



Like most organisations and businesses Nurse Maude had to make significant changes to the way it operated as we went through the Covid-19 restrictions of Levels 3 and 4.

Our focus was on providing essential nursing care for people in the community, our hospice and our

hospital while keeping everyone, including our staff and volunteers, safe.

Having to temporarily close our hospice and hospital to visitors to keep them free of Covid-19 was a very hard decision to make and we were aware of the distress this caused our patients and residents and their families and remain grateful for their understanding.

Our hospice shops also had to shut down, which has had a devastating effect on our fundraising at a time when the additional costs of operating under restrictions hit hardest.

But there have also been some bright moments during the pandemic including the launch of our Facebook page for Friends and Family of the Nurse Maude Hospital. It has enabled our residents and their families to share photos and videos and talk to each other every day no matter where they were in the world.

Thank you for your support which, over the next few months, we will need more than ever as we continue to provide care for those who need us most.

Coronavirus Champion



When the media started showcasing champions of the coronavirus, we were very proud that our Support Worker, Kerry Mannex was recognised.

During Level 4 restrictions Kerry left her bubble every day, visiting up to 16 elderly and vulnerable clients each day.

What began as a part-time job that fitted in with raising young children many years ago has turned into a very full-time career Kerry says.

"I just fell into it really, I just have a passion for helping people I think."

Kerry helps her clients with the basics of living - personal hygiene, cleaning, cooking, and taking medications.

"I might go to shower somebody and while I'm there do some meal prep and do their medications, give them breakfast, put washing on ... that sort of thing."

Kerry is also a friendly, familiar face for those facing long days on their own and says that now, more than ever, her clients are happy to see her.

"During lockdown they were not even seeing their families. So, they were definitely looking forward to having a chat and seeing somebody, just some people contact."

For some very frail clients Kerry sits with them while they have a meal - or they might not eat.

Being one of the few essential workers to continue their usual jobs while the country battled a pandemic felt a bit odd but also came with a silver lining - less traffic.

"It's been lovely to not have as much traffic on the roads I must admit, sometimes our travel times can be horrendous."

Nurse Maude is proud of all its Support Workers who were on the road every day providing essential care and contact to some of the most vulnerable and frail in our community.

Hospice Awareness Week

Hospice Awareness Week 18-24 May 2020

Hospice Awareness Week is celebrated by hospice services throughout New Zealand to raise awareness and understanding of what hospice care and philosophy is all about. It is an opportunity to address misconceptions that people may have about hospice care. Some people see hospice as a building where in fact it is a service provided for anyone with life limiting illness, wherever they call home. While we do

have a hospice inpatient facility at Nurse Maude, we provide most of our support to people living in their own homes and in aged care facilities. Everyone who uses a hospice will experience the service in their own unique way depending on their needs, which may be different to someone else. We provide all aspects of support from our multi professional team in relation to physical, psychosocial, spiritual and cultural needs. The

care provided is all focused on helping the patient and their whanau live each day to the best of their ability in whatever way is important to them. All services are free to patients and their whanau with costs partially met by the government and the remainder through the generosity of our wonderful community, for which we are very grateful.

Thank you for your ongoing support throughout the pandemic - without you we couldn't keep doing what we do.

For more information about the services we provide please check out our suite of information brochures on our website <http://nursemaude.org.nz/hospice-brochures/>



Hospice

Through each alert level, we are proud to continue providing support for those affected with life limiting illness in their home and in the Nurse Maude Hospice.

How we provided that may have been a little different, but the care remained the same. While there is nothing like face to face contact when dealing with stressful situations, our use of technology and providing telephone and video consultations increased and has been well received by our patients and families.

For patients in the hospice visiting restrictions were implemented which meant only one designated visitor was allowed to ensure the health, safety, and wellbeing of patients, families/whānau and staff.

Hospice staff were as understanding and flexible as possible with the policy, but Jane Rollings, Palliative Care Service Manager, acknowledges that it has been a very

hard situation for many. Jane received the following email from a recently bereaved relative "I am writing as the sad but very proud father of Sarah (name changed) who died in your wonderful hospice three weeks ago. Thank you for the care and love you all showed to her. It has made such a difference to us and her siblings who loved her but were unable to say goodbye to her properly as were unable to fly to NZ." For families to know that even if they cannot be with their loved one, that the hospice team will care for them like their own family is so important.

Jane continues 'For every and even seemingly small action that the doctors, nurses, allied health, family support team, administrators and support staff have taken to provide comfort during this time, I am truly grateful. Thank you also to you, the patients, clients, and family/whānau for your understanding at this time. I know the pandemic has brought an unwelcome extra layer of stress, but your strength and resilience has been incredible. Your support at this time, more than ever is invaluable.'

Hospital

During Alert Level's 3 and 4 Hospital Manager, Natalie Seymour, had her overnight bag packed, ready to stay should COVID-19 hit the hospital. Natalie said that the situation certainly showcased the skill set of our nurses and hospital aides. 'We are charged with providing care to a really vulnerable population and we demonstrated that.'

While the priority was the wellbeing of residents, Natalie

also had a strong focus on her staff, personally checking in with them daily on how they were holding up. She was also very mindful of the fact that they left their personal bubbles every day so that residents continued to receive a high standard of care. They worked additional shifts and longer hours to prevent the use of agency staff, thereby minimising



I wish to support the work of Nurse Maude.

Please accept my donation of: \$10 \$20 \$30 \$50 \$100 My choice is \$

I am paying by:

Mastercard Visa Cheque (payable to Nurse Maude)

Credit Card No:

- - -

Expiry Date:

/

Cardholder Name:

Signature:

Please send your donation in the reply paid envelope provided. Any gift of \$5 and over is tax deductible and we will send you a receipt.

DONATE ONLINE

Nurse Maude has joined the online revolution and you can now securely donate through our website.

<https://nursemaude.org.nz/product/nurse-maude-donation/>

With cheques now being phased out by many banks our online donation facility is an easy and safe way to support our work.



the risk of Covid-19 being transmitted into the hospital.

While a great deal of planning went into keeping Covid-19 out of the hospital, preparations had to be made in case residents or staff became infected. The plan included splitting the facility into infected and non-infected areas, and self-isolating residents.

Ministry of Health guidelines for personal protective equipment (PPE) and infection prevention and control (IPC), were strictly adhered to and processes for cleaning, laundry and meals were ramped up. To minimise outside providers coming in, staff took on full responsibility for these. New residents were admitted but there were strict protocols in place that included a mandatory 14 day isolation period.

To keep everyone safe, the difficult decision was made to implement a no visiting policy during Levels 3 and 4. While families were understanding, the stress of not being able

to see their loved ones was never underestimated. To keep them informed, Natalie communicated with them on a weekly basis via email.

A very popular initiative was the creation of a Facebook group for residents and their families. It has been a huge hit and staff found out a number of interesting things about residents that they would never have otherwise known. Just like many other New Zealanders, residents soon became familiar with using Zoom and were able to connect with family overseas and, in some cases, meet new great-grandchildren.

Moving to Level 2 has meant easing of restrictions, but the hospital will continue to adhere to Ministry of Health and the New Zealand Aged Care Association guidelines as well as maintain the excellent nursing practices and care that has been a key part of keeping our residents, their families and our staff safe.

A Legacy of Care

For almost 125 years Nurse Maude has been caring for the people of Canterbury.

Every day of every one of those years we have nursed some of the most vulnerable in our community.

When you leave us a gift in your will you are leaving us a legacy of care; making sure no one who needs us will ever be left without the care and support they need.

Talk to us about how you can make a gift that will endure for generations.

Email sue.bramwell@nursemaude.org.nz



Hospice Shops reopen their doors

We're up and running again and ready to receive your donations of good quality, clean winter stock (we are currently unable to accept summer stock.) So, if you've been going through your wardrobe in readiness for winter and find things have unaccountably got smaller or larger over summer then we can find them a loving home with someone else.

As you may be aware our hospice shops had to close during lockdown and the impact on our fundraising has been significant.

Good quality donations will be essential to getting us up and running again, and of course, seeing all our regular and new customers back.

Thank you, as always, for your support.



Maudes on Trade Me



As soon as we went to Level 3 we were able to restart Maudes on Trade Me, our successful online auction site.

Thanks to your donations, Maudes on Trade Me is an important part of raising money

for the Nurse Maude Hospice.

Now that our hospice shops are open again please feel free to drop donations in.

Donations to Maudes on Trade Me must be in clean, saleable condition and we are unable to accept kitchen cutlery, glassware or any broken/chipped china and glass.

We always welcome books, but these too must be contemporary and in good condition or collectable.

If you have larger items that need picking up please email trademe.volunteers@nursemaude.org.nz

