

Serving up nourishment for body and soul

Creating meals for patients staying in Hospice's inpatient unit goes beyond servings of food – it's all part of the compassionate care and support, and always delivered with first-class service.

People under Hospice care can have a stay in the inpatient unit (IPU) if they need a closer level of monitoring or their symptoms cannot be managed at home; or if their family/whanau/carers need respite; or if the IPU is where they choose to die.

Menus are created daily, with meals tailored to suit patients' dietary requirements and preferences, with up to six patients in IPU at any one time. If a patient prefers something not on the menu, every effort is made to cater that.

Kitchen Coordinator Leeann Lawson says they always "aim to please".

"In fact, patients can have to eat whatever they want, whenever they want. For example, if they want ice cream and jelly at 3am, they can."

Leeann and fellow kitchen coordinator Janice Isaachsen plan, prepare and cook the meals which are then served to patients by the IPU's volunteers, healthcare assistants and nurses.

"Even if a patient arrives at IPU in middle of night and they're hungry, there will always be meals prepared and refrigerated, and

with someone with the food safety knowledge to heat and serve them," Janice said.

The meals are nutritious, but how they look, smell and are presented to the patient is also important; with the finishing touch being a tiny vase of flowers on the serving tray.

Leeann said they find it satisfying to help a patient enjoy their food.

"To see patient who hasn't been eating get their appetite back, and start to feel better having eaten, is wonderful - especially when some didn't even think they were going to make it through the stay in IPU and get to go home again."

Leeann said that even tasting platters are a popular option.

"If a patient doesn't feel like a traditional meal or if they do they don't really know what they want to eat, with a platter they can have a little bit of this and a little bit of that. On it can be cheese, tomato, hummus, vegetable sticks, salami, boiled egg, whatever.

"We also recommend them to anybody caring for someone at home. It's easy and fun to create

a platter, which can also be done in advance and left it in the fridge ready to quickly serve later when the patient does want something to eat."

Janice said that their philosophy is that food should provide enjoyment as well as nourishment, whether or not you are a hospice patient.



IPU Kitchen Coordinators Janice Isaachsen and Leeann Lawson

"The simple act of stopping to eat something can even provide a welcome break from everything else going on, whatever that may be."

See inside for the recipe for one of the IPU kitchen's popular dishes.

5 ways to help someone who is grieving

1

Grief belongs to the griever –everyone experiences grief differently, so follow their lead. Understand that there are good and bad moments, and these will go on.

2

Take care with giving advice and try to avoid comparisons with the past or future–try not to tell them how lucky they were, that they'll love again, that it'll be better later.

3

Anticipate, don't ask – don't say 'call me if you need anything'. Say 'I'll bring dinner tonight' or 'I'll pick up the kids / walk your dog' or other recurring day-to-day tasks.

4

Don't try to fix the unfixable – you can't take their pain away.

5

Love them!

5 tips for writing condolences

1

Acknowledge the loss of the person, use their name. Naming the person makes your message more personal and heart felt.

2

Share a special memory and how that made you feel. This is reassurance that the person won't be forgotten.

3

Be sincere – your message doesn't need to be long to express your sympathy. When in doubt, keep it simple.

4

Things to avoid: Try not to give advice, avoid saying 'I know how you feel', don't try to discuss positive aspects of the person's death, such as 'they are at peace now'.

5

It's never too late to send a card. Grief can continue for a long time and your support will be appreciated at any stage.



Q & A with Lynn & Shona

Health Care Assistants

How do you describe your job?

Lynn: We're part of the specialist palliative care team and help the nurses to provide practical patient-centred care for people staying in North Haven Hospice's in-patient unit (IPU). Work includes bed cares, helping patients shower, helping provide meals, and sometimes providing therapeutic hand and foot massages.

What makes for a good day?

Lynn: It is lovely to see our patients regain a better quality of life when they spend time in the in-patient unit. It may be that the patient sleeps better, becomes less anxious or gets their pain under control. I love it when a patient goes home with a big smile on their face.

What is the biggest challenge or opportunity?

Shona: Every patient and their family that comes through the in-patient unit are unique and require different care and treatment. Being able to listen, learn and then care for those families is a learning challenge every day. The biggest opportunity is to help patients and families feel safe and cared for. It is a privilege to be able to support these people at a very emotional time in their lives.

What is something about your job/work that you've always wanted people to know?

Lynn: We do not just look after patients at the end of their lives. We provide respite care for some patients, giving their carers a much-needed break. Other patients come into the in-patient unit for symptom management, such as the control of severe pain.

What is something about North Haven Hospice that you've always wanted people to know?

Shona: North Haven Hospice is a charity and relies on fundraising and volunteers. Our lovely volunteers are a treasured part of the North Haven Hospice family. We would be unable to provide this service without the help of all these wonderful people.

Lions car valet service for North Haven Hospice

North Haven Hospice's work cars stay tidy and clean thanks to the volunteer help of local Lions Club members.

Every fortnight on a Monday at 7.30am - rain, hail or shine and public holidays included - a rostered team of four Lions arrive at Hospice's premises at Tikipunga ready to vacuum and wash.

The cars are primarily used by nurses, doctors and family support team members to visit patients throughout the entire Whangarei District and south-east of Kaipara district.

The Lions Club of Onerahi and Whangarei Heads are the "current holders of the baton" says club member George Goodhew, with other Lions Clubs having provided the service in the past.

It takes around two hours to vacuum and wash the 11 cars, a job always done with pride and followed by well-deserved morning tea, served by Hospice's kitchen coordinator on duty.



Pictured from left, George Goodhew, Dwane Kokich, Graeme Webster (obscured) and Doug Smith.

Anyone interested in learning more about Lions can contact George on 021 742 213 or tikouka@xtra.co.nz



Lions Club representatives with North Haven's Clinical Services Operations Manager Cathy West, fourth from left, and Volunteer and Hospitality Services Manager Jane Scripps, centre.

Lions Clubs' fundraiser for North Haven Hospice

North Haven Hospice is grateful for a \$2290 donation from the seven Lions Clubs in Whangarei.

The clubs of Hikurangi, Kamo, Mangakahia, Onerahi and Whangarei Heads, Tutukaka, Whangarei and Whangarei Hatea combined efforts to organise and host this year's Multiple District Convention which was held at Forum North over ANZAC weekend.

Open to all Lions throughout New Zealand and the Pacific Islands, the convention programme featured speakers, presentations and workshops. On the Saturday night a Roaring 20s themed dinner and dance party was held, including an auction of donated goods. This raised \$2290 and with North Haven Hospice the chosen charity to receive the proceeds.

Half-price Wills with \$50 donations to North Haven Hospice

If you need to make a Will, then mid-July would be a good time to do it.

Whangarei-based McGoldrick Law is offering a half-price Will special of \$230 for all booked appointments between Monday 12th July and Friday 16th July 2021. Plus, \$50 from each Will fee will be donated to North Haven Hospice.

Your Will is a legal document that is unique to you and gives directions

to help make sure your assets, the people and things you love, are taken care of after your death.

McGoldrick Law specialises in Family Law, Relationship Property, Employment, Disability, Estates and Trusts. Its Bank Street office can be found several ways; through the top floor exit from Farmers, or off Bank St through the self-opening doors (next to the cafe on the Bank St/Cameron St corner) that lead to Quest Apartments Hotel reception. The office is just past Quest's

reception and is disabled access-friendly.

If you are a North Haven Hospice patient and may be in the In-Patient Unit or at Whangarei Hospital that week and unable to attend your booked appointment, a McGoldrick Law solicitor can visit you.

For more info, visit www.mcgoldricklaw.co.nz. To book your appointment, please phone 09 438 4999.

Picnic tables made with skill and donated with kindness

North Haven Hospice is the lucky recipient of three wooden picnic tables hand-crafted by NZ Certified Builders Apprentice Challenge entrants in this year's regional competition held at NorthTec in April.

The yearly Challenge is open to level 4 apprentices employed by NZCB builders or enrolled with ITAB (Industry Training Association Building) programmes at polytechnics.

A week prior, the competitors are given plans of what they will need to build on the day, to be completed within a certain time limit and using allocated materials.

"If they make a wrong cut, that's it. There is no extra wood available, so they could be out of the competition," said NorthTec construction and painting technician Richard Easton.

Richard said there was a very high standard of workmanship by all four competitors, with Aidan Williams judged the winner.

"Just entering the challenge adds weight to the CVs of the competitors, since building companies realise the high standard demanded by this competition. Past experience has shown that the competitors will go on to be among the most successful builders, once fully qualified."

Following each Challenge, the end products are donated to a different charity, with North Haven Hospice chosen this year to

receive the picnic tables made by the competitors. One now sits on the veranda outside the function room at North Haven's premises at Tikipunga. The other two are for sale in North Haven Hospice Shop in Whangarei's CBD.



NorthTec's Richard Easton (standing) with North Haven Hospice staff at one of the new picnic tables.

Mountain of mulch no match for volunteers

A mountain of mulch was no match for the combined efforts of North Haven Hospice gardening volunteers and Bunnings Warehouse team members recently.

The truckload of mulch was donated and delivered by Greenfingers Growing Mixes and Landscape Supplies; to be spread over the gardens overlooked from the in-patient unit at North Haven's premises at Tikipunga.

The Bunnings Warehouse Whangarei leadership team had been looking to do some community volunteering and Volunteering Northland put them in touch with North Haven Hospice's Volunteering and Hospitality Services Manager Jane Scripps.



Bunnings Warehouse team members moving mulch.

Jane said the Bunnings team liked the idea of helping spread the mulch and even brought the necessary tools, including a wheelbarrow, spades, rakes and brooms, which were all donated to North Haven afterwards.

Many thanks to Bunnings, Greenfingers, Volunteering Northland and North Haven's gardening volunteers for your help and support!

An example menu of the day

Tuesday 1st June 2021.

Your cook is Leeann

Light meals

- Sandwiches: Tuna Salad
- Soup: Curried Pumpkin and Coconut Cream (V)(GF) with Warm Bread Roll
- Muffin/Cake: Lemon Muffins, Vanilla Cake (GF)
- Tasting plate: Tomatoes, Cheddar, Eggs, Crackers, Gherkin, Hummus, Salami, Pickled Pork and Farmstyle Pickle

Dinner

- Poached Chicken Tenderloin In herb gravy (GF)
- Creamy Mashed Potato
- Roast Buttercup & Parsnip
- Fresh Gurnard in lemon parsley sauce
- Chargrilled Zucchini
- 3 Potato & 2 Cheese Mini Pizzas (V)

Dessert

- Yoghurt – Fruit flavours
- Apricots, Peaches, Pears
- Creamed Rice
- Orange Jelly
- Custard
- Apple and Rhubarb Crumble

Fresh Fruit

- Bananas, Apples, Kiwifruit, Grapes

Gluten-Free (GF), Dairy-Free (DF), Diabetic (D) and Vegetarian (V) options available on request.



A recipe to try at home

Leeann's Curried Pumpkin and Coconut Cream Soup

- 600 gm pumpkin, cubed
- 1 onion, chopped
- 2 stalks celery, sliced thinly
- 50 gm butter
- 1 1/2 tsp ground cumin
- 1 tsp mild curry powder
- 2 cups of vegetable or chicken stock
- 1 cup of coconut cream
- Salt & Pepper

Melt butter and sweat off onion and celery.

Add spices, cook for further 2 minutes.

Stir in pumpkin, then stock.

Season with salt and pepper.

Bring to boil and simmer until pumpkin is cooked.

Blend with stick blender or in a liquidiser, add coconut cream and blend again.

Check seasoning. Serve with a wedge of lemon.

Note: Depending on how dry the pumpkin is that is used, the mixture may need thinning with a little more stock or water.

Upcoming Events

Shorts for Hospice

Wear shorts on Monday 21st June, the shortest day of the year, and donate to North Haven Hospice.

Life is Short. Live Every Moment!

For an Info Pack, visit our website or email fundraising@northhavenhospice.org.nz



Thank you for your support

Tyrepower Whangarei for donating \$4550, proceeds from this year's Cooper Tyres annual promotion.

Wahine Toa team of Coral Wiapo, Jacki Byrd, Bree Torkington and Trish Hayward for completing the Spirited Women Adventure Race in March and raising \$3950.75 to gift three Days of Care.

BHP Functional Fitness for donating \$1225 from a charity workout in memory of Joy Whitmore (mum of BHP co-founder Sonia), as well as a beautiful quilt handmade by BHP gym members Linda and Tony Trimbooy.

Harcourts Whangarei, Quest Apartment Hotel Whangarei and **Craigs Investment Partners Whangarei** for covering the costs of us hosting the Northland Chamber of Commerce Business After 5 on 26th May.

The Business Finder for helping us promote our Shorts for Hospice fundraiser on their outdoor digital billboard (Bank St/Vine St) and indoor screens throughout town.

Fabers Furnishings, Pak 'n Save Whangarei, The Falls Estate, Stihl Shop Whangarei, and Dr Shane Reti MP for advertising in our Hospice Awareness Week feature in the **Whangarei Leader** on 19th May, providing free editorial space for us to use.

You for donating to North Haven Hospice. Every dollar counts towards making a positive difference to the lives of our patients throughout Whangarei and south-east Kaipara, as well as their families/whanau.

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Murray Lints

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