

OUR VOLUNTEERS ARE



THE HEART OF HOSPICE SOUTHLAND



From the CEO

I meet a lot of people and they are usually keen to know just what a Hospice CEO job entails. Mine is wide-ranging, thoroughly interesting, challenging, and fulfilling.

Firstly there is our clinical team of doctors and trainees. We are fortunate to have five doctors who work for us, mostly part time, three nurse practitioners – this is amazing, one who works mostly with Aged Residential Care, one in the community, and one in Queenstown, we have 42 nurses, we have a Patient and Family Support team, of social workers, counselling and spiritual care. We have a catering and housekeeping team, a finance and administration team, facilities management, an event coordinator, a marketing coordinator, and a volunteer coordinator (working with over 400 volunteers).

We have 17 staff in our eight shops Yarrow St, run by Debbie and her team of 5 staff and 70 volunteers, North Road run by Heather and Jan and 30 volunteers, South City run by Mary and her 3 volunteers, Winton run by Maree and Ann and 25 volunteers, plus the new Art Space still being developed where Poppy works in the weekend. Queenstown is run by Boggy and 20 volunteers, Gore is run by Sue's team of three and 30 volunteers, Cheryl and her team of 25 in Te Anau. These shops collect donations, clean and sort them, display them in the shops sell and deliver them. There is all the health and safety, fire requirements and training needed in every shop, it's a complex business. All the shop takings are to be managed by finance team.

We also have the Queenstown Community Hospice Team of Marie, Julia, Mary, Ange and Rebecca.

It's an interesting organization to run as we have the clinical side supported by Te Whatu Ora and then the funding side and admin side. We need to raise more than the government gives us to be able to our keep services free and easily accessible for all who need them. Over \$4 million is required this year.

Our volunteer teams are many, there's our gardeners, Heritage Rose volunteers, housekeeping, shop volunteers, and collectors when we sell raffles or our Annual Appeal. We are always asking for help and I don't think we have ever not had people willing to help.

Take the Annual Appeal on Friday 9th February – this has over 20 collecting spots around the region where volunteer are generously donating their time in slots of two hours.

"Culture eats strategy for breakfast" is a famous quote from management guru Peter Drucker. He didn't say strategy was unimportant – rather an empowering culture was a better way to have organisational success. This is the motto our senior management team works to and is always striving to maintain.

Last but not least our wonderful Hospice could not operate without our Board. They are also volunteers and give of their time and expertise freely. That is invaluable for a CEO.

Ways to donate

Here are five payment options:

- 1. INTERNET BANKING** Pay directly by internet banking into our Westpac bank account **03-1745-0005791-00** giving your name and phone number as reference details.
- 2. BY POST** List your credit card (or visa debit card) details and amount to donate in the cut-out panel and post it in an envelope to us at PO Box 7020, Invercargill 9844.
- 3. OUR WEBSITE** Search the internet for hospicesouthland.org.nz, click on 'About Us', then click on 'Make a Donation' and enter your credit card details.
- 4. BY CASH** Drop off cash or swipe your eftpos debit card at one of our seven hospice shops.
- 5. GIVEALITTLE** Go to our Givealittle page on the internet at www.givealittle.co.nz/org/hospicesth

If you require any assistance with making a switch to an alternative payment method, please feel free to give our office a call on (03) 211 3081 and they will talk you through the options.

Yes, I would like to support Hospice Southland.

Title Dr. Mr. Mrs. Ms.

Name

Address

Phone

Email

Please send me information on:

- Hospice Southland services
- Becoming a volunteer
- Including Hospice Southland in my will

Please find enclosed my credit card donation of

\$

Please debit my Visa Mastercard

No.

Expiry date /

Name on card

Signature

Thankyou for your generous support. We receive only half our funding from government. Your monies help keep palliative care free to patients with life-limiting illnesses in Southland and Queenstown/Wakatipu.



SUMMER 2024

OUR STAFF

Medical Education

One of the areas HospiceSouthland is very strong in is medical student and House Surgeon training.

We have four 2nd year house surgeons a year with us, each spending 3 months. They are full members of our medical team, doing ward rounds, attending the MDT meetings (Multi-Disciplinary team), and going out to the community with our community nurses. Many come not knowing what to expect from a palliative care run but all go away with a far greater knowledge of palliative care which they can use in whatever specialty they eventually choose. Their 3 months at Hospice Southland will hold them in very good stead.

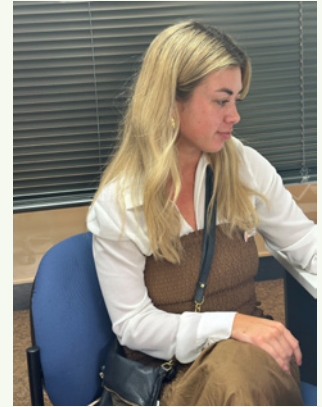
Katie Weatherstone our medical director also has trainee interns – 6th year medical students here for 2 weeks at a time as well as 4th year medical students for a week at a time.

She gives them lectures on a variety of topics which is part of her role as Honorary Senior Medical Lecturer at Otago University.

We also have Pharmacy students here on a training run, trainee nurses from SIT and work experience for a Carers Course student.



Dr Amanda Landers Dr Neil Cremasco and Ana Luxford Trainee Intern Otago University



Dr Brittany Puata 2nd year house surgeon at Hospice Southland

Pets and Hospice Care



Tessa the Hospice Southland cat.

Pet owners are special people, they often have a bond with their pets that is very strong. Especially for those who live alone and have had a pet for many years. When they are dying many people long to be able to have their pet close, be it a cat, dog or horse.

At Hospice we

allow visitors to bring the patient's pet in for a visit. They can bring it in in a cage if it's a cat and the cat can be petted by the patient or on the lead if it's a dog. Animals know far more than we give them credit for and even the bounciest little dog once seeing its owner in the Inpatient Unit will settle and stay close, allowing the love to pass between them and to say goodbye.

Animals are often forgotten during the dying process and can feel very lost and alone once their owner has died. We try to help this process by allowing the patient's pet to visit. We have had a variety of pets and even a horse came once to say goodbye to its owner.

Most hospices have a resident pet, we have Tessa the cat. She's very fat but very dignified. She has her special people she deals with. Nurse Haidee and Doctor Neil are the current favorites. She can even waddle into the CEO's office but that's usually only to signal she'd like to go out for a pee. We all love her (well most of us, there are a few she is yet to convert), and we all know how important a patient's pet is to them.



Farewell to Susanne Walker

Susanne Walker was our HR Administrator extraordinaire and we were very sad to accept her resignation. Susanne brought so much to Hospice, she always had a good listening ear for HR problems, was a marvel at keeping meeting minutes and following up on action items, made sure all the shops health and safety was up-to-date and generally being a most likable productive staff member. We will miss you Sooze.

Farewell to Kate Owens

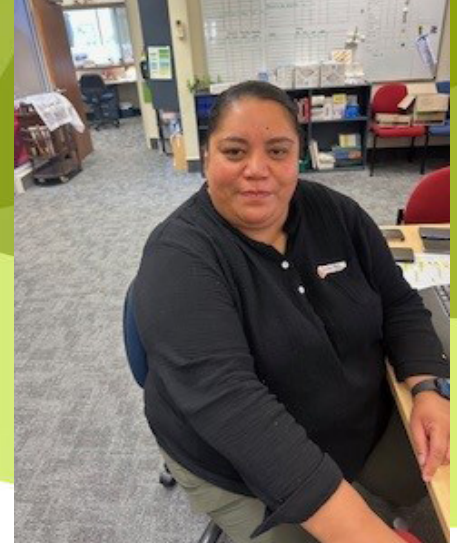
Kate has worked with Hospice for over 8 years. She was one of our counsellors, and children and young people were her specialty. She worked only part time for us while bringing up her children and had a very special part in our hearts. We miss seeing you on a Friday.



Nurses Alice and Brenda in the IPU



Jess and Beth on duty in the nurses station



Kaimahi Nurse Margaret

Our Wonderful Wonderful Nurses

Nurses are the Front Face of Hospice, they are the first people our patients will see and talk to. They care for our patients whether in their homes or in our home at the Hospice. They are the ones who will hold your hand, keep you clean, make sure your medication is taken at the right time and that you get a meal that suits your needs. That's just what you see on the surface. Under the calm exterior there is a huge knowledge base complemented by years of experience, our nurses are constantly learning and developing professionally.

Nurses must be knowledgeable about a patient's needs, they are consistently assessing and monitoring vital signs, making sure the care is provided not just to the patients but also to their families. They need to be able to understand what values and cultural needs patients and their families have and ensure these are accommodated as best as they can. Nurses provide holistic care, they care for the physical body, the emotional needs, and the spiritual needs. Most of our patients and families are so very thankful for the wonderful care that is given.

Why do nurses choose palliative care and Hospice?

Nurses are often asked why they choose hospice as a place to work. We have many staff who've worked for us for more than ten years; one retired recently after 30 years service. We asked some of our nurses what's the attraction, and these are some of their responses.

"What's special for me is having the time and space to listen as people share their thoughts, anxieties and experiences, simply giving them the space to talk with someone about these things, often for the first time in their lives"

- John (former inpatient nurse)

"It is an absolute privilege to care for and journey with patients and their families at the most difficult times of their lives"

- Raewyn Community nurse

It is a real privilege being able to work alongside patients and their families in their homes who are coming to the end of their life. It is my first community role and I really enjoy it; you give a lot but you receive so much more in return.

- Viv Community Nurse

It is a privilege supporting tūroro and whanau on their journey.

- Margaret Community Kaimahi Nurse

It is a privilege and gives meaning to my life, to support people in the community at the end of their life so they can have a quality life until they die.

- Retha Community Nurse



Queenstown Team Ange Barnes, Mary Millen, Julia Kluts (social worker)

OUR PATIENTS

“Evan’s story”

One Patients Story



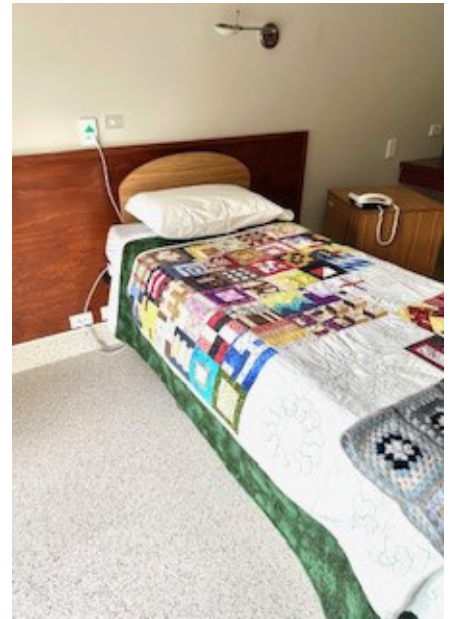
Evan knew that his time was coming. He told his wife I do not want to die in the hospital or an old people’s home. I’m only 52 and I want peace and quiet, I want to be able to see the wind in the trees and I want to feel private, with not a lot of strangers around me. Ruth and Evan did not know much about hospice care but when our nurse rang him to say he had been referred to the hospice by his GP Evan felt a sort of peace he hadn’t felt for many weeks. He felt the inner turmoil of the last few weeks leaving him. He listened to the nurse and what they had to say about his care. He was happy for them to come to his home. The nurse visited Evan and Ruth in their home to talk about the dying process.

Evan’s condition deteriorated over the next week so much so that the GP and Hospice Doctor agreed he should be admitted to the Inpatient unit at Hospice Southland. Evan had been in Kew hospital many times and was not sure what to expect from the hospice inpatient unit. Would he have his own room, could Ruth visit him outside of visiting hours. He was not at all at ease when the ambulance drew up to the Hospice front door and he was wheeled inside.

Ruth was already in his room along with Jonny his kid brother. The first thing he said he noticed was the large windows and French doors looking out onto a very peaceful garden. Here were the tall leafy trees he’d longed to be able to see from his bed. The sun was peeking in through the window. And the smell, there just wasn’t any of that hospital smell, it all smelt fresh and clean.

“When I arrived I was so uneasy, I thought Hospice, Hospital that they would be the same thing. But on being wheeled inside and up the corridor to my room, I came to a whole new understanding of Hospice care. The room was big enough for Ruth and Johnny to stay with me and the nurse even wheeled a roll-away bed in for Ruth to be able to sleep next to me. Visiting hours do not exist, you can come into the hospice any time night or day.”

“I was very tired after the ambulance shift so went off to sleep. When I awoke it was dark and I could hear the wind in the trees, I felt at last able to reconcile my illness with all that had been occurring with my mind”



One of the IPU Hospice Southland’s bedrooms

Evan was visited by one of the Hospice doctors who said they could manage his symptoms and pain better than it was currently. The

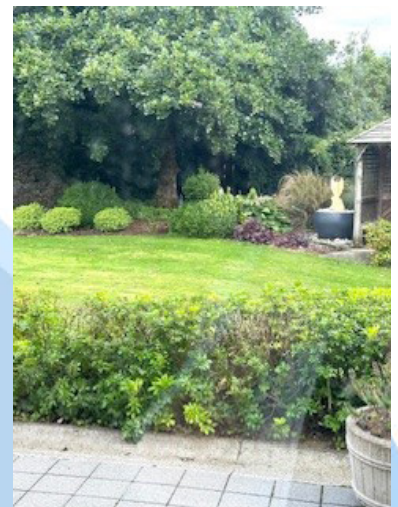
doctor told him all that was going on with his body and condition saying “Evan knowledge is power and we want you to be able to work together with us to manage your symptoms. Your condition is not going to go away but we together can manage your pain. ”

For Ruth this was marvellous, she had been struggling to look after Evan and his daily needs had been physically very challenging for her. The Hospice nurses took all that away from her and she was able to sit with Evan, talk through old times, tell him all the things she had meant to say and also felt ready to handle the changes she knew were coming.

Evan died three days later, the wind was in the trees, the sun was shining and his wife and brother were by his side.

Ruth turned to the nurse and said “ Such wonderful care, such comfort from you all, when Evan and I needed it the most.”

Evans’ story is that of a real patient but his name has been changed to protect his family’s privacy.



View from Evans IPU bedroom with the trees he so wanted to see

Kaimahi Hui

Our Kaimahi Nurse Margaret Morunga attended the very popular Hospice Māori Kaimahi Hui 2023 in Akaroa 28 November – 1 December 2023. This was a Māori only hui to enable an environment of transparency and sharing. It focused on how to ensure Māori had equity of access into Hospice Palliative care

Te Ao Māori principles emphasise the connectedness between nature and people. Its holistic worldview on interconnections is grounded in customary values, lore and Mātauranga knowledge. Gathering at the marae brings ancestors and communities together to develop connection with whenua and taiao environment.

Te Ao Māori principles are reflected in a person's pepeha, which is the introduction used at formal/ first time meetings and is an effective method in finding connection with those present. Standing to introduce your pepeha was compulsory at the Kaimahi Hui.

The reason for attending the Kaimahi hui was to find connection with others who work in the service, identify support pathways and gain knowledge on how Mauri mate is being developed and implemented across hospices nationwide.

The Kaimahi Hui is a space where Māori can openly korero about the on-going efforts being undertaken within each represented hospice in the development of Mauri mate, discuss how to lead cultural networking, community engagement, consultation and relationship building, implementation of hospice sector education strategies, Well-being and cultural safety for Māori, their whanau/ caregivers, including all hospice staff and the building of regional and national hospice support pathways.

Many sessions covering practical initiatives for Māori patients to the political environment and how Hospice care especially Māori Hospice care may fare.

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OUR GENEROUS DONORS

They say variety is the spice of life and it is certainly for us - we get many diverse donations and we love them all.

We love getting donations, whether it is a dozen eggs, baking, or thousands of dollars, we love them all and they are very precious to us.

I'm writing this on Waitangi Day as it's quiet at the Hospice and I can get my head around all the things I need to do. One is signing off the Summer Newsletter and bingo, Klaus comes into the Hospice with still warm apple turnovers. He usually bakes for Yarrow St shops but they were closed today so he brought these delicious melt-in-your-mouth still warm apple turnovers, into the Hospice. It was an early morning tea for me.



Klaus's baking for us

Another great donation came from Queenstown Wedding Association just over \$1300 raised at their annual Christmas Party.



On the back cover is a list of donations of over \$1000.00 but there are many many more, and we thank each and every one of you. From the three-year-old boy who sold eggs for us to the single elderly woman who remembered us in her will and we will get a substantial portion of her estate.

Shona's famous Christmas Grotto in Wallacetown raised over \$1300 for us

Other large donation come from many others - the very popular Grilles and Gasoline Day on the 3rd February and the Invercargill Rotary North who raised \$5000 for us by a raffling a playhouse. The members picked up the Rotary International Presidents challenge of focusing on supporting well-being and mental health services in our local community this year. They did this by partnering with the Invercargill Men's Prison to build the playhouse and Rotary North then raffled it. Hospice was one of the three charities chosen as a recipient and we are so pleased

**The Rotary and Invercargill
Men's Prison Playhouse**



HOSPICE DAY PROGRAMME IN BOTH INVERCARGILL AND QUEENSTOWN

"When is the Day Programme starting up again, is it next week?" is increasingly being asked by our patients, after the holiday break. The enthusiasm of those who attend is evident in the frequent questions they ask of their community nurses...and with good reason we like to think.

Our Day Programme runs once a week on a Wednesday, providing up to 15 patients with a break from home and an opportunity to socialize with others with a life-limiting condition. Going on the noise that comes from the Day Programme they have a lot of fun in the process!

Day Programme Coordinator Kate's enthusiasm is infectious and the shyest of newcomers will soon find themselves joining in activities, games and whatever novelties Kate and her happy team of volunteers can conjure up.

It may be a singing group or an instrumentalist or a vintage vehicle enthusiast pulling up outside and providing a chance to sit in a classic vehicle, such as a vintage Willys army jeep from World War 2. One time the Invercargill Rock'n'roll even came and gave a demonstration, feet were tapping. Hospice also has raised Vege gardens which the Day Programme plants out and at times enjoys fresh broccoli or even new potatoes from the garden.

We suspect part of the attraction is the tasty snacks and delicious home-cooked meal our wonderful cooks Deborah and Denise provide our day patients. ...the laughter and conversation quietens during lunchtime as everyone attends to the happy task of enjoying their meal.

Attendance at the Day Programme offers an opportunity for a break of a few hours for the carer, for whom the care of their loved one may be their full time job. Offering the Day



Programme is part of our philosophy of supporting the patient as part of their whole family/ whanau. If the patient has no transport available, then Kate will collect them and deliver them home again afterwards. All part of our wrap-around service, our community's support allows us to offer.

Our community nurses also take advantage of their patients' attendance at the day Programme to pop in and see them. It can be very useful for a clinician to see someone in a different environment too. Similarly, it gives patients another chance to raise any concerns they might have and pass them on to their community nurse or doctor.

The Day Programme is also offered in Queenstown under the care of Nurse Mary, while smaller in number it too is looked forward to by its participants.



Pōhutukawa Hospice Bauble

Now on sale at
 **Farmers**

Te Kahu Pairuri
o Aotearoa
hospice
New Zealand

*Farmers the retail shop raised over \$16,000 for us by selling a Christmas Tree Bauble.
This was a great nationwide sponsorship Farmers do for all Hospices.*



Suzanne Prentice, Joanne Gleeson and Cindy Hyde

Hospice Southland Summertime 2024 Raffle

Thanks to all those who bought tickets to support us. It was great and we raised nearly \$30,000.

A huge Thank you to all those organisations who donated the prizes, over \$6,000 worth.

It was lovely to meet Joanne Gleeson with the winning ticket - 7973 and to be able to hand over the prizes.

Thankyou also to the volunteers who sold these tickets, we really appreciated all your work.

Thankyou also to Suzanne Prentice and Cindy Hyde who organised the raffle and made it such a success.

HOSPICE SOUTHLAND - DONATIONS OF \$1000 AND OVER

Donor	Amount	Comments
S M Hughes	\$1,000.00	Donation
Southland Ford Falcon Club	\$1,000.00	Donation
Neville Stronach	\$1,000.00	Donation
Allan Baxter	\$1,000.00	Donation
Inner Wheel Club of Invercargill North	\$9,000.00	Last Night of the Proms
French Burt & Partners	\$36,661.83	Est P J King
Mike Pero Foundation	\$1,798.61	Foundation Wound Up
Grant & Jude Butler	\$1,942.09	Black Family Reunion
Neville Stronach	\$1,000.00	Donation
Hazlett Limited	\$24,809.22	Calf Sale
Hugh Anderson Charitable Trust	\$4,000.00	2023 Donation
Hokonui Bowling Club	\$1,000.00	Donation
PGG Wrightson	\$2,368.37	Calf Sale
Leanne Grant	\$1,000.00	Donation
Pat Bergmans	\$1,000.00	Donation
Edginton Family	\$1,500.00	In Memory Of Donation
Queenstown Wedding Association	\$1,130.00	Donation
Shona Tippet	\$1,367.10	Christmas Grotto
Neville Stronach	\$1,000.00	Donation
Anonymous	\$5,000.00	Anonymous
Rotary Club of Invercargill North	\$5,000.00	Kids Playhouse Fundraiser
RSA Gore	\$1,000.00	Annual Spud in a Bucket Competition



**HOSPICE SOUTHLAND CARES
FOR YOU AT NO CHARGE TO YOU**

PALLIATIVE
HOSPICE CARE

THIS IS THANKS TO OUR VERY SUPPORTIVE COMMUNITY

Hospice Southland Charitable Trust
PO Box 7020, Invercargill South 9844
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Invercargill 9810
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