



Dove Hospice: It's the Season to be Caring

Welcome to the Summer 2019/20 edition of the Dove Hospice Community Newsletter.

We are ending the year on a high after hosting our 4th seminar for health professionals and finding common purpose and humanity in exploring the theme “Adapting to the Changing Face of Palliative Care – Do we speak the same language?”

A fabulous line-up of speakers presented to attendees from across Auckland from both private and public healthcare settings. The speakers included experts from general practice, hospital settings, psychology, self-care and patient advocacy. Janine Ewan, CEO of Clinical Services, says the seminar was a success.



What we now know is that reaching out to patients at the point of diagnosis when they begin to need support is where hospice can make a difference, which is what makes Dove Hospice different from traditional models of hospice care. So how can hospice work with other healthcare providers to satisfy this unmet need?

“Healing can occur at many levels and needs more support than our current medical system provides”

The Future of Palliative Care by Dr Graeme Kidd

The Dove Hospice Medical Officer, Dr Graeme Kidd, discusses how we can adapt to the changing face of palliative care, and what the future might look like. An excerpt from his recent presentation at the Dove House seminar.

Present day life expectancy has increased dramatically through an awareness of hygiene and modern medicine. With an aging population there is an enormous increase in chronic and life threatening illness.

The World Health Organisation defines palliative care as an approach that improves the quality of life of patients and their families facing the problems associated with life threatening illness, through the prevention and relief of suffering by means of early identification and impeccable assessments and treatment of pain and other problems, physical, psychosocial and spiritual.

Patients with chronic illness, including cancer, often leave hospital with many unanswered questions. Hospitals have little time or resources to help patients understand what it means to live with a life threatening illness. But life will never be the same for the patient nor their families.

Life threatening illness can be an opportunity for patients to stop and reflect on the life they are living. In today's world we are surrounded with a barrage of daily fear, constant disasters, crime and ecological issues—yet as individuals we are potentially living in paradise.



Some feedback from the event:

“Thank you. It's not surprising this day was so very good. This level of excellence is synonymous with Dove Hospice.”

“Your team infused their characteristic warmth from the start of the day and it only got better throughout.”

Hospitals are great “repair shops” and have exciting new ways of managing our diseases. But it is important to also acknowledge the potential healing that can be actuated within the human body which is more than physical.

Healing can occur at many levels and needs more support than our current medical system provides. With the creation of community-led incentives for managing chronic illness we can cultivate a more compassionate society.

Dr Graeme Kidd



“Summer is here at last and it's a great time to reflect on our achievements and goals. Wishing everyone a very merry Christmas—it's been an amazing year. I want to say well done to everyone for their hard work and support. We couldn't have done it without you.”

Julie Sexton, Dove Hospice Executive Director

How are we doing?

We know, because of the people we see every day, that the service Dove Hospice offers is valuable. Each month, well over 200 people utilise the services in the out-patient facility, Dove House and between 5-7 patients and families receive care in our 3-bed 24-hour care facility, Dove Wing. We are now in the third year of our five year strategic plan which identified three areas for us to focus on:

- To continue to introduce wellness programmes that support living with serious illness
- To further develop carer support
- To expand bereavement support services making them inclusive of others in the community.

In the last 12 months, Dove Hospice has experienced significant growth in the services delivered to patients and their families. Here is a snapshot of what was provided:

- 640 service users received care
- 355 new people were referred to Dove Hospice—an increase of 24.5% on the previous year
- 302 groups were held—an increase of 28.5% on the previous year
- An increase of 65% in the number of attendances at groups
- As many as 7,210 therapeutic sessions were provided including:
 - 589 sessions for Carers—an increase of 37% from the previous year
 - 851 sessions for the Bereaved—an increase of 48% from the previous year

We acknowledge the dedicated team of volunteers and staff within our commercial arm, our fundraisers and the generosity of our donors that truly reflects our compassionate community.

Bereavement Community Support

To provide more support for our bereaved in the community, Dove House is running a regular Bereavement Morning Tea on a fortnightly basis throughout the year.

We are expanding our Bereavement programme to include journaling, dream workshops, bereavement weekend retreats, and more. Our Dove House Carer programme will also be further evolving next year.



If you, or someone you know, would like to be supported by Dove Hospice let us know.

You can either refer a loved one, or self-refer, to Dove House Services.

Phone us on 09 575 455 or visit www.dovehospice.org.nz

Friends of Dove Hospice Fundraising Group

Dove Hospice has been supported over many years by a dedicated group of volunteers who hold a monthly market stall in St Heliers on a Friday. Handmade knitting, sewing, crafts, and homemade jams, chutneys along with home baking are sold at the stall, and also available for sale at Dove House in the café.

This group is headed by Isabella Tedcastle, our Patron. If you'd like to help us with contributions, or if you're available to serve at the market stall, monthly on a Friday from 9am-11am, or 11am-1pm, please get in touch with Dove House on 09 575 4555 for further information.



Dove Hospice Shops

We are growing and it is our retail arm that makes this possible through the success of the shops. For all the hard work of our Dove retail team of volunteers and staff in the shops and at the Distribution Centre we are grateful. We could not raise the funds to support our patients and their families without you. You do an incredible job. Thank you.

Dove Hospice shops recently featured in VIVA magazine on Mix and Match fashion.

The article showcased secondhand and vintage designer clothing.

The title, 'Preloved Clothing & Vintage Treasures That Encourage A Mindful Approach To Fashion' manages to capture our ethos. We love this quote from the article:

"the most stylish way to dress right now is with a conscious mind"

Photo by Mara Sommer
Article by Dan Ahwa



Left to right: Kimono shirt, \$698, from Workshop. World trousers, \$20, from Dove Hospice. Top, \$115, from Wixxii Vintage. Dress, POA, from Dove Hospice.

In our customers' words

"I shopped at Dove Hospice shop in Panmure, I live on the North Shore! Got some great things and met their lovely, friendly, staff!!

In all, it was a wonderful, happy shopping trip...even had my purchases boxed and taken to my car!!! Can't say enough about this wonderful treasure!!! Had to leave, as I was going buy crazy!!! Thoroughly recommended!!!! Thank you, great, hardworking and friendly, helpful staff!!!!!! I'll be back!!!"

"Lovely shop. Looks amazing. Friendly and very helpful staff and volunteers. Thanks Dove..."

Make a New Year's Resolution Today

Dove Hospice needs your help. Join us on our journey and volunteer with us; even a few hours a fortnight can make a difference. Why not make it your New Year's Resolution to give back?

You'll find you will connect with others, have fun, use your skills and learn new ones, and make a positive change within your community. Go online today to sign up at dovehospice.org.nz/volunteer-today or call Val Raggett on 028 2580 3000.

Secret Santa at Dove Hospice Shops

Challenge your family or work colleagues to buy presents this year from us. Go treasure-hunting at our shops for a good cause:

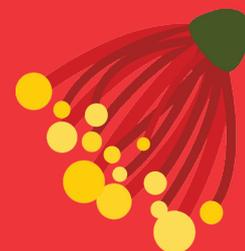
- Dove Hospice Shop** 185 Apirana Ave, Glen Innes
- Dove Hospice Shop** 30 St Heliers Bay Road, St Heliers
- Dove Hospice Shop** 393 Remuera Road, Remuera
- Dove Hospice Shop** 2, 1 Queen Mary Avenue, Epsom
- Dove Hospice Shop** 141-157 Queens Road, Panmure
- Dove Hospice Shop** Meadowbank Shopping Centre, St Johns
- Dove Hospice Trademe** online sales: dovesales (3043070)



Dear Santa, We know it's a 'long shot'; we're writing to you because Dove Hospice would love an entry-level DSLR camera so that we can take professional photos for our online sales and our marketing too. We've been very good.....

p.s. We'd appreciate gifts of stationery or other office supplies such as coffee and biscuits (if you haven't eaten them already).

A big thank you to all who have donated this past year.



Share the Care

A carer's story of letting Dove Hospice ease the burden, and how feelings of guilt can get in the way of what is the best decision in the end.



Sarah Grey looked after her brother David when he became unwell some eight months after his partner had died. David was hospitalised with asthma early in 2019, and there it was discovered that he had cancer.

When David received his cancer diagnosis, he suddenly found a will to live. He gave up smoking and looked after himself better; even getting out for walks. But the cancer grew, and he became more unwell. He went back to the hospital and it was discovered the cancer was in his back. It made it hard for him to sit up and stopped him from doing things for himself. And that's when it became very hard for his sister, Sarah, to care for him on her own.

Two of the clinical team from Dove Hospice were invited to the local Ngāti Whātua marae for a hui with the Kaumātua. Sarah was there listening when Janine Ewan (CEO of Clinical Services at Dove Hospice) gave a talk introduced by Paul Davis.

Sarah's family knew she was struggling and encouraged her to approach the Dove House staff in order to get some help. Sarah felt she could talk to Janine about anything; she felt was being both listened to and heard.

"My brother passed with dignity. David was a quiet man. He remarked at how many people wanted to come and visit him in the Dove Wing, both from Dove House and from his community. I told him, "that's because you're special!" (Sarah)

It's concerning that as many as 1 in 10 New Zealanders now look after someone close to them who needs help with everyday living. Almost half of these carers are looking after frail, ill or disabled older people in an in-home setting. The pressure on these carers can be huge. Some "burn out", some become unwell, and many family carers report feelings of distrust, anger or depression. It can be very isolating to care for someone's basic everyday needs.

Sarah realised that she had to work on herself to 'let go'. She needed to remind herself that she wasn't 'giving up on him' if she let Dove Hospice help 'share the care'. She realised her guilt was getting in the way of making decisions in the best interests of David's care.

David was in a lot of pain. Sarah talked to him about respite care at the Dove Wing (the 3-bed respite and palliative care facility run by Dove Hospice), but David was in denial about needing help. One Friday night, Sarah was so distressed about the pain her brother was in that she 'pushed the button' for the ambulance—despite his stoic protest not to worry. The ambulance came and David went back to hospital where the doctors told Sarah her brother had only weeks to live and that she could not care for him in his condition. Sarah told her sister and her other brother that David could go to Dove Hospice for respite care. The three members of the whānau went to Dove House to meet with staff and talk about their brother, David. They all experienced trouble with taking responsibility for the decision. There were feelings of guilt over making this decision, but when David arrived at the Dove Wing, he liked it. Sarah was amazed at how much better he looked once he'd settled in. He was able to sit up, receive visitors, and even walked a little bit again. David died peacefully at the Dove Wing and his family are grateful to Dove Hospice for his care.

When a family member needs help, who cares for the caregivers?

Sarah's care for David, isn't measured by whether she could look after him on her own, but by her love for her brother and the joy she felt at seeing him improve when he received palliative care and effective pain management. Dove Hospice staff consistently see this response demonstrated in their respite and palliative care work.

Caring for and supporting a loved one with life threatening illness takes a tremendous toll on carers both physically and emotionally, but many carers don't always recognise the warning signs. They deny the effects, pushing their own needs to one side and forget about self care. These loving 'volunteers' face the risk of burnout.

Carers often feel isolated, overburdened and incapable. They put self-imposed unrealistic expectations on themselves which makes them at risk themselves of physical and emotional illness.

As Sarah reflects on her whānau's decision to access the support Dove Hospice offers, she knows that she made the right choice, and has good memories.

Carers can often feel guilty about not being there enough and about the decisions they need to make. Even about asking or not asking for help.

Dove Hospice runs a Carer programme where families and whānau are able to share the joys and challenges of caring for their loved ones, learn how to self-care, gain insight and feel supported in their journey. We continue to develop our Carer programme and maintain the focus of what is the reality for our community and how we may help. As the great poet and philosopher, Rumi, once said,

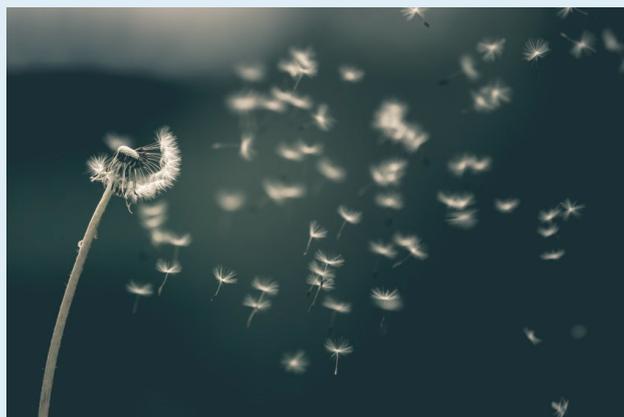
"As you start to walk on the way, the way appears".

An introduction to 'Mind, Body, Breath' at Dove House

The Mind Body Breath programme at Dove House is designed to help you learn and practice new 'habits of mind' and to help with managing the challenges in your life while living fully, and with greater ease, in the present moment.

What are the benefits of practicing mindfulness?

- Focus and steady the mind
- Respond rather than react to life's challenges
- Improve your ability to relax
- Reduce anxiety and depression
- Pause and be aware of the present
- Improve your sense of wellbeing and enjoyment of life
- Increase capacity to tolerate short and long term stress
- Learn resilient and compassionate ways of self care



New physiotherapist at Dove House

How can physiotherapy-based exercise help?

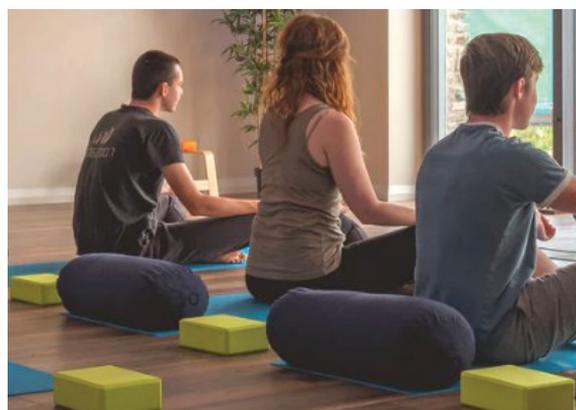
A new exercise class for patients of Dove Hospice started during November on Thursday afternoons at Dove House. This class offers the opportunity to develop life changing skills. Angela Kerp, our newest body therapist, is a registered physiotherapist (BHSc), and yoga teacher, with a special interest in breathing retraining.

A course of physiotherapy-based exercise classes can help you to rebuild your strength, flexibility and balance following surgery and/or treatment, and it has the added benefit of increasing mental agility too.

The goal of the course is to learn simple techniques which you can easily take away and implement into your everyday life.

Our classes assist you in directing your own treatment at your pace by gently restoring movement and function for a better quality of life.

Classes are based upon physiotherapy with elements of yoga and breathing practices combined to assist patients in building core strength, improving posture and increasing muscle tone.



You can either refer a loved one or self-refer to Dove House Services.

Please call 09 575 4555 or visit www.dovehospice.org.nz

Making a Living Bequest

We talk to one of our volunteers to find out what motivated her decision.

Dove volunteer, Trish, has worked at the Apirana shop for 8 years, and plans to retire to the Waikato. She's in no rush to retire and says she will miss volunteering where she's made friends, and she will miss the regular customers.

To many, it might seem a premature thing to do—making a living bequest—but Trish wants to do it now and have the peace of mind that comes from knowing she has no loose ends.

First a dental assistant, then an optometrist's assistant, until she was made redundant. Trish has never been one to sit around, so she volunteered at the Dove Hospice shop where they taught her to use the computer. She proudly reflects on the technical skills she has learned through her volunteer experience.

Why choose hospice? Trish has a cousin overseas who had leukaemia and died quite suddenly. The hospice where her cousin had end-of-life care provided her with comfort and dignity, and allowed her to be close to family at the end. It was through this experience that Trish discovered a hospice needs to raise substantial sums of money in order to keep going. She hadn't realized before how much it actually costs to provide hospice care, and it's for this reason she has made a bequest to Dove Hospice in her will. Trish's own father was assisted by hospice over 20 years ago. She recalls that her father said he didn't want to talk to anyone, but someone from hospice would come and take him to the RSA, which was what he wanted to do, once a week.

Trish's intention is to encourage others to give, no matter how small, because it all makes a big difference.

A huge thank you to all of those who donate to Dove Hospice, be it money, time or goods. We couldn't do this without you.

Become part of our Future

When you give to Dove Hospice, your gift will be providing services that look after this community, not only now but for future generations. Big or small, your gift is greatly appreciated.

You can set up a regular gift payment today or include a gift to Dove Hospice in your will. You will be helping us to build a compassionate community.

When you join our community you will become a valued part of something truly special.

If you wish to discuss your bequest, donation or gift, call us on 09 575 4555, or visit www.dovehospice.org.nz.



Thank you for your support. We do not receive any direct government funding, so we rely on the generosity of our community by way of donations and bequests.

Three easy ways you can donate to us!

1. Mail the coupon to Dove Hospice
207a Riddell Road, Auckland 1071
 2. Donate online at dovehospice.org.nz
 3. Internet Banking.
Eastern Bays Hospice Trust
ANZ 01 0262 0054834 01
- Please confirm your gift by email to:
finance@dovehospice.org.nz

Dove Hospice 
supporting people with life threatening illness

Name:

Address:

Email: Phone:

Cheque: Credit Card: Bank Deposit: ANZ 01 0262 0054834 01

Expiry Date: /

Credit Card Number Mastercard VISA Other MM/YY CSV

I WISH TO DONATE:

\$25 \$50 \$100 OTHER \$

Signature: Date: / /

I would like to be contacted about making a bequest

Contact me about starting regular automatic donations to Dove Hospice

I don't wish to receive further information about Dove Hospice

Contact Us

www.dovehospice.org.nz

Dove Hospice
207a Riddell Road
Glendowie
Auckland 1071

Phone: 09 575 4555

Email: support@dovehospice.org.nz

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