

· SPRING/SUMMER 2022 ·

central

Caring | Enabling | Supporting

focus

EXCELLENCE IN CARE AWARDS
– Enliven scoops top prize

**THE
PICK OF
THE
BUNCH!**

ENLIVEN RESIDENTS
HELP SELECT NEW
STAFF

**BECOME
A FAMILY
WORKS
ANGEL**

AND HELP A CHILD
FEEL SAFE

PSC PEOPLE!

WHY OUR ENLIVEN, FAMILY
WORKS AND PSC WHANAU
LOVE THEIR JOBS!

**A DAY IN THE LIFE
OF AN ENLIVEN
NURSE**



Presbyterian Support
Central

enliven



Family
Works

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A WORD FROM OUR CHIEF EXECUTIVE



PSC chief executive Joe Asghar

Whiria te tāngata

When I talked to the team about the theme of this edition of Central Focus, *Whiria te tāngata* (weave the people together), I was thrilled. It really is the people that maketh the place at PSC. We have a team of almost 1000 working across Enliven and Family Works. Together these amazing people support thousands of children, elders and their whānau and family every year. It's a beautiful thing.

A highlight of the year so far for me was accompanying some of our Enliven team at the New Zealand Aged Care Association (NZACA) Conference and Healthcare Excellence Awards. The event was attended by aged care providers from across Aotearoa. Enliven Central picked up two awards: the Training and Staff Development Award and then the supreme national award for Overall Excellence in Aged Care. After a difficult few years, this recognition is spectacular!!!! You can read more about the awards on page 6.

As well as the NZACA Awards, Enliven has also performed exceedingly well against the Ministry of Health's new Ngā Paerewa Health and Disability Services Standards introduced this year. So far, all the homes audited have seen amazing results, with great comments about not only the care provided—but also how we recognise and respect the diversity that is our whānau. All of this exceptional feedback comes down to our teams and their hard work, dedication, and passion for what they do.

In the Family Works space, we are seeing an ever-increasing demand for services. Our social workers and counsellors are true heroes – supporting thousands of tamariki, rangitahi and whānau through some very challenging times. Many families are doing it tough; the increased cost of living is pushing many whānau into poverty.

In addition, the levels of anxiety being seen in our communities is at an all time high. You can read more about just one of the ways Family Works is supporting children with anxiety issues on page 14.

While Family Works does receive some Government funding, it does not cover the full cost of service provision and so we are only able to offer these services thanks to the support and generosity of our communities and philanthropic organisations. We cannot thank these generous people, like our Family Works Angels (page 16), enough. Together we are making a difference.

Like our communities, PSC, Enliven and Family Works have been hit hard by Covid-19 and the flu. Almost half of our team and many more clients and residents have been impacted by Omicron. Covid, coupled with New Zealand's talent shortage and chronic underfunding of both aged care and social services by successive governments, has seen PSC facing one of the most challenging times in its 100-year history.

However, as spring arrives and I read through the staff profiles included in this magazine, I am hopeful. Change is in the air. We will continue to lobby for fair funding and for support of our people and communities. PSC has been supporting and empowering communities for 113 years and we plan to be around for another century or so! With the team and supporters we have, this organisation will go a long way.

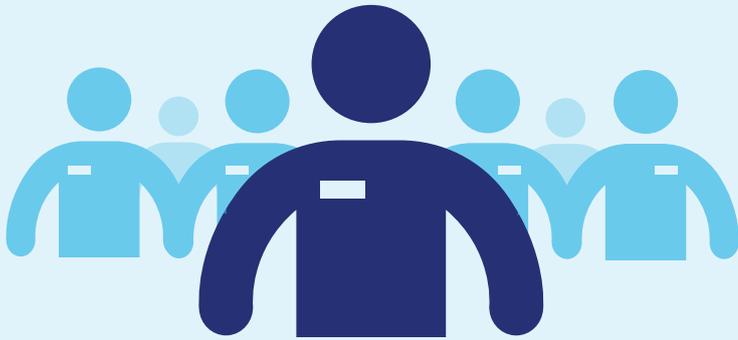
Kia kaha. Ngā mihi nui

Joe Asghar
Chief Executive

PRESBYTERIAN SUPPORT CENTRAL

AND OUR COMMUNITY IMPACT 2021/2022

PSC STAFF & VOLUNTEERS



990

TOTAL NUMBER OF STAFF

355

TOTAL NUMBER OF VOLUNTEERS

CONSISTING OF:
350 ENLIVEN VOLUNTEERS
5 FAMILY WORKS VOLUNTEERS

PSC FINANCIALS



- GOVERNMENT – \$37,939,976
- FEES/PRIVATE – \$23,389,569
- FUNDRAISING – \$533,956
- OTHER – \$5,457,379



- ENLIVEN
Services for Older People – \$55,699,533
- FAMILY WORKS
Children & Families – \$4,280,862
- OTHER – \$5,522,314



*Figures are subject to the final audit sign off. For a full report of our audited accounts please visit our website www.psc.org.nz



THANK YOU TO ALL THE PHILANTHROPIC TRUSTS, GROUPS AND INDIVIDUALS WHO HAVE SUPPORTED US THIS PAST YEAR.

A special thanks to: Central Energy Trust – Lottery Community – The Tindall Foundation
Trust House Foundation – The Winton and Margaet Bear Charitable Trust – Whanganui Community Foundation

For more information about PSC's philanthropic supporters, please visit our website: www.psc.org.nz/psc-supporters.

NZ'S OMICRON OUTBREAK



WERE IMPACTED BY COVID

DURING THE OMICRON OUTBREAK (2 FEB – 30 JUNE 2022)



WERE OFF WORK DUE TO COVID

DURING THE OMICRON OUTBREAK (2 FEB – 30 JUNE 2022)

ENLIVEN CENTRAL



234

TOTAL RETIREMENT UNITS, VILLAS AND APARTMENTS

- 159EXISTING VILLAS AND APARTMENTS
- 10NEW VILLAS COMPLETED
- 22NEW VILLAS UNDER CONSTRUCTION
- 43 RETIREMENT RENTAL UNITS

GLOBAL NURSING SHORTAGE

REGISTERED NURSES EMPLOYED **49**
REGISTERED NURSE VACANCIES **25**



3

INTAKES OF ENLIVEN'S COMPETENCY ASSESSMENT PROGRAMME (CAP) FOR NURSES

19

NURSES COMPLETED ENLIVEN'S COMPETENCY ASSESSMENT PROGRAMME (CAP)

808

NUMBER OF BEDS



SHOP ENLIVEN, OUR ONLINE STORE – SPECIALTY PRODUCTS FOR OLDER ADULTS

CONSISTING OF:

- 385 REST HOME BEDS
- 101 DEMENTIA BEDS
- 322 HOSPITAL BEDS

SHOP
enliven

366
ORDERS

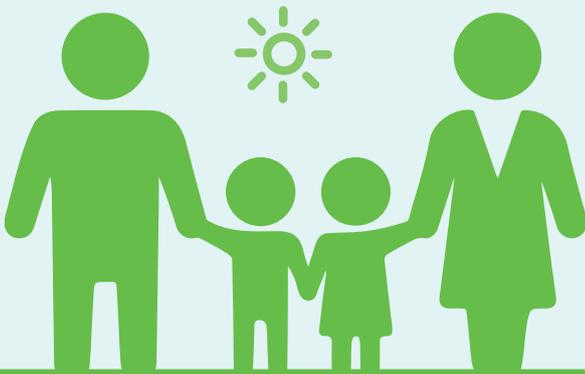
262
CUSTOMERS

56
PRODUCTS

830
ITEMS SOLD



FAMILY WORKS CENTRAL



3,470

FAMILY WORKS TOTAL CLIENTS

- 1,204 FAMILY RESOLUTION
- 1,298 SOCIAL WORK AND COUNSELLING
- 270 PARENTING SUPPORT
- 698 GROUP LEARNING

FOUR NEW PROGRAMMES DEVELOPED

- 3RS PROGRAMME (RESISTANCE, RESILIENCE, AND RECOVERY)
- KŌRERO MANAAKI (MINISTRY OF EDUCATION)
- WAIRARAPA DHB PASIFIKA PROGRAMME
- ANXIETY PROGRAMME FOR CHILDREN

FAMILY WORKS CLIENT FEEDBACK



- 90% MET THEIR GOALS
- 80% HAD IMPROVED RELATIONSHIPS
- 90% LEARNT NEW SKILLS/STRATEGIES
- 94% FELT BETTER PREPARED FOR THE FUTURE



109

CHILDREN SUPPORTED BY FAMILY WORKS' KŌRERO MANAAKI PROGRAMME



ENLIVEN SCOOPS TOP PRIZE AT THE EXCELLENCE IN CARE Awards

Enliven's commitment to its staff and residents has been recognised with two awards at the prestigious New Zealand Aged Care Association Excellence in Care Awards.

The awards were held in August, after being delayed last year due to Covid-19, and Enliven won awards for Overall Excellence in Aged Care and Training and Staff Development.

Enliven clinical director Joy Thlapi says it felt good to get some external recognition of the excellent work Enliven is doing, particularly in staff development.

ENLIVEN WINS!

1. Arjo Training and Staff Development Award

This award recognises exceptional training and staff development by organisations within the aged care industry.

2. EBOS Healthcare Overall Excellence in Aged Care Award

The supreme award recipient is selected from the winners of the seven award categories.

“The challenges with recruitment of staff, especially nurses are very apparent across the aged care sector, but at Enliven we take pride in taking the time to invest in those we have got and bring out the best in them, so they feel good about themselves and deliver the best care to our residents.”

Enliven general manager Nicola Turner says she was surprised, but very excited, to see Enliven win two awards.

There are a lot of nurses who have come in as new graduates and progressed into

senior positions with the support of our various training and development programmes. Nicola says this commitment to staff succession planning was recognised by the awards.

Enliven's training programmes include professional development, support for postgraduate study, a Competency Assessment Programme (CAP) for internationally qualified and return to practice nurses, and a First Year of Practice Programme (FYOP) where graduate nurses are mentored by trained preceptors.

Nicola says the Overall Excellence in Aged Care Award was a tribute to Enliven's care for both its staff and residents.

“When we make a difference in the lives of the staff, that flows through to the residents as well.”

Another Enliven Central initiative to make it to the finals of the awards was the garden to table initiative at Cashmere Home. The project sees residents involved in making food, right from growing the vegetables through to the cooking itself.

Joy says programmes like this make a difference in the residents' lives and wellbeing, and are a part of Enliven's philosophy of care, which is based on the internationally recognised Eden Alternative®.

“It gives elders meaning, it gives them purpose, and helps them live fulfilling lives.”



< Enliven has been... development and... here, Enliven Ma...



A word from the New Zealand Aged Care Association (NZACA)

NZACA chief executive Simon Wallace says the award recognises the exceptional training and staff development provided by Enliven Central.

“Enliven is committed to growing its staff through training and has set a standard which can be followed by others.”

Mr Wallace says an essential part of the awards is recognition that the aged care industry has been operating under considerable challenges over recent years, including the Covid pandemic, significant staffing shortages and underfunding, and yet continues to provide excellent care.

“These awards recognise those care facilities and individuals that have made innovations to continuously improve services to residents and opportunities for staff.”

Rhonda Sherriff, clinical advisor for NZACA, was on the judging panel and says the judges were greatly impressed by the high calibre of entries across the board.

“Enliven has initiated a programme to provide a very clear clinical training pathway. They encourage their staff to become registered nurses, which is wonderful in the current nursing shortage. They are also growing their registered nurses into more senior roles, such as clinical managers and potentially into nurse practitioners.”



Enliven is recognised for its quality professional and career progression programme. Pictured is Enliven Central clinical manager, and nurse, Christine Tester.



A DAY IN THE *Life* OF AN ENLIVEN NURSE



We follow Julie Thompson, a registered nurse at Enliven's Kōwhainui Home in Whanganui, for a day.

Julie started at the home in 2017 as a health care assistant. At the time she was studying to be a nurse. On completion of her study, she was mentored and trained through Enliven's First Year of Practice (FYOP) programme and has now been a fully-fledged registered nurse at the home for a year. She says Enliven and the staff at Kōwhainui Home were very helpful and encouraging as she transitioned through the different stages of her professional development—and remain that way today.

She enjoys all aspects of the job, in particular the hands-on nature of the work.

“Being in aged care and working with older people is a passion for me. I was brought up by my grandparents, so that is a big thing for me.”

We caught up with Julie during one of her morning shifts at Kōwhainui Home to see what a day in her shoes was like.

6.30am

The first thing Julie does when she comes in is a handover with the registered nurse who has been on the nightshift. This means she is up to the play with everything that has happened overnight with the residents, such as whether anyone has had a fall.

7am

It's time for the morning medication round. Julie does the rounds with the medication cart, giving all the residents what they need to start the day. All their medication is loaded onto a resident information system which is accessible via a tablet so she can easily see what each resident requires. Julie also knows how each resident likes to take their medication, such as with water, a bit of yogurt, crushed, or whole. She wants to get the residents' day off to a good start, so she greets them all with a bright good morning. "If they are having a bit of a down day, I try to have a bit of a joke to put them in a better mood," she says. This morning Julie is also showing Saranya, a nurse from Enliven's Competency Assessment Programme, how to do the morning medication run.

9am

Once the morning medications have been given it is time to keep the health care assistants up to date with a handover. Julie goes through the residents that have skin irritants, wounds, pain or other things to keep an eye on, who has returned or gone to the hospital, if any residents have had falls, and any other information staff need to know.

9.30am

After handover, Julie is called to various places to check on residents, and at one point she is even tasked with trying to fix a resident's TV! Julie says she tries to help the residents however she can, not just with her medical prowess. She is also in charge of the home's main phone, so she has been taking calls from families and a staff member who has called in sick.

10am

Time for a quick break and a cup of coffee in the staffroom. There aren't too many moments during the day when Julie gets a chance to get off her feet, so she makes the most of the opportunity to sit down with her coffee and share a few jokes with her colleagues.

10.15am

Julie is back out doing the rounds. She is checking on residents, dressing and evaluating wounds, feeding a resident who is nil by mouth and needs to be fed through a PEG tube (a flexible feeding tube that is placed through the abdominal wall and into the stomach), and resetting a line of apomorphine for a resident who has Parkinson's disease. During this time she is being pulled in all sorts of directions, answering questions from health care assistants, talking to the clinical coordinator, and looking after residents. "They need to clone me," she says, smiling. "It's all good though, I wouldn't have it any other way. It could get boring if it wasn't like this."



11.45am

She finds some time to sit down at the computer and make notes about the residents she has seen in the morning. This is important for keeping track of everything and making sure other staff have all the information they need to support residents in the best way. Julie says she enjoys this time of day because it is a chance to sit down and think about what has happened in the morning.

12.15pm

Julie is up again to help a resident who needs to be hoisted up. While the elder is up, Julie swaps out the resident's bed for a 'low-low' bed, one that goes right to the ground and helps reduce injury if a resident falls out.

1pm

Handover with the afternoon nurse. Just as she received a handover from the overnight nurse, Julie sits down with the incoming nurse and gives them an update of everything that has been happening this morning and anything to watch for in the afternoon.

1.15pm

Once the afternoon nurse is up to speed Julie heads back to the staffroom and sits down for some well-earned lunch.

1.45pm

On her way back from the staffroom, Julie sees a resident has fallen trying to go to the bathroom. With the help of a few healthcare assistants that are quickly on the scene they get the elder back up off the floor. The man is unharmed by the fall, but Julie makes sure he will be checked on throughout the day. When she goes back to the computer she calls the resident's family to tell them about the fall and enters it into her notes.

3pm

Once all of her notes are completed and she has said goodbye to her colleagues, it's time for Julie to head home after another busy day.

Are you a fun-loving nurse?



We'd love to hear from you.

The elders at Enliven Homes are looking for fun-loving, caring, talented nurses to join their dedicated teams.

With Enliven positive ageing services, you'll enjoy a wide range of clinical work, a supportive work environment, plenty of professional development and career progression opportunities, a focus on wellbeing and lots of fun!

Discover the benefits of a career with Enliven. Yulia did.

"I love it here. The environment is friendly, and there are recreational activities all week long. The residents are happy, and well looked after." – Nurse Yulia, Enliven.

Don't wait. Get in touch today.

enliven

enlivencentral.org.nz



ENLIVEN STAFF: THE PICK OF THE *Bunch!*

Residents are at the centre of everything Enliven does
– that includes hiring the staff members who work in their home.

For almost a decade, Enliven homes have invited residents to be a part of the interview process with incoming managers, nurses, and carers. The residents get some facetime with job candidates to ask their own questions and make sure the person is the right fit for the home – their home.



Enliven general manager Nicola Turner (left) says the residents are the most important people and the staff at the home have a

huge effect on their quality of life. Therefore, it is only right to give them the chance to have input into who they think will be the best fit.

She says over the years the best staff, especially managers, are the ones residents have recommended.

“It’s quite clear what is important to the residents, and it sets the scene for the new staff member coming in about who is the most important person and why they are there.”

Nicola says it makes for a much more successful employment relationship, and relationship between residents and staff, when residents are involved in the interview process.

Following an interview with the hiring manager who covers technical questions, two or three residents sit down with the prospective staff member. Nicola says residents take it responsibly, and usually come with a list of questions.

“If you talk to some of the managers it is the hardest interview they have ever had, because the residents are really conscious a manager could make or break their home.”

The process of having residents interview potential staff is part of Enliven’s philosophy of care, which is based on the internationally recognised Eden Alternative®. Enliven recognises people need to maintain control over their lives, wherever they live and whatever their age. That is why it is committed to putting residents at the centre of everything – even the hiring process.

Shalini Vij, who recently started as a clinical nurse manager at Woburn Home in Lower Hutt, says she enjoyed the chance to sit down with residents as part of her interview.

“It was a really good experience for me to have a chat with the residents for 10 to 15 minutes. It was a really valuable experience.”

They asked questions about where she had been working, about her family, how she would manage the staff, and how she would react in different situations.

She thought it was important for residents to have their say, as she was coming to work in their home.

Before moving to Woburn Home, Shalini was a clinical nurse educator at ABI Rehabilitation New Zealand, and she is enjoying being back in the aged care sector.

“I loved working in aged care before, but I wanted to explore so I went to work in other sectors, but I am enjoying being back in aged care.”



Shalini Vij (middle) gets interviewed by Woburn Home residents Freda and Pam.



Shalini passes with flying colours

One of the residents charged with asking Shalini a few questions during her interview was Freda Luey, who says it is a privilege to be able to talk to people before they start work at the home. Although, when she interviewed Shalini all her questions were answered in “one fell swoop!”

“When she [Shalini] was asked the reasons she applied for the job she actually answered all the questions that I wanted to ask her.

“She gave a very thorough account, I didn’t need to ask the other questions because they were already answered for me.”

Freda liked that Shalini talked about making sure the staff acted as a team and were able to step up when other people weren’t there.

In Freda’s eyes Shalini passed the test with flying colours.

“I just had that lovely feeling, I approved of her very strongly. She came in and she was calm and she looked as though she was going to answer the questions without any hesitation.”

For more information about working for Enliven residents, including job vacancies, workplace culture and more about the interview process visit www.enlivencentral.org.nz/jobs



What is ANXIETY?



Anxiety, especially among children, is on the rise. Family Works intake worker Emily Craigie explains what anxiety is, why it is becoming more prevalent, and what can be done to help.

Emily has a Bachelor of Arts, majoring in psychology and criminology, and runs a Family Works anxiety group for children and their whānau. The group is funded by Upper Hutt City Council.

What is anxiety?

Emily says anxiety is an inherent part of cognitive processing and everyone experiences it, but some people really struggle to manage the emotion. Anxiety is part of the human fight or flight response, however, in today's world there is not necessarily a threat of physical harm present.

“Lots of people will feel anxious about social situations and that is your brain interpreting the situation as a threat, but because there isn't anything actually intruding on your safety, it is very confusing for your brain to figure out.”

She says there are four common types of anxiety: social anxiety, general anxiety, separation anxiety, and specific anxiety, which is being anxious about a specific thing, such as Covid-19.

How does it affect people?

Emily says anxiety can affect the body in physical ways such as increased heart rate, sweating, feeling shaky, and panic attacks. But it can also have much broader effects on people's lives as it can lead to significant avoidance of situations. For example, if someone has social anxiety, they will probably go out of their way to avoid most social interaction.

The Covid-19 effect

Emily says since the Covid-19 pandemic began Family Works has seen a lot more anxiety in children and the wider population. A lot of the anxiety is directly related to the pandemic, but there is also a lot of concern about the general state of society.

“Since Covid-19 there has been huge increase in school aged children who are facing anxiety.

“I think a lot of children have missed out on a really significant part of their development socially by having to be at home for long periods of time. They're worried about going back to school but also worried about missing out on school.”

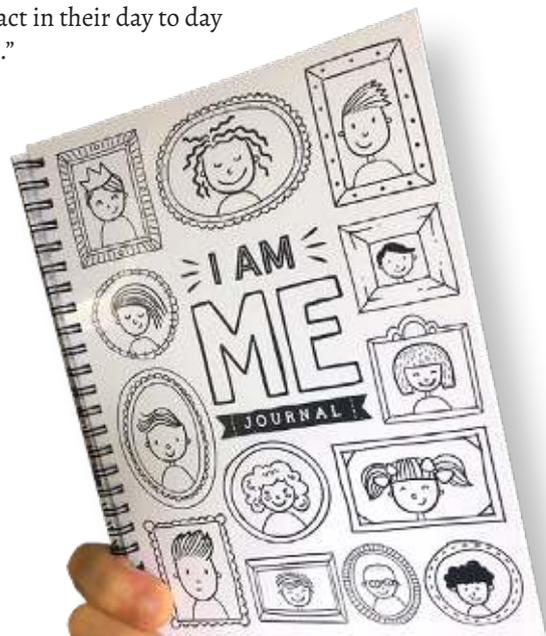
Having long periods of isolation and staying in one place is not our natural state, and adults being anxious about things can be passed onto children as well.

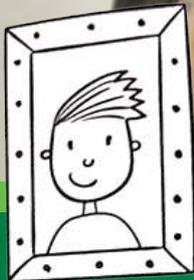
Ways to help

Emily says it is good for someone experiencing anxiety, particularly children, to understand what anxiety is and where it comes from. It's also helpful to understand that anxiety is a reaction that is there to help keep you safe and that it is entirely normal.

“Working in a group setting is key to the programme, as doing the programme with people their own age who have a shared experience makes the children feel less alone.”

“You can give the kids all the tools in the world and support them as much as you can, but they are only here with me for an hour once a week, so if we don't share those tools with other people around them it is not going to make as much of an impact in their day to day lives.”





A partnership with The Tindall Foundation

Thanks to funding from The Tindall Foundation, Family Works Central has developed and produced some much-needed resources for children, particularly those experiencing anxiety and identity issues. The 'I Am Me' and 'My Changing Life' Journals provide a physical keepsake resource for tamariki and rangatahi to make notes and record their thoughts, feelings and achievements. The books are filled with positive affirmations and mindful activities. In addition, The Tindall Foundation has recently supported the creation of "Take a Breath Baskets" for the anxiety programme participants. The baskets include take-home resources including the I Am Me Journal, and sensory toys which help children become calm and regain their focus.

3 Top tips for managing anxiety

1. Keep track of how you are feeling. Understanding what you are feeling can help manage your anxiety. Participants in the Family Works anxiety group have a chart on their fridge where they can show how anxious they feel on any given day.
2. Breathing exercises: Anxiety can cause you to breathe faster, so try to focus on your breathing, and inhale and exhale slowly.
3. Learn about anxiety to get a greater understanding of how you are feeling. Understanding where it comes from, what it is, and why it happens can make it less scary.



BECOME A FAMILY WORKS

Angel

Because every child deserves to feel safe in their own home.

Put yourself in Lily's shoes. Imagine for a moment, you are 4. You are cold and hungry. You are lying in your bed unable to sleep because you can hear your parents fighting. They're drunk again. You can hear your mum pleading with your dad to stop. You're scared that this time, he might go too far.

Then there is baby Kobi. Born into a family where drugs, alcohol and gambling are an everyday occurrence. Learning to crawl on the filthy floor of your house you discover needles, dirty nappies and cigarette butts. It's no place for a baby.

Sadly, this is happening in your community. It's not just Lily and Kobi, there are so many others in similar circumstances.

Too many Kiwi kids are facing violence and neglect in their own homes. Too many kids live in poverty. Too many children are hungry, homeless and hurting. Too many children are struggling to deal with trauma and the chronic anxiety this world has forced upon them.

Family Works Angels are a very special group of caring Kiwis who commit to giving a regular donation to help children in desperate need. Each and every day, they are freeing children in their community from violence, poverty and hardship. Every day they are giving children and families hope.

Becoming a Family Works Angel is the single best way to ensure children and their whānau get the wrap-around support they need to build a brighter future. From as little as \$1 a day you can change a Kiwi kid's life. Will you?

Donate today

www.familyworkscentral.org.nz

or call 0508 TO HELP





Once an ENTREPRENEUR...

Huntleigh Home resident John Robinson says he has always had an entrepreneurial spirit.

In 1978 he co-founded EziBuy, now the largest multi-channel retailer in Australasia, in his hometown of Palmerston North.

He also ran a vineyard in South Auckland with his wife and says starting a business is about coming up with an idea and running with it.

“I’ve always had ideas, some of which worked, fortunately.”

While his business days might be behind him, he still has some advice for others.

“Don’t hesitate, if there is an opportunity, take it, that’s my advice.

“Grab the opportunity when it is there. Go all out, make it work. If you can’t make it work, you’ve got the wrong project. Walk away. Never be afraid to walk away as well.”

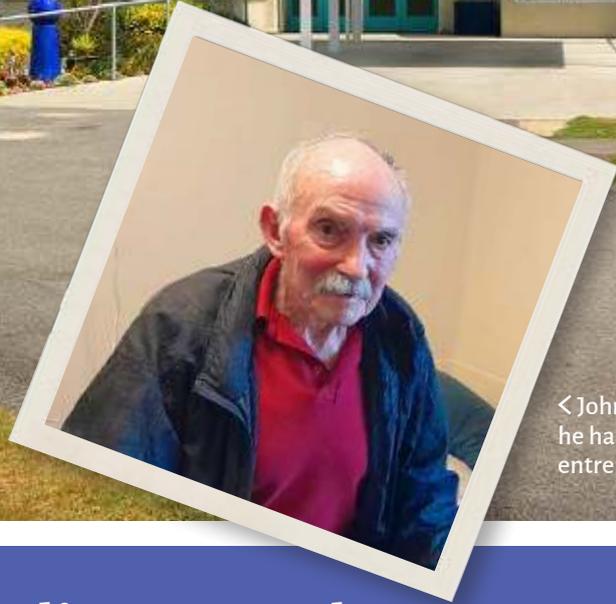
John has been at Enliven’s Huntleigh Home for the past few years and has enjoyed making it his home.

He is particularly fond of the community aspect of the home and says there is always someone to talk to as it is full of “a delightful array of eccentrics.”

Music has also been a big part of his life, and for many years he played trombone in a band called National Dixie.

While he has given up the trombone, John still enjoys taking part in musical activities at the home or sitting down to listen to classical or jazz music.





< John Robinson says he has always had an entrepreneurial spirit.



^ John Robinson is held by his great grandmother at Kandahar Manor.

Enliven sparks blast from the past

John didn't know he already had a connection to Enliven when he moved in to Huntleigh Home.

It turns out his great grandmother's home in Masterton, one he has fond memories of visiting as a young boy, was Kandahar Manor, the grand villa that is now Enliven's Kandahar Home.

Kandahar Manor, in the Masterton suburb of Lansdowne, was purchased by Presbyterian Support Central in 1956 and has since served as a rest home.

John says it is an amazing property and he has fond memories of spending time there as a young boy. He says it was always full of people, lots of them family, and people are at the centre of his memories of the manor. Much like what you will find at Enliven's Kandahar and Huntleigh Home's today.

"My fond memories are of generous people, entertaining people, encouraging people."

Kandahar Manor was built more than 100 years ago by real estate agent William Horton Cruickshanks. It is understood Cruickshanks named the property 'Kandahar' as it was located on a street named after South African War general, Frederick Roberts, who fought in Kandahar when it was part of India.

Vicki finds peace and quiet at Reevedon

Reevedon Retirement Village resident Vicki Webster likes to spend her mornings painting.

Vicki takes up position in her front room, which she has converted into an art studio, and works away on paintings of landscapes, people, and some more abstract pieces.

She says art has always been a part of her life and is a Horowhenua Arts Society committee member.

Enliven's Reevedon Village features 29 one and two bedroom villas and offers calm and quiet living just a stone's throw away from central Levin.

Vicki has been at the village just over a year, and says she is glad to be there.

"It's very relaxing, it's quiet, which is the main reason for me moving to Reevedon - to find some peace and quiet."

She says her neighbours are lovely and living at the

village can be as social as you want it to be.

Having lived in Levin for about 47 years, she had plenty of visitors come and check the place out when she moved in.

"When I first moved in, all these people I knew wanted to come have a look and they were all very impressed."

Residents like Vicki Webster enjoy the independence and freedom of living in their own home, but without the worry and hassle. Enliven takes care of the hard work, while residents spend their retirement doing things they love, such as painting.

Those considering a move to the village can be assured further support will be there for them if needed. The neighbouring Reevedon Home offers rest home care, while sister site, Levin Home for War Veterans also offers hospital and dementia care.

Reevedon Village resident Vicki Webster likes to spend her mornings painting.



HARDWORKING AND PASSIONATE

People

BROUGHT DEE DAHLBERG BACK TO FAMILY WORKS



Family Works' new Business Development Manager Dee Dahlberg says it was the people that brought her back to Family Works after some time away.

Dee previously worked for Family Works as a regional manager for Upper Hutt and Wairarapa, but stopped to finish her sociology degree.

During her study Dee continued working part time for Family Works as a Family Disputes Resolution assessor and completed her mediation accreditation with the support of Family Works. Then when the Covid-19 pandemic hit in 2020 she moved to Australia to support whānau there, before returning in January this year to take up her current role.

Dee says she returned to work at Family Works because she was inspired by the challenging and rewarding work that the team do.

Her new role sees her working right across the Family Works Central organisation. Whether that is helping with contracts, looking into new business, reviewing processes, or finding ways to be more efficient.

She also works with the Family Works Family Disputes Resolution service, helps with cultural practice alongside cultural director Jim Berry, and builds partnerships with other NGOs.

Dee enjoys the variety of the role, the camaraderie, and helping people by ironing out wrinkles and straightening things up a bit.

“It is a very supportive role for those who are on the front line doing the hard work, trying to help people.”

Another motivating factor for Dee is that she has first-hand experience of what some Family Works clients are going through.

Dee explains she came from a difficult background growing up and has a grown daughter who she brought up on her own.

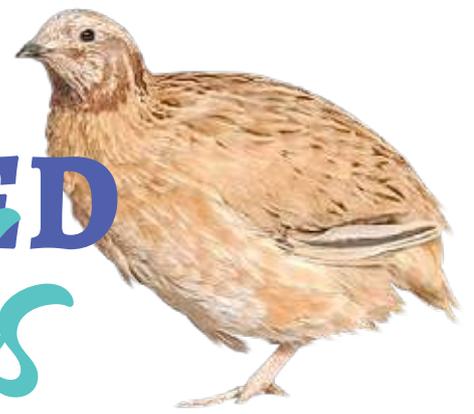
“As a single parent I’ve been in the same position as some of the people we support. I also came from a pretty difficult background growing up.

“I relate quite directly to what some of the families struggle with. So that’s another big part of my passion”.

Dee is also an artist and says her two passions are community and art. As part of that she works with Rangiwahia Environmental Arts Centre Trust, which is known for its work with refugee communities, and creates giant puppets that feature in festivals such as CubaDupa.

“I’m kept pretty busy with Family Works but every so often you’ll see me dancing around Wellington in some sort of puppet!”

ENLIVEN'S FEATHERED *friends*



Small animals can do big things to brighten the lives of elders. Feathery friends at Huntleigh Home and Levin War Veterans Home are helping to ensure residents maintain close contact with nature and animals.

The four chickens of Levin War Veterans Home now have plenty of room to run in their new coop, thanks to support from the community.

Generous donations were made, of both funds and labour, towards the construction of a new home for the popular animals.

Levin Home manager Michelle Day says the new and improved area is better for the chickens and for the residents.

“The residents can now use the garden and enjoy being out there interacting with the chickens.”

It is not only great for getting residents outside in the fresh air and interacting with the animals, but the eggs are collected and used for baking and cooking as part of the home’s recreation programme.

Michelle says the home was grateful for the support of the many individuals who donated and to Levin Waiopēhu Lions Club whose members built the new coop.

Lions member David Goodin says about 180 hours of work went into building it, with four or five retired handymen involved.

He says they are happy with how it turned out, especially to see the residents and chickens enjoying it.

Another generous supporter of the project was Marjorie Law, whose late husband lived at the home.

Upon hearing of the fundraiser, Marjorie thought it was something her husband would have loved, and so she made a donation.

Her husband had been a farmer all his life, and while the home wasn’t as spacious as the open pastures he was used to, the chickens made him feel more at home.

“Having those chickens to look out at, he knew them all and watched what they were doing, and it just made a huge difference to his life.

“I just felt it had helped him so much, and I could see it could help other people as well.”

Levin Home for War Veteran’s new chicken coop.





Huntleigh Home resident Bronwyn Hayward checks on the quails with Huntleigh recreation officer Melissa McLeod.

QUAILS A HIT AT HUNTLEIGH HOME

Three Japanese quails have brought life and excitement to the courtyard at Huntleigh Home in Karori.

Huntleigh Home recreation team leader Annelize Steyn says the quails have been at Huntleigh Home for about a year, and their presence has been great for the residents' wellbeing.

Having animals, like the quails, is part of Enliven's philosophy of care, which is based on the internationally recognised Eden Alternative®.

One of the principles of this philosophy is around maintaining close contact with nature and animals. Another is about "giving and receiving", which recognises the importance of residents not only receiving care, but also giving it.

Caring for others, in this case three little quails, helps elders feel valued and useful.

"It is beautiful to see the residents lean in to touch the quails or pick up the eggs. They can get right up close, so the residents just love it."

Annelize says the quails can motivate residents as well. On afternoons when getting up to go for a walk might not sound enticing, saying 'why don't we visit the quails' has the potential to put a pep in the resident's step.

The quails are housed in a rabbit hutch in the home's internal courtyard. Annelize says it gives them a bit of space to move around, but she is hoping to create an area where they have room to run freely.

The eggs are collected and sold for \$5 per dozen. The proceeds then go back into caring for the quails, allowing for the purchase of hay and food.



EVERY DAY IS A DIFFERENT Day

Carolyn Collins-Ansley applied for a job at Family Works Whanganui hoping to get a few days work a week, two years later she is a full-time senior counsellor.

Carolyn, who has lived in Whanganui her whole life, was hired as a counsellor and has progressed quickly to the position of senior counsellor.

trying to find what they found when they first met.”

Carolyn has a long history of helping people. Before working for Family Works she was a caregiver at a family home for Child, Youth and Family and has been involved with IHC for the last 30 years.

Carolyn has a daughter with special needs and says helping people with disabilities has always been a passion of hers.

“I could always see that there is a gap there, there is not a lot of support. A child with special needs becomes an adult with special needs. A lot of people think it gets easier, it just gets harder, so much harder.”

Carolyn has also done a lot of voluntary work. She has been on her children's school board of trustees, a netball coach, and volunteered with Balance Whanganui, which supports people affected by mental health and addiction issues.

Outside of work, family is big part of her life. She has ten grandchildren and spends time taking them to sport and other activities. Being a keen netball player herself, she says taking part in sport is important for children and their development.

She applied thinking if she got one or two days work a week, she would be happy.

“Then I got a phone call asking if I would be interested in full-time work, and that was such a surprise, I was like ‘oh yeah!’”

Carolyn loves the variety of the work, and says she gets to work with a lot of different people, with children, adults, and couples.

Doing couples counselling is something she particularly enjoys, as she gets to witness the progress couples make with her help.

“They can be on the verge of splitting up and after a few sessions they are spending time together, putting the family first, and





Overprotective father reconnects with his family

Sam's* overprotective nature led to the end of his marriage and a disconnected relationship with his three children.

Despite being separated from his wife and living apart, when the pandemic hit, Sam thought it would best for the family to all be under one roof. However, his son Jack* refused to talk to him entirely, and the rest of the family made it clear they didn't want him around.

Family Works senior counsellor Carolyn Collins-Ansley says Sam was overcontrolling of his children and tried to tell them how to think.

"He needed some support and direction. He came from a very abusive and neglectful family and had gone from that to the complete opposite with his children.

"He was overprotective of them, he wanted to home-school them because he wanted to lead their lives. He had all these plans for them but wasn't allowing them to be who they were."

The whole family decided they wanted to do counselling and Carolyn agreed to work with them all individually.

After working individually for a while, Jack, who had a particularly strained relationship with his dad, agreed to do a session with him.

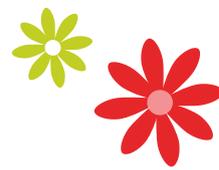
At the start of the session Sam was going back to his old ways, trying to be controlling and telling Jack what to think. But Carolyn says suddenly Sam clicked to what he was doing and said, "I want to do anything I can for us to get our relationship back properly."

That was what Jack wanted too, and this led to a great conversation between the two. Although Jack was still not ready for face-to-face contact, he started to text with his dad. After a few weeks they met up for a coffee, and started to be in each other's lives again.

Carolyn says the whole family has grown and are doing things as a family unit.

"It is just a happy story, and they have all been so thankful. It is nice to see the whole family blossoming."

*Names and some details have been changed to protect the identity of the clients.



FROM VOLUNTEERING
TO DESIGNING ENLIVEN'S ACTIVKETE

RECREATION Kits

Thresy Karimattam started at Enliven as a volunteer and is now an integral part of its recreation team.

Thresy works three days a week as a recreation pack designer, developing Enliven's ActivKete packs, and two days a week as a recreation officer at Enliven's Levin War Veterans Home.

She moved to New Zealand from Kerala, India, three years ago and says Enliven is like a family for her. Which is certainly true as she works alongside her husband Kiran Sunny, who is Enliven's business development manager.

She is enjoying the work-life balance that living in New Zealand affords her and says she is adapting to working in aged care, a new sector for her.

"The initial stage was a bit tricky, but once I became more comfortable it has been really nice to work in aged care."

Recently she has been putting her master's degree in graphic design and fashion design to good use by making Enliven's ActivKete recreation packs.

The activity packs are designed to be ready to go, so they can be easily used by recreation staff, volunteers, and residents.

The recreation programme covers cognitive, sensory, memory, and physical stimulation, and the ActivKete packs support this with a wide range of activities.

These include quizzes, colouring in, craft activities, and discussion topics.

There are also themed packs such as celebrating winter or Matariki and Thresy has recently designed the spring packs, which will feature spring-themed word games, puzzles, arts and crafts, and decorations.

Enliven general manager Nicola Turner says centralising the creation of activity packs gives staff at the homes more time working directly with residents.

"If they are having to spend time putting a pack together then that is time they can't then spend with residents.

"So doing this work centrally means our staff at the homes are really happy that they have stuff they can just pick up and run with."

She says the other reason behind the development of ActivKete is that there are not a lot of New Zealand-focused aged care activities on the market, with most of the products available aimed at children or people from other countries.

Enliven is working on a set of colouring in pictures that relate to NZ elders, with images of topics such as rugby, netball, fish and chips on the beach, dancing in the church hall, and school milk.





Nicola says all packs have been designed from scratch and tested at Enliven homes to make sure they are engaging and easy to use for residents and staff alike.

“Everything we are doing we are checking out that it works, whether it is useful for someone with dementia, whether it stimulates conversation, or whether it is just too hard.”

ActivKete will soon be available to be purchased online at ShopEnliven: www.shopenliven.org.nz. The online store features a range of reliable and affordable products for older people designed to promote independence and improve wellbeing.



Karaoke cleaner

Ruwena Dejoux (pictured right), a cleaner at Enliven's Coombrae Home in Feilding, isn't afraid to go beyond her job description.

While her official role is cleaner, her impact at the home doesn't stop there, as she often assists with looking after and entertaining residents.

Ruwena is from the Philippines but has been living in New Zealand for 32 years, the last seven spent working at Coombrae Home.

Her focus is keeping the home nice and tidy for residents, but she enjoys helping in any way she can, and this was especially the case during recent Covid-19 lockdowns.

She brought in her karaoke microphone in the hope of keeping residents entertained and upbeat, and she says it was a big hit.

"The residents love it, they come and dance and sing."

Ruwena likes being able to help the residents, who she says are like her grandparents.

"It is a nice feeling when you make someone happy, especially the elders."

Outside of work she is also active in the community. She was formerly the president of Philippines Central Association in Palmerston North, before stepping aside to let younger members put their mark on things.

Now much of her free time is spent organising her own ladies group, who's 40 members get together for lunch and other social occasions.



India

TO MASTERTON

VIA

ENLIVEN

Aotearoa's beautiful scenery and greater career opportunities are what brought Bijaya Khundrakpam to New Zealand.

In early 2022, Bijaya moved from Manipur in Northeast India, where she had completed a Master of Nursing and worked as nurse for seven years.

She graduated Enliven's Competency Assessment Programme (CAP) and is now working as a registered nurse at Kandahar Home in Masterton.

The programme helps return to practice nurses and internationally qualified nurses build on existing knowledge and skills to practice competently, confidently, and independently within the New Zealand health sector.

Bijaya wanted to make the move to New Zealand because she had heard it was a beautiful place and the career opportunities and pay were better.

She loves how supportive everyone has been.

"Our coordinator, she was very supportive. She guided us in every way, not only in the programme but also how to start a life in New Zealand. She was a great support."

She also found it helpful that the culture of New Zealand, such as Te Tiriti o Waitangi and the New Zealand health system, was a big part of the programme as well.

The eight-week programme encompasses both theory and clinical components, allowing students to build knowledge, skills and competencies for professional nursing practice in New Zealand.

Understanding some of the kiwi slang was hard at first for Bijaya, but after a month or so she was finding it easier to pick things up.

Another cultural change was the concept of aged care itself. Bijaya says aged care facilities are not common in India, instead people stay at home and are looked after by family members.

So while she has several years nursing experience, working in an aged care facility is new to her.

"Almost every day I get to learn a lot of things. Not only about things in the facility but also the way we communicate with people outside the home. How to contact the hospital, how to transfer a patient, calling the on-call doctor."

In her free time she likes to go out with her friends and walk down to the nearby Henley Lake, looking at all the different houses along the way.

She didn't know anyone in New Zealand when she came here and received great support from those at Kandahar Home during her clinical placement.

She says this is a big reason why she wanted to stay on and work for Enliven at the home.

"The support that Kandahar gave me was of so much help to me. Most people went out of their way to help me when they came to know I didn't have anybody here. I'll always be thankful to Enliven and my colleagues."



Kenape

TURNING OVER A NEW PAGE

Starting work as an IT Support Engineer for Presbyterian Support Central (PSC) was a new chapter for Kenape Saupese, after a decade in the chart-topping band Tomorrow People.

Kenape has been with PSC for just over a year, after leaving the band to have more time for his wife and young daughter.

He was the lead singer of Tomorrow People, whose 2012 album *One*, went to number one on the NZ Album Charts and stayed in the top 20 for 45 weeks. Its 2015 album *Bass & Bassinets* and 2018 album *BBQ Reggae* also went to number one.

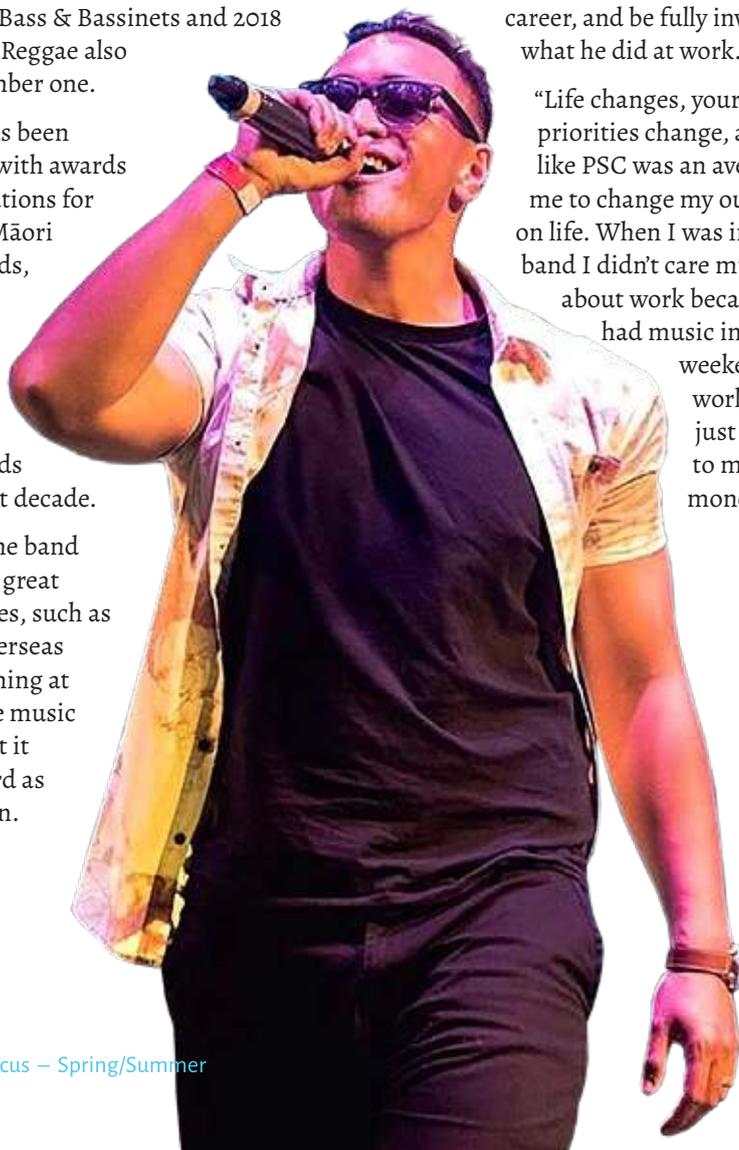
The band has been recognised with awards and nominations for numerous Māori Music Awards, Pacific Music Awards, and New Zealand Music Awards over the past decade.

Playing in the band offered him great opportunities, such as traveling overseas and performing at several large music festivals, but it was also hard as a family man.

He was touring 40 weeks of the year, working in the studio into the early hours of the morning, and still needed to make time for his day job and family.

He says he parted with the band on good terms and saw his new job at PSC as a way to close a chapter, focus on his career, and be fully invested in what he did at work.

“Life changes, your priorities change, and I feel like PSC was an avenue for me to change my outlook on life. When I was in the band I didn’t care much about work because I had music in the weekend, work was just a way to make money.”





Kenape's new role at PSC

His new role has a lot of variety – it sees him working with and supporting several IT systems. Working on Wi-Fi connections, nurse call systems, tablets that hold medical information, and setting up new staff with technology, are just some examples of what a day might bring.

IT is a vital tool for all businesses and Kenape strives to help people become more comfortable using it.

“IT is scary to some people, and I want to try and educate our people that it is not as scary as you think. There are things we can help teach people to feel a little bit more confident in using their systems.”

He also enjoys the problem-solving aspects of the role. He is exposed to new things all the time, which means there is always more to learn.

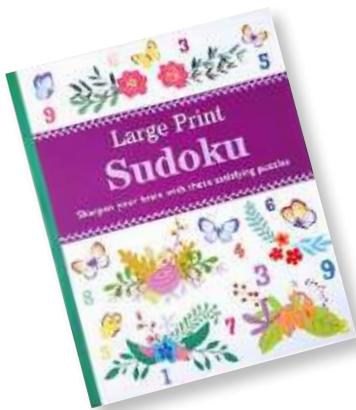
Working as part of a team is another important part of the role, and he says the IT team are down to earth, go above and beyond for their colleagues, and are passionate about what they do.

“That is a big part of what makes me want to come to work, seeing them being so passionate about what they do.”



JUST FOR FUN

ShopEnliven, our online store offering a range of speciality products for elders, has a number of boredom busters such as this beautiful large print Sudoku book, which the following puzzle is from. This book contains a large variety of classic Sudoku puzzles, each enlarged for those with low vision to provide hours of entertainment while keeping the brain active and engaged. Purchased by itself or in a set of three books, including large print crosswords and wordsearch. Visit www.ShopEnliven.org.nz for this and other great products.



Sudoku

	7					9	
2			9		4		6
9		6		5		1	4
		9		7		8	
			1		3		
		5		8		9	
5		7		2		4	8
1			8		9		2
	3						1



Solution

8	3	2	7	4	5	6	1	9
1	6	4	8	3	9	5	7	2
5	9	7	6	2	1	4	3	8
7	1	5	4	8	2	9	6	3
6	4	8	1	9	3	2	5	7
3	2	9	5	7	6	8	4	1
9	8	6	3	5	7	1	2	4
2	5	3	9	1	4	7	8	6
4	7	1	2	6	8	3	9	5

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We offer food and nutrition, dementia care, personal care, and lifestyle products.

New products are being added all the time – so make sure to check in on a regular basis!

To see what we have on offer, visit

www.ShopEnliven.org.nz



BREAKFAST FINGER FOOD: FARMWORKERS BREAKFAST SKILLET

'It's all about the food not the fork' is a cookbook by Peter Morgan-Jones. It features a wide range of appetising recipes tailored for older people who have difficulty using cutlery or who have swallowing difficulties. The meals are also suitable for anyone who enjoys the casual fun and convenience of 'food on the go'. Check it out at shopenliven.org.nz.

INGREDIENTS

- 1 rasher of bacon, rind removed
- 1 large field mushroom, quartered
- 8 bite-sized cherry tomatoes
- 2 thick pork sausages, twist each in half and cut on twists
- 2 hard-boiled eggs, quartered
- 3 small, cooked chat potatoes, halved
- Extra virgin olive oil
- Sea salt flakes and black pepper to taste
- 1 tsp chopped thyme leaves

METHOD

1. Cut rind off the bacon and cut bacon into half and roil into tubes and skewer with a toothpick.
2. Pour a little olive oil in a non-stick frying pan and bring to heat. Start browning the sausages, then add the bacon followed by the field mushroom pieces.
3. Cook on all sides until almost cooked and then lastly add the cherry tomatoes for 30 seconds just to sear the skin. Season with sea salt flakes and cracked pepper and sprinkle over the thyme.
4. Arrange a selection of breakfast treats on two plates including the boiled eggs (quartered).

SHARE YOUR RECIPES!

Got a great recipe? We'd love to share it with our readers.
Email: support@psc.org.nz

Serves 2

Prep 2 minutes

Cook 10 minutes



FAMILY WORKS IN MARTON

Family Works has started offering services in the small Rangitikei town of Marton after identifying a need for support in the area.



Initially Family Works will be working with people who have experienced family violence but hopes in time to be able to offer additional services.

Family Works Whanganui team manager Raewyn Anderson says there is a real need for support in small, rural towns such as Marton.

“There is a huge need for support in Marton. A lot of the rural communities don’t get a lot of support, because they are quite isolated.

“We were able to go out there and introduce ourselves to the police, to the schools, to other community agencies, and let them know what we do. The resounding feedback was ‘we need it, we need the support, we need the help.’”

Family Works Whanganui started the process of establishing services in Marton last year, but Covid-19 delayed getting into the building and getting set up.

Family Works now runs a domestic violence support group in the town, funded by the Ministry of Justice, and is working on starting a domestic violence group for children as well.

The Tindall Foundation has granted Family Works \$15,000 to support the focus on providing services

to the rural community. Meanwhile, the Rangitikei District Council has also been supportive and has given Family Works free rent and power at a space in the community garden building.

Raewyn says it is a beautiful space and the building is in a quiet and private area, which is good for those seeking Family Works’ help.

“It is a lot easier for locals to access because they don’t have to find ways to get out of their own community to get the help. We are in their community, we’re in their space.”

Family Works is grateful for the generous support from the community which allows it to run groups and develop services in Marton.

In addition to the family violence group, Family Works also helps children at Marton Junction School, as part of Kōrero Manaaki, counselling in schools programme.

Yes! I would like to help.

You gift will help vulnerable children, elders and their whānau to be safe, strong and connected.

\$20 \$50 \$100 Other

I would like my donation to be used (tick one or more):

- To support children and families in need
- To support elders in your community
- Wherever the need is greatest



Name

Address

Phone

Email

Donor ID

Internet banking Credit card

For internet banking please reference your name, CF and your donor ID (if you have it).
The account number is 03 0584 0198216 00.

Credit card number

Name on Card

Expiry date

Signature

All donations over \$5 are tax deductible. NZ Charities Register #11182

**Unfortunately our bank no longer accepts cheques.
Please note the other two easy ways above you can continue to donate.**

