

The Pana View

Your Window to Being
Better at Home

November 2011



Nigel's Walk



Nigel and Erin



22 year old Nigel completes the 5km City to Surf Fun Walk around Mt Maunganui in winning style.

The City to Surf is a 5K & 12K fun run/walk event in Tauranga and is the largest fun run in the Bay of Plenty. This only inspired Nigel, a Panacea Tauranga client, to take part in this fun walk. There were more than 1800 competitors in this event and the 5km course was a lap around the Mount base track. On September 25th Nigel completed the 5km 'Surf to Surf' event accompanied by his Support Worker, Erin Bell. He did the entire distance in 46 minutes and came first in his age group. Well done, Nigel!



Nigel had another busy week and was so excited to meet up with Phil Rudd, ACDC drummer.

Phil Rudd was born in Australia and joined ACDC (1975-1983). He retired to New Zealand but in 1994 he was back with ACDC full time.



Panacea's Year in Review

To accomplish great things, we must not only act but also dream, not only plan, but also believe. Anatole France

As the year draws to a close, it is time to reflect on our achievements. The quote above reflects Panacea's dream to accomplish great things and to become the most respected provider of home-based healthcare in New Zealand. Panacea is continuing to grow and accomplished many things to be very proud of.

Early in 2011 we launched Panacea Travelability to provide a "not for profit" travel reference website for the disabled community. For this initiative we received thanks and congratulations from many people in the community as well as from the Hon. Tariana Turia, Minister for Disability Issues and the Hon. Dr Jonathon Coleman, Associate Minister of Health.

In May we launched our "Better at Home" services which have been very well received by families needing support for older members of the family. In September we were thrilled to be chosen as one of the providers of Personal Health support for Counties Manukau DHB.



Several staff achieved NZQA levels 2 and 3 qualifications this year. This month we have implemented our new NZQA compliant orientation booklet. We want to find ways to encourage more of you to accept the challenge of attaining NZQA qualifications next year.

Everyone in the company contributes to our ability to achieve our dream. Aesop said "No act of kindness, no matter how small, is ever wasted". Throughout the year we get consistent feedback about the lovely acts of kindness shown by our support workers to their clients.

I am very proud to say that during this year we have had 557 compliments paid to our support workers by their clients. That clearly shows how well you all abide by our Core Value of being Remarkable. Thank you.

The team in head office and in each of the local offices join me in wishing you and your family a relaxing Christmas and a healthy and happy 2012.

Jan Kilder, Managing Director



Products for Better at Home living

Innovative Product Boosts Circulation



Reduces Swollen Ankles | Relieves Arthritic Pain | Improves Mobility

The AIRCYCLE is benefiting thousands of New Zealanders with a range of health conditions such as diabetic foot problems, lower back and sciatic nerve pain, stroke rehabilitation, cramps and restless legs. It helps to improve joint flexibility and strengthen leg muscles, and if used frequently, the AIRCYCLE can help improve balance and walking, helping people avoid falls. The Aircycle comes in a soft, washable fabric. It enables you to easily and gently exercise your feet, legs and hands from a sitting position without weight-bearing activity.

For more information: 04 569 5013 or visit www.aircycle.co.nz.
Cost: \$30 (incl P&P). It is guaranteed for 12 months.

A Podiatrist says: "...a reminder for people to exercise while sitting. For arthritis, it helps to keep foot and ankle joints moving and the potential for increased blood flow is great for people with diabetes. The AIRCYCLE exercises are similar to those currently recommended by airlines to help reduce the likelihood of swelling of the feet and legs and DVT which can occur in people who sit for long periods of time."

Re-Li-On-Us Mobility Services



For the past five years Re-Li-On-Us Mobility Ltd has provided Mobility Transport around the **greater Auckland** region. Re-Li-On-Us provides non-emergency transfers to and from home, to hospital appointments or any other facility - passengers can be transferred in a full hospital bed, a stretcher, a wheelchair or even just sitting in a seat. A recent journey saw a customer transferred from North Shore Hospital to a rest home in Masterton.

Being a Total Mobility Scheme provider and the only specialised Mobility Transport Company endorsed by the ACC has its advantages. It can be very rewarding transporting customers home to see their families. Staff are all carefully selected to ensure they have the passenger's welfare as their prime consideration.

The Total Mobility Scheme (TM) scheme is a national scheme that assists people with impairments to enhance their community participation by accessing appropriate transport. This assistance is provided to eligible, registered individuals in the form of subsidised door-to-door transport services wherever TM transport providers operate.

Many cities around New Zealand have a Total Mobility Card scheme or have a Total Mobility Voucher system in place. They have slightly different rules and dollar limits that their local councils will pay.

For more information about the TM scheme in the Auckland Region, please phone the MAXX Contact Centre on (09) 366 6400.

TO RECEIVE AN AUCKLAND ONLY RE-LI-ON-US INTRODUCTORY DISCOUNT VOUCHER:

Phone Panacea Auckland on **09 486 1456**

(One voucher per client)

From the creative pen of Jan Hilder:

Panacea's proud of all the work our people do
whenever illness strikes or injury makes you blue
We work behind the scenes to lift the load
and ease your journey down the road.

Our mission is to find a way to make your
journey brighter

We want to be the ones who make your load a
little lighter.

We want to put the sunshine in your day
By doing things the Panacea way.

It's time to wish you all the best of Christmas
cheer,
health and happiness throughout the coming
year.

Enjoying time with family and friends,
and joy from gifts that Father Christmas sends.

Home Safety First



A recent media release by Age Concern New Zealand has warned that a number of older people have been targeted by pushy door to door salespeople. Some older people have been coerced into buying massage equipment at \$1600 which they have found to be ineffective. It is unclear how this company obtains personal details. Age Concern urges older people to think carefully before inviting salespeople into their homes. They also offer the following advice for dealing with pushy salespeople:

- You are under no obligation to invite a salesperson into your home. Ask for a business card or some form of identification.
- It is also important not to sign anything until you have read the contract's fine print. It is right to be wary should a salesperson rush you into signing a contract.
- It is also a good idea to have a door-chain fitted and consider a personal safety alarm.
- The Door to Door Sales Act provides a seven day period during which a contract can be cancelled. More information can be found by visiting the Ministry of Consumer Affairs' website

<http://www.consumeraffairs.govt.nz/>

A word from Panacea...

People expect to feel safe and secure in their own homes. You should not compromise your safety by opening the door to strangers or allowing them inside, unless you have established that it is safe to do so. If you make an appointment with a salesperson it might be a good idea to have a friend or relative present in your home.

I love my Mum and Dad but I need a break...

Are you worried about leaving your loved one alone while you go on holiday over Christmas? Maybe anxious that they will forget to take medication, not eat properly, feel lonely or hurt themselves and not be able to access help? Or maybe you might live far away and cannot be with your elderly relative for Christmas.

While you are usually there for them throughout the year, you possibly feel that going on holiday will compromise their safety and wellness. And yet we all need a break to refresh ourselves.

Having a friendly person pop in to see that Mum and Dad are keeping well could be a good alternative to easing your anxiety and ensuring that their everyday living continues for them.



Panacea can provide a fully trained support person to help Mum and Dad while you're away. We make living at home easier for people who need a little extra help around the home. We can tailor support to fit your parents' needs and budget.

Whether it's help with showering in the morning, medication reminders, some companionship, having meals prepared, bed time preparation and overnight support, our support is very flexible.

And because Panacea is certified to the NZ Home and Community Support Sector Standards and a member of the NZHHA, rest assured you are dealing with a reputable company who has over 30 years' experience. You can also be sure that only those support workers with sound references, including a police check, will ever enter your home.

A note on loneliness

Christmas and New Year for most is a time of festive cheer and being together in the warmth of family and friends. Sadly that's not the case for everyone and a growing number of older people will spend the festive season alone as regular activities are suspended over the holiday period. According to recent research, one in three people over the age of 60 years go a whole week without speaking to anyone, with a staggering one in ten people spending up to a month without any human contact.

However the thought that they might also spend the Christmas period in the same way seems harder to bear, but they need not be on their own. You can enjoy your holiday without feeling anxious and have the assurance that your loved one is well cared for and safe.

Things to keep in mind when you're not close by for Mum/Dad

Keep a current **emergency contact list** of emergency contacts. Post it near your / your loved one's phone. If it is your loved one, make sure you carry a copy as well.

Have you got **medical information** close by? Maintain a complete, up to date medical history and drug regime in order to save time and avoid mistakes in the event of a medical emergency.

We're here to help, whatever your circumstances.

Talking to someone knowledgeable can make a big difference. Please call us to talk about options and get some helpful hints on how to ensure Mum and Dad stay well and safe while you take a break.

Pink Walk—Breast Cancer Awareness

Panacea Tauranga staff, clients and family joined an estimated 4000 people for the ASB Women's Walk for Breast Cancer 2011. In Debbie's words: "...even a dog-fairy this year..."



NEWS IN BRIEF

We are delighted to welcome **Sharon Kanaris** as **Clinical Nurse Manager** in **Tauranga**. Sharon has extensive experience in elderly care and rehabilitation. She has travelled and lived overseas for a number of years and enjoys meeting people from diverse cultures. She believes learning is of benefit to both staff and the clients they care for. Sharon is married and has 2 grown-up sons.



Panacea is fortunate to welcome **Georgina Teenui** as **Service Coordinator** in **Manukau**. She has been involved with a number of healthcare organisations such as Ministry of Health, Auckland DHB, ACC for over 8 years. Her inspiration and passion for healthcare comes from her tetraplegic son and she is looking forward to being part of the Panacea team.



Welcome to **Sue Falconer and Keryn Brown** as **Clinical Nurse Managers** in **Hamilton**.

Sue is a Registered Comprehensive Nurse who has worked in areas of Oncology, Palliative Care, Paediatrics and Orthopaedics. She has been involved in the nursing profession for over 40 years.



Keryn has a wide range of nursing experience in a variety of nursing positions including Hospital, Practice, Agency, Occupational Health and as a Nurse/Caregiver. Both Clinical Nurse Managers will be responsible for assessing and educating support workers and for developing care plans specifically designed to meet client needs.



Terri Kahiki is a welcome addition to the Rotorua team as **Service Coordinator**. She comes to Panacea Healthcare with considerable experience in the healthcare service industry. She is passionate about the Rotorua community and sport, and is excited about her future at Panacea.



Merry Christmas and a Happy New Year
from everyone at Panacea Healthcare!
We wish you and your families safe and happy holidays.



Easy Summer Fruit Tarts

Use a deep muffin tin to ensure plenty of fruit in the tart.

Ingredients:

- Sheets of sweet short crust pastry
- Jar of plum jam
- Mixed summer fruits - strawberries, raspberries, black/blue berries, black/red currants, boysenberries. (Frozen mixed berries can be used.)

Instructions:

Cut suitably sized pastry circles to fit greased muffin tins. Blind bake using baking paper filled with split peas or lentils. Allow pastry cases to cool (can be made beforehand and chilled in the refrigerator). Fill with fruit. Warm plum jam over a low heat and spoon over each tart to glaze. Serve with cream, crème fraiche or ice cream.

Rocky Road

- 2 slabs chocolate (if possible not cooking chocolate)
- 1 ½ cups unsalted roasted peanuts
- 1 ½ - 2 cups miniature baking marshmallows

Prepare baking tray by lining with baking paper. Melt chocolate in microwave proof bowl. Be careful not to overdo this.

Leave to cool for about 5 minutes.

Mix in peanuts and marshmallows.

Place spoonfuls onto tray in size of your choice.

Leave to cool and harden by placing in fridge.

Open Invitation

Panacea Christmas Functions 2011

Auckland & Auckland West

When: Thursday 15th December, 5.30pm

Where: Takapuna Football Club, 13 Taharoto Rd, Takapuna

Sausage sizzle for kids. Plenty of space to play. Dinner provided.

Manukau

When: Saturday 26th November, 3-6 pm

Where: Totara Park, Wairere Road – The Gardens, Manurewa

BBQ Picnic in the Park.

Rotorua

When: Wednesday 21st December, 10am

Where: Panacea Offices, Rotorua

Morning tea.

Tauranga

When: Wednesday 14th December, 2-5 pm

Where: Panacea Offices, Tauranga

Open Afternoon at the Office Please bring a gift (value \$2.00) to the office BEFORE that day.

Hamilton

When: Wednesday 14th December, 1-4pm

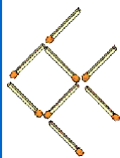
Where: Hamilton City Hawks Clubrooms

Finger food provided.

CONGRATULATIONS!

Trish Nicholas completed Level 3 National Certificate in Health, Disability, and Aged Support. Trish had already completed Level 2 and went on to complete Level 3 in record time. Well done Trish!

Matchstick Puzzles



Move 3 matches to make fish swim the other way.



Move just two matches and remove dust from the shovel.

Chocolate Crackles

- 4 cups Rice Bubbles
- 1 cup sifted icing sugar
- 3 tablespoons cocoa powder
- 1 cup desiccated coconut
- 250g Kremelta

Congratulations Star People!

August

Pauline Stewart, Auckland
Judeen Wood, Manukau
Temple Pokaia, Hamilton
Maureen Fraser, Tauranga

September

Maria Ueanteiti, Auckland
Magda Smolira, Manukau
Donata McDonald, Hamilton
Brian Thompson, Tauranga
Tracy Simons, Rotorua

October

Cassandra Faithful, Auckland
Rose Heihei, Manukau
Gloria Stockdale, Hamilton
Kim Corke, Rotorua

What did the elf learn at school? Elf-a-bet

Each month, each regional office endeavours to select one of its team for this award for going beyond the call of duty to care for our clients. Each received a \$20 voucher.

Mix dry ingredients together. Melt Kremelta over a low heat until melted - do not boil. Mix melted Kremelta and dry ingredients well. Spoon into paper patty cases and set in refrigerator.

Did you know? Babies are born without kneecaps. They don't appear till the child reaches 2—6 years of age.

Safety Week Competition Winner: Roy Forster

