

Gratitude Moments



Welcome to our Gratitude Moments Newsletter

"We can't heal the world today, but we can begin with a voice of compassion,
a heart of love, an act of kindness."

– Mary Davis



A message from our CEO, Barbara Williams

In reflecting on recent times, I am struck by how New Zealand has triumphed over adversity through our compassion and unity. Covid 19 has challenged us in many ways and through meeting these challenges head on we have grown in strength to meet our fears and embrace change.

The realness of life, the realness of loss and the realness of fear has never been so omnipresent in our lives. Through this we have been able to connect on a deeper level and explore our humanity. I am sure that when we reflect back we will be able to see that when we came together as a community, we came out stronger, better people; more enriched by our experiences.

I have been incredibly proud of all of our team at Hospice West Auckland. We have continued to deliver outstanding end of life care for our patients, and their families, in the community of West Auckland. We have worked together to overcome obstacles in our path; how to keep our patients and their families safe and cared for, how to support our work force from a distance, and the loss of significant income from our retail stores and fundraising activities. Through this journey we have discovered new ways to connect and care that have opened up new possibilities for us all.

Thank you for your unwavering support at this time. Your ongoing generosity ensures our team of health professionals are able to care for, in the West Auckland community, patients in their last year/s of life, and support their families, as they navigate their way through uncertain times.

Be kind. Stay strong and remember alone we can do so little, but together we can do so much.

If you are able, please make a donation today to provide ongoing end of life care free of charge for your community.



Thank you

TO OUR COMMUNITY OF SUPPORTERS

We could not continue to provide the ongoing care for our patients and families without the support of our community of supporters. From monetary donations, volunteering their time, providing key supplies to running annual fundraising campaigns, they provide Hospice West Auckland the support to care for our community of the West of Auckland. We are very thankful to have the support of Dilmah Tea, Harcourts NZ, BNI NZ, House of Travel, Quest, Craigs Investment Partners, Farmers, Douglas Charitable Trust, New Zealand Lottery Grants Board, The Trusts Community Foundation, Estate Ernest Hyam Davis/Ted & Mollie Carr Trust, Joyce Fisher Charitable Trust, Sir John Logan Campbell Residuary Estate, Refinitiv, Lions Club of Helensville, Lions Club of Waimauku Inc, Davis Funeral Services, Estate of Lesley Ann Carroll, Tyrepower, Corban Revell Lawyers, Hobsonville RSA Women's Section, Time Vision Financial Services Ltd., Warehouse Stationery, The Warehouse and Lystra Charitable Trust.

Dr Celia Palmer - Compassionate care in times of crisis



As the country and community were coming to terms with the new reality of Covid 19 and lock down, Hospice West Auckland was trusted to go into people's homes even when they were turning others away. They knew we were taking steps to protect them.

It seemed at first that people might be put off by our PPE (personal protective equipment) but instead most people felt relieved and safe. I remember visiting one patient and prescribing medication. When I gave the form to his wife she explained she was frightened of going to the chemist as she also had cancer. I was able to give her a mask to take with her. Some families were distressed at managing isolation during a period when their loved one was dying. Other family members and friends were not able to visit and share the physical and emotional toll. Others found the lock down had brought them together to be there for their loved one even if this was not the plan.

We have found it hard at times to work with our patients and families in protective gear or virtually. Our natural way of working has been one of using touch and eye contact as well as facial expression as a form of communication. Using body language as an effective communication tool for emotional consultations forms part of our expertise. Now we needed to operate in a different way. Forming connections through our words, with our eyes above the mask and our voice.

We have learnt that we can be adaptable, that we can provide a range of services online that people will want to access, and we have strengthened our resolve to work to provide as many services as possible to people in their own homes. We have seen how hard it is for people to be unable to farewell friends and family in their last weeks and days, we have tried to be there with them. We have walked shoulder to shoulder with them through this and will continue to do so whatever the next weeks and months bring.

Wairua and Korero - The patient, family and carer forum

Every Thursday we offer an open forum via zoom to bring together patients, carers, families and whanau to connect

with staff and to ask any question they have regarding their or a loved one's care.

This has been a hugely beneficial addition to our service as it has allowed us to advise, support and be there at the most uncertain of times, regardless of where our community are living. A gentleman who lives out of Auckland was anxious about the care for his daughter whom he could not be with. He wanted to understand the admission process so that he could still be there for his daughter, even at a distance. He was incredibly grateful to be able to access our service by utilising technology and we as a team have seen the profound impact that these sessions have had on people's lives.

"Technology that is a blessing. It allowed us to facilitate these connections. Wairua and korero – spirit and conversation and the idea is through korero you can have this exchange of wairua. Meeting of spirit, living of each spirits through conversations."

- Zain Ali, Hospice West Auckland Spiritual Advisor



**"Thank you for reaching out and being there for us
at this isolating, lonely time
when we can no longer gather as a family to grieve."**

"How life and death has changed for us all."

- From a patient's family