware
- ★ Games and Toys
- ★ Puzzles
- ★ DVD's, Videos and Cassettes (nothing over R16)
- ★ Vinyl LP Records
- ★ Hardware
- ★ Cane Ware
- ★ Jewellery
- ★ Pictures, Paintings and Frames
- ★ Furniture - except Water Beds and Wirewoves
- ★ Kitchenware
- ★ Manchester
- ★ Fine China
- ★ Glassware
- ★ Books
- ★ Stationery
- ★ Sports Equipment, Bikes etc
- ★ Gardening Equipment (pots, plants, etc)
- ★ And so much more

WHERE CAN YOU LOCATE A HOSPICESHOP...

WESTOWN, NP	WAIWHAKAIHO	HAWERA	STRATFORD	BORRELL AVE WAREHOUSE Westown
112 Tukapa St 06 753 8640	Cnr Katere & Devon Rds 06 758 8647	104 High St 06 278 4593	278 Broadway 06 765 0900	Borrell Ave, Westown BORRELL AVE WAREHOUSE Westown
Shop hours ... Monday 9am-1pm Tues-Fri 9am-4pm Sat 9am-1pm	Shop hours ... Monday 9am-1pm Tues-Fri 9am-3pm Sat 9am-1pm	Shop hours ... Monday 9am-1pm Tues-Fri 9am-4pm Sat 9am-1pm	Shop hours ... Monday 9.30am-1pm Tues-Fri 9.30am-3.30pm Sat 9.30am-12.30pm	Donations - Drop offs Mon-Fri 8am-2.30pm Saturday 8am-noon

VOLUNTEER CHRISTMAS FUNCTION

This is a great chance for our volunteers from all over Taranaki to join and be thanked for all the wonderful work they do for Hospice Taranaki. The volunteers that have been volunteering for 5 years, 10 years, 15 years, 20 years and 25 years are recognized by everyone for the commitment they have made with a certificate and now also a "badge" that is worn proudly.



ARE YOU INTERESTED IN VOLUNTEERING?
WE ARE INTERESTED IN YOU!

Volunteers are a vital ingredient in the lifeblood of our organisation.

All 4 of our HospiceShops and Borrell Ave Warehouse have vacancies with a variety of roles: Cashier, Customer service, Sorting items, Lifting & Shifting stock items, Truck driving, Pick-ups & deliveries.

Ask in your nearest HospiceShop for an application pack from the HospiceShop manager:

Lynda Bennett—Westown

Ainslee Shiels—Waiwhakahiho

Ngakiri Antonovich—Hawera

Tania Brown—Stratford

WE HAVE A ROLE FOR YOU!

NEW PLYMOUTH KNITTING NEWS

The Hospice Knitting Group had another very busy and fantastic successful year. Well done. This is made possible by the wonderful donations of wool we receive from the community, people buying the knitting and of course our great band of knitters. Thank you all.

More wool is needed and we would appreciate your donations - please. Phone Cathryn Phillips 758 2521, Hazel Reed 753 6025, or June Jamieson 757 5252 if you would like us to pick up any wool donations - thank you.

Our **New Plymouth Knitting stalls** will begin in April. The full schedule is available from Te Rangimarie reception and www.hospicetaranaki.org.nz. Meantime ... we do have a selection of knitting (baby size knitting to toddlers) available in Te Rangimarie foyer.

BOWL OF BROOKLANDS ...

The Friends of the Bowl of Brooklands produced this wonderful book with all of the proceeds to Hospice Taranaki. We have copies of the book at Te Rangimarie reception desk, for \$30 per copy. This is a wonderful hard cover book with 225pgs of great photos and wonderful anecdotes.



LIANNE, WHAT ARE THE VOLUNTEERS UP TO?



Lianne presenting Judith with her certificate and badge.

The volunteers at Hospice are all busy and keeping the place clean and tidy and running smoothly, working hard at cleaning, gardening, driving, cooking etc etc etc.

I am always keen to talk to anybody interested in volunteering in the inpatient unit. The gaps at present are a two hour housekeeping role on a casual basis.

Last year we decided it would be a nice idea to acknowledge

our volunteers' service by having some long service badges made. These are given out at the end of the year at our Volunteers' Christmas function with the certificates they receive for 5, 10, 15, 20 and believe it or not 25 years service. They have been a big hit and it is lovely to see the volunteers wearing them with pride.

The first badge was given out to Judith Jones who wasn't coming to the Christmas function, so it was presented to her at our morning tea. Well done Judith 20 years volunteering for Hospice in the inpatient unit. That is an amazing huge amount of hours that she has generously given Hospice. Thank you Judith and all our magnificent volunteers.

HOSPICE TARANAKI AND CAST IRON SERVICES LTD—PARTNERSHIP



ANNOUNCEMENT

Hospice Taranaki and Cast Iron Services Ltd are thrilled to announce a fundraising partnership. Cast Iron Services will donate 20% of their total invoices to Hospice Taranaki. Customers need to quote the Promotion Code: HOSPICE when they contract Cast Iron Services to undertake work for them.

Hospice Taranaki CEO, Kevin Nielsen said he was delighted with this very generous approach from Tony Penn and the

Cast Iron team and encourages all Hospice supporters to seriously consider Cast Iron Services Ltd when they have jobs that need doing around their home.

"There are not many jobs that Cast Iron Services cannot take on, so this partnership has great potential. While Hospice Taranaki receives fantastic support right across the Taranaki community an unsolicited offer such as this by Tony is a real boost," he said.

"We thank Tony and Cast Iron Services and we look forward to a mutually beneficial and successful partnership."

WARM WELCOME TO: BNI "ENERGISE": GRADUATES



Helen Phillips RN, Dr Diana Rae and Amy Cross RN.



Meeting and breakfasting in Te Rangimarie Noel Yarrow Education suite.

CONGRATULATIONS

Jenny Blyde- Postgraduate Certificate in Health Sciences, Milly Carr RN- Postgraduate Certificate in Health Sciences, Cynthia Seemark RN- Master of Nursing, Dr Tom Bull- Clinical Diploma in Palliative Care, Cardiff University.



HEATHER, WHAT ACTIVITIES HAVE THE PATIENTS BEEN INVOLVED WITH?



The Day Programme resumed mid January and we have had a busy start to 2016 with many happy moments. We had a wonderful afternoon at Tea & Tunes, sponsored by the Tea House on the Lake in Pukekura Park, listening to the wonderful music of Marion Rivers & the Funtime Friends.

Virginia Winder, Journalist joined us for an interesting morning regaling us with many an article she had covered.

A visit to Paradise Strawberry Farm never fails to please - Steve and Cathleen are such wonderful hosts.

The summer has been a hot one but we still managed to enjoy a Buggy Ride along the Coastal Walkway with Barry Styles and just recently we hosted our annual Garden Party here in the grounds of Te Rangimarie where patients, families and friends all enjoyed music, song and dance together with a light finger buffet lunch.

There's plenty happening in the forthcoming weeks ahead including a morning with Taranaki Kiwi Trust and Dale Copeland

will be joining us to talk about her book "New Plymouth's Mine". Photos from: AmeriCarna (thanks John Rae), trip around Pukeiti, trip around Pukekura park and bright floral photo's of the Garden Party.



COMING UP... FRIDAY 11TH NOVEMBER

The Rotary Club of New Plymouth's Annual Charity Golf Tournament at the Ngamotu (New Plymouth) Golf Course.

It's an Ambrose Tournament with teams of 5 players teeing off at noon. BBQ food is provided as part of the entry fee. Last year we had over \$2000 in prizes. Teams play for the Russell Moore Memorial Trophy. Russell was a member of our Rotary Club and a keen golfer. His wife Jenny is an active member of the Rotary Club and very involved with the Golf Committee and organisation of the tournament. Last year we had 24 teams competing. A signed Rugby Jersey will be auctioned plus a select number of other items.

\$250 entry per team. Contact Murray Gillespie on 027 924 4281 or mandagillespie@xtra.co.nz



NEWSLETTERS BY EMAIL RECEIPTS BY EMAIL

Please, help us cut back on costs - but still keep you informed about what is happening - by having your newsletter emailed and your receipts emailed.

Also check out our facebook page "Hospice Taranaki" - no not competition but we do have interesting stories to share.

Please send an email to us at hospicetalk@hospicetaranaki.org.nz with your name, postal address & your landline phone number.



DONATION FORM



We need your ongoing support as much as ever. All donations will be acknowledged and qualify for income tax exemption in accordance with IRD rules.

Name: (Mr; Mrs; Miss; Ms)

Address:

Amount: Email:

(You can donate via internet banking to: TSB Bank 15 39 48 0365008 80. Please use the reference DMN with your name & phone number so we can acknowledge your donation).

Please make cheques payable to Hospice Taranaki Inc.

BEQUESTS: If you are interested in receiving information on making a bequest to Hospice please tick the box

NEWSLETTER: If you do not wish to remain on our mailing list to receive our Newsletters please tick the box

The Privacy Act 1993 requires us to advise you that we keep the names, addresses and telephone numbers of our supporters on file to help us with our fundraising. If you do not wish us to store this information, please advise us. If you wish to check the details on your file, you are welcome to enquire.

Dear HospiceTalk reader

Our newsletter is a very important part of our communication strategy at Hospice Taranaki. The main purpose of the newsletter is so that our many thousands of supporters are well informed about our organisation and as a consequence remain committed to supporting us. The support of our community is absolutely wonderful and will always be crucial in allowing us to provide the very best hospice palliative care to Taranaki people and their families who are facing the end of life.

We would appreciate feedback from you so that we can ensure our newsletter is achieving its purpose.

You can respond to this survey by:

Going to the Survey Monkey link-<https://www.surveymonkey.com/r/PQ3632J>
 OR Email- hospicetalk@hospicetaranaki.org.nz
 OR Post—Hospice Taranaki, PO Box 5122, New Plymouth 4343

Please answer the following questions and feel free to add any other comments you may have.

Do you find the newsletter content informative and interesting? Not very Quite Very

Comment:.....

On a scale of 1 to 3 (with 3 being very interesting) which regular columns do you find most interesting:

Patient/Family story	1	2	3
From the Chief Executive	1	2	3
Service statistics	1	2	3
From the Chairman	1	2	3
From the Director of Nursing	1	2	3
HospiceShops round-up	1	2	3
Fundraising and event information	1	2	3

Do you have any suggestions for other content you would like to see included?:

.....

With the ever increasing cost of postage and production would you be willing to receive your newsletter by email? If you already receive HospiceTalk by email – thank you.

If yes please include your email address:

Thank you Kevin Nielsen, Chief Executive

Hospice Taranaki Inc.
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