



Aroha

Autumn
Newsletter
2023

The difference you're making in the lives of people being cared for by Hospice

"It was really important to try and do what you could do to make things calm, and to relieve that distress from all the crazy that was going on."

Read more on page 6



Inside:

- Meet our new CEO
- Care during a cyclone
- Our difference makers





We remain in good heart, because of your support

Our community spirit fills me with hope and belief. Hope that our community will recover stronger than before the cyclone, and belief that our thoughts and actions do change lives.

I begin by acknowledging the current loss suffered by so many within our community through Cyclone Gabrielle. Much like dying and bereavement, this tragedy has led to many of us being disconnected and isolated from traditional support networks and larger communities.

Daily we continue to hear stories of people who are motivated to take responsibility for and care for others, during their own deeply challenging times. It has been heartening to see our compassionate communities in action around the motu.

As the new CEO for Cranford Hospice, I thought it is important to introduce myself to you, and to share a little about myself.

I am from a small farming village north of Toronto Canada. My grandfather was a potato farmer and grew Christmas trees when artificial trees were not a thing! Married to Lucy, with three grown

children, I have lived and worked in healthcare in NZ for over 30 years.

Like many of you, I have always been the sort of person who cares for and shows empathy toward others, someone who steps up and volunteers for their community. I had aspirations to see the fields beyond those my grandfather owned and to be able to travel so nursing appealed very much as a profession. Nursing has proven to be a great qualification & a passport to the world. I recommend a career in health to everyone who asks!!

I distinctly recall studying Elizabeth Kubler-Ross' five stages of grief during my nursing study days and being fascinated by the research and how to apply the theory in practice. Over the years I often referred to this body of knowledge when dealing with grieving family members in end-of-life situations.

In my opening remarks on day one at the Hospice, I talked about the significance of planting a tree – even though you won't be around to benefit from the shade it might cast, you know it will be good for the future. Educating our community on how to have conversations about

difficult subjects seems to me to fall into that example. We don't know who or how others will benefit, but we do it knowing they will. What a great ripple effect!

During my short time with Cranford, I have been struck by several things. Perhaps most importantly is the kindness and willingness to get stuck in that has been shown by so many partner organisations and volunteers, be they in the shops, maintenance related or around the Hospice itself. You have helped to ensure Cranford Hospice had what was needed during this National Emergency. Things such as having electricity, clearing trees, and housing our staff in Napier during the floods are just a few examples of this care! We remain in good heart, because of your support, so once again a very heartfelt Thank you!

Let's hope the sunshine holds for a few weeks so we can enjoy a calm autumn. In the meantime, please ensure you are taking time to be grateful for and appreciate the little everyday things.

Andrew Lesperance
Chief Executive Officer

Take notice, me aro tonu

Together we have made a difference – you have helped us achieve so much! Ngā mihi nui.

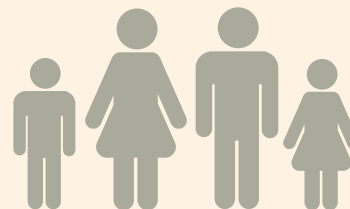
During the 28 days that Hawke's Bay was in a state of emergency you helped:

70%

of our contacts
were made with
people at home

54

new referrals
were received



2,204

contacts were made
to support **237** people
living with palliative care
needs in Hawke's Bay.
Nearly half our contacts
included family members

10

patients with
complex
needs were
admitted to
our inpatient
unit



Every dollar makes a difference! Not only do they help people receive the best possible care at the end of life, they also give a new life to preloved goods, saving them from landfill.

300+

volunteers
gifting their time
to turn sales
into care

6,711

preloved goods
sold, making
\$35,933 in our
Hastings
store

6,294

preloved goods
sold, making
\$29,377 in our
Waipukurau
store

6,810

preloved goods
sold, making
\$25,659 in our
Napier
store

Check out our website cranfordhospice.org.nz to get some ideas about how you can be part of this wonderful team that makes a real difference here in Hawke's Bay.

Our difference makers – a look into our volunteers who turn secondhand goods into first class care

“I like being here because I just love the people that I work with. They become friends.”

When the Cyclone hit, our Retail Staff and Volunteers quickly found ways to connect with each other and make sure everyone was okay. Once connected, they shifted their focus on what was needed to open the stores so they could be together again and raise some money for hospice.

A huge thank you to everyone who volunteers, donates preloved goods and shops in our stores! A special thank you also to our Retail Staff who do a fabulous job turning secondhand goods into first-class care.



Our retail stores are looking for volunteers

If you've got an eye for fashion, are able to help with pick ups and deliveries, or just simply love being around people – come into one of our stores and talk to one of our friendly Retail Managers. They'd love to see you!

For more information visit cranfordhospice.org.nz





“What a patient wants, even during a cyclone, is the most important thing.”

Sitting down to chat with our nurse Jo and doctor Lynn to talk about our Cyclone Gabrielle response was a wonderful experience, and one I wanted to share with you.

Both Jo and Lynn live in Napier. They were rostered on to work in our hospice inpatient unit in Hastings the day after Cyclone Gabrielle swept through and caused such devastation to our community. After being turned around at the checkpoints on Marine Parade and Taradale trying to get to work, they met at the Wellesley Road Medical Centre hoping to connect with others.

“It was really important to try and do what you could do to make things calm, and to relieve that distress from all the crazy that was going on.”

They arrived in time for a briefing, and quickly established that it was best to set up a Cranford Hospice base at The Doctors on Munroe Street.

“It took us a while to realise that everyone was a bit shellshocked and we probably needed to go out and

find patients to let them know we were around still and checking in on them. No one had a phone that was able to ring anywhere. We had to come up with another solution.”

So that’s exactly what they did. With generator power, the team had access to the patient database and a connection to the team in Hastings.

“We worked out who the unstable patients were and looked at where people lived. We had to assume that the ones who had been told to evacuate in really dangerous areas, like Omahu, had evacuated. But we knew that water was through Onekawa where we had patients.

You were either unstable and needing a review anyway, or in an area that was probably flooded. So that made our list of people to visit.”

By this time, more hospice staff arrived. Three doctor and nurse teams were established as part of the Napier response. Community medical bags were pulled together, calling on the Napier Pharmacy, Wellesley Road Medical Centre and Elmwood House to help out with supplies.

“We were very impressed with everyone’s can-do attitude. Everyone was like, here’s a piece of paper, write down what you want. It just showed how we all could come together and work so well as a team.”

With the medical kits ready to go, the team prepared themselves for visiting patients at home.

Lynn laughs as she recalls that “I had put some way too short gumboots in the back of my car that morning, had trousers on that I could roll up, and was wearing some

old clothes. We probably didn’t look very professional! We put everything into backpacks and bags so we could carry everything.”

Jo and Lynn then started wading through knee high floodwaters to reach patients who needed them.

“We must have looked a bit peculiar because that’s when we were approached by some neighbours who asked us what we were doing. We explained we were doing health checks, so they offered to help guide us through the streets. The manhole covers were off, and we didn’t know where the pavements were to step up or down so could have easily lost balance and fallen.

It was quite nerve-wracking because we remember seeing a powerline lying in the water. We just thought, well there’s no power in Napier so hope it’s not live!”

One of the patients the team visited had been offered an evacuation, but for very understandable reasons, declined it.

“It was sad because he was in a house surrounded by flood waters. With no power and no radio, he had no way of knowing what was going on in the world. He didn’t have any way to heat food, so was just eating what was in his fridge – which we knew would be going off soon. He was close to dying. It just seemed like the worst set of circumstances.”

But with Jo and Lynn’s help, he was able to get evacuated by helicopter the next day and admitted to our hospice inpatient unit in Hastings to get the full wraparound care he needed.

“It felt really good to get him over to the hospice. We were confident he’d respond really well to that, and he did. I think that it is so special that during a National Disaster, we were able to go to a person’s home and take the time that they needed so that they could get the right support.”

What a patient wants, even during a cyclone, is the most important thing. Our team simply can’t do what we do without beautiful people like you who support us.

Aroha atu, aroha mai, haumie hui e taiki e!

ABOVE: Hospice nurse Jo, and doctor Lynn.



Donating goods to flood victims

A huge thank to you our Lake Tāupo Hospice whānau who rallied together our central North Island troops to donate much needed goods to support Hawke's Bay. Within days, two shipping containers full of preloved goods were dispatched to be distributed to communities in need.

Thanks to our friends at Re-Source, we were able to deliver nappies, baby wipes, personal care, sanitary items, cleaning products and dust masks to our communities in Omahu and Flaxmere.

And thanks to our friends at the HB Car Club, we were able to

deliver first aid kits, dust masks, non-perishable food and a gas cooker to the team at the Rescue Coordination Centre at Bay View who were supporting our isolated communities. Pet food was also delivered to the SPCA.

A big thank you to each of you for donating and supporting charities and communities in our time of need. Arohanui whānau.



Leaving a legacy

"There's something very basically human about being there for someone when they're facing their mortality. Which we will all have to do one day. Working in this space makes you feel a bit more comfortable that it's not so scary and there is huge value in just being there with people, for people, and I hope that one day that someone will be there for me."

Dr Lynn Twigley, Cranford Hospice Medical Officer

We are so humbled that some people have chosen to leave a gift in their will (a bequest) to Cranford Hospice. These people touch the lives of those being cared for by hospice throughout Hawke's Bay well beyond their lifetime.

Recently we were incredibly grateful to be the beneficiaries of the Estates of Mary Eedy, Rona Fair and Gladys McKay. These wonderful gifts were very important to us at that time, as we had to cancel our planned fundraising activities because of the Cyclone.

If you would like more information about how you can leave a gift in your will, please call Bronwyn Harman on 06 878 7047 or visit our website for more information.

You helped grieving families get through the hardest season of the year

Thank you to each and every person who generously donated to our Family Christmas Appeal and to the Farmers Trees of Remembrance Campaign. Together these raised \$66,929.

This money helped fund our counselling and kaitakawaenga services, music therapy and carer support.

These essential services help give knowledge about what to expect on this end-of-life journey for a husband, a wife, or a child. Giving patients and whānau the support needed so they have the chance to spend quality time with each other and treasure every moment is what is most important at that very difficult time.



"It's such a privilege because patients and their families and whānau let you into their world. When we're working with someone, we're in their space and the biggest thing is what's important to them. Every day is filled with love because people are so vulnerable, and you just connect with them on a different level. You're there. They're sacred moments."

**Laura, Music therapist
- Family Support Team**



Next steps for our new hospice

We have had a number of questions asking about our new hospice site at Chesterhope in Pakowhai. Whilst there was some light flooding to the southern side of the property, the orchard and nursery on the northern side were unscathed. The minimal impact of flooding highlights the resilience of the site.

Despite this, our Cranford Hospice Foundation and Trust Board Members, Building Executive, and Project Managers are working closely together to assess a range of key data to help inform future decisions. This will include advice from Councils and other authorities to gain a scientific assessment on access and the resilience of the site.

There will be a temporary pause to expenditure towards current plans until Trustees have received informed advice and have a clear path forward, which will include further community engagement. This will also result in a delay of the build programme.

We will provide an update in due course.

Thank you for all your support.
Kia Kaha HB.

ABOVE: Monarch butterflies enjoying the flowers bloom in the Chesterhope nursery

What families say about their care, made possible by you!

“Thank you to all staff at Cranford Hospice. We could not speak highly enough of the level of care given to my son Shaun by the staff. You can be proud of your commitment to those in need of your care.

Special thanks to Joanne and Anne who visited Shaun many times at home and who kept Cliff informed by phone & email on a regular basis. Also, to the doctors who attended Shaun at home and at the Hospice, and who reported to Cliff by phone. The reception staff were also wonderful!

We'll never forget your heartfelt assistance, nor the compassion shown by all your Staff.

You were all great people at a time of great need.

Thanks again, Cliff and Lynne”

ABOVE: Shaun's Tree is a tree in Windsor Park Hastings where his family will go to remember him

Contact us

300 Knight Street
Hastings 4122

Phone (06) 878 7047
Email events@cranfordhospice.org.nz
facebook.com/cranfordhospice
cranfordhospice.org.nz

Cranford Hospice
Te Kahu Pairuri
o Cranford ki Te Matau-a-Māui