

Aroha

Cranford Hospice Newsletter
October 2017



Kia ora

Welcome to Aroha, our 6-monthly printed newsletter.

Quite a few positive things have happened in these last few months. As you may be aware, since 1 July we are now an independent charity called the Cranford Hospice Trust, and no longer a service of Presbyterian Support East Coast. You may have also heard or read about our move to a new facility. We are currently hosting a number of public consultation meetings where we invite the public to have their say. After all, we are very much a community based organisation.

I am also very excited to announce the launch of our Living Every Moment Club. When you join this club, you receive a complimentary Kathmandu t-shirt showing your support for Cranford Hospice, receive discounts and benefits from local business and you receive a tax credit for your \$150 donation, allowing us to continue to provide specialist palliative care at no cost to the patient and their whānau. A sign-up form is included in this newsletter, or simply go to our website, under the 'Help Cranford' tab, you will find all the info.

Thank you for your continued support of us, we very much appreciate it.



Janice Byford-Jones
Chief Executive Officer

Cranford Hospice let us be sons to our Dad, not carers

Mako Thompson was 17 years old when his Dad died of cancer of the larynx (throat). This is Mako's story.

In July 2016, I lost my best mate. I lost my Dad.

Dad had raised me as a solo father and supported me in both school and sport. Dad was diagnosed in 2015 and became terminal in 2016. This is when my whole world changed.

As Dad's illness progressed we started getting 2-3 visits a week at home from the Cranford Hospice community nurses, who checked in on Dad and made him comfortable. I had never heard of Cranford Hospice, and I didn't really know what hospice was, I just knew they were helping Dad with his illness. They were so friendly and took the time to talk to him.

Dad's condition deteriorated over the coming months and my two brothers moved back to Hawke's Bay. We did our best to care for him until the time came where we needed help and started talking to the nurses about admitting him to Cranford Hospice.

Dad did not want to go to Cranford Hospice. He was scared that if he went he would die in a few days. He was scared that we would drop him off and leave him. We knew it was best for Dad so we convinced him to go. I will never forget the day we admitted Dad to Cranford Hospice. We were all in tears because we were making him go to a place he feared.



Of course, his fears were soon settled. When we got to Cranford Hospice we were made to feel at home. We were offered the use of the Whānau room

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to stay, and we could if we wanted to, sleep in the room with Dad. The staff really put us at ease.

Dad became more comfortable each day. We could take shifts so he was never alone and spent many nights listening to music with Dad. I know Dad loved lying there listening to us boys talking about nothing and everything at the same time.

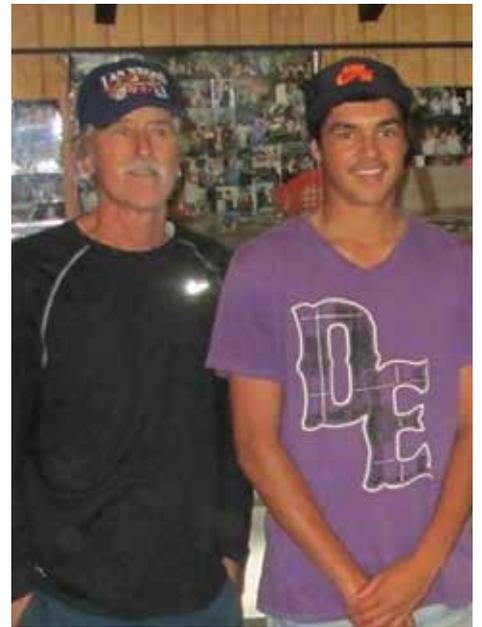
Being at Cranford Hospice allowed us to be sons to our Dad, not carers.

We were in hospice for 19 days. We had access to the counsellor at Cranford Hospice and were given the support we needed to be there for Dad's final days.

I don't believe Dad would have had such a peaceful death if he would have been at home. He could relax at Cranford Hospice, knowing we were all there with him.

I learnt that there is nothing to be scared of going to Cranford Hospice, in fact it is the opposite. It is a comforting place, a home away from home. Dad had nothing to fear.

The best thing about Cranford Hospice is the people. They are Cranford Hospice. It is not about a building or a place to die, it is about a group of caring people wanting the best for you and your family and ensuring you have the support you need to get through it all.



Testimonial: To the staff at Cranford Hospice

I have wanted to write this card for months but for some reason I kept putting it off. I apologise that this is such a delayed card of gratitude. I think some of the delay was I don't know how words could begin to express my gratitude for the care and support you gave me and Nana.

Thank you, Neville, for talking to me on the phone after your first visit with Nan.

Thank you to the nurse who talked to me at the letterbox when Nan had told me to move out of her house & made me think I was going crazy because she told me she was fine.

Thank you to the nurse who listened to me cry on the phone when I rang from Tauranga because Nan had told me she was really sick but wouldn't go to the doctor.

Thank you for going to check on her on your way home at 9pm, and phoning me back so I could have peace of mind and sleep.

Thank you to the nurse who was there when the GP was on a different page to me and you got Nan morphine prescribed.

Thank you to the nurse who sat down with me and made sure I knew what to do when Nan died.

Thank you to the nurse who told me I was doing a great job and gave me a hug.

Thank you to all the strangers at Cranford Hospice who made it possible for me and Nan to stay at home.

Thank you for being my family when everyone else was overseas.

Thank you for not judging us and for extending love and compassion to us. Your care of Nan was exceptional but your care for me was critical and impacting.

Our family came together after being apart for 25 years and gathered around Nan in her last 5 weeks. You will never understand or know how meaningful this was for all of us.

Nan was well cared for. Her wish was to die at home. My wish was to be strong to keep her at home.

Nan was never generous with her praise or affection towards me but her final words to me were worth it all. "We made a good team you and I, Nicky. Thank you".

Cranford Hospice – you made this possible.

Nicky Walsh



Hawke's Bay Wine Auction

Have you got your tickets yet?

Every year on behalf of Cranford Hospice, the Hawke's Bay Wine Auction manage this iconic premier wine event.

We are delighted that over the last three years the Hawke's Bay Wine Auction team has managed to re-establish this iconic Hawke's Bay event as New Zealand's premier wine event, based on pedigree and history. Through the growth and success, we have also become Cranford Hospices' biggest private annual contributor and for this fact we are all very proud.

The Hawke's Bay Wine Auction is made up of a lot of people, giving either by sponsorship money, product or time. We run a very comprehensive Sponsor Partnership Programme and place a huge amount of value on ensuring we have businesses within our programme that complement who the event connects with so they see real benefit in sponsoring.

The business which flows back and forth between the sponsors on an annual basis is significant, our sponsors get the opportunity to connect and network at five private functions throughout the year, as well as having an opportunity to host at a high-end event that they feel proud to show to their key clients in November.

Each year the wineries continue to submit amazing auction lots' of mostly unique blends and for the last 3 years we have sold out of tickets to the two main functions (the Pre-Tasting and the main Auction event).

This year we will have 44 auction Lots that will be auctioned by the very talented Chris Kennedy, CEO Harcourts New Zealand. Chris is an extremely experienced Auctioneer and he will lay down the challenge to better the record amount raised in 2016 – we certainly hope we can achieve this and hand over a large cheque to the Cranford Hospice Trust. A great way to be a part of this event is to form a syndicate with friends, family or colleagues, pooling your money together may mean that you can



purchase that full barrel of Church Road Single Vineyard Malbec (225 litres of pure magic made by award winning winemaker Chris Scott) or perhaps the world award winning wine medallist Rod McDonalds 2016 Syrah Octo barrel might be more to your liking? Tickets are available online: www.hawkesbaywineauction.co.nz \$50 – purchase today and block out Saturday 11th November 1.00pm – 5.00pm in your diaries – we would love to see you there.

Best wishes

Annabel Tapley-Smith
Event Project Manager

Cranford Hospice
is proud to introduce the
**Living Every
Moment
Club**

By joining this club you will be showing your support of Cranford Hospice and ensure we can continue to deliver specialist palliative care services at no cost to the patient or their whānau.

You will also have access to exclusive offers from our local partners:

Te Mata Estate Winery

House of Travel

Hawke's Bay Nissan

Andrea's Hair & Beauty

Fishbone Photography Ltd

Ormlie Lodge

All members also receive a stylish Kathmandu Living Every Moment T-Shirt (RRP \$39.95), there is a male and female version to choose from in different sizes. Sign up today on our website www.cranfordhospice.org.nz/HelpCranford



I am Living
Every Moment

Cranford
hospice
hawke's bay

Thank you Hawke's Bay Nissan

For Hawke's Bay Nissan to sponsor Cranford Hospice with the use of a brand new car means an obvious reduction in costs for us, but it also means that we know our staff can get to their appointments in the community on time, and safely.

Last financial year (July 16 - June 17), we made 6,683 community visits. To be gifted the use of a brand new car means we can use the money we fundraise for our other expenses such as delivering patient care, musical instruments, new beds in the hospice, meals for patients, as well as paying our power bill or internet connection. It just takes a bit of pressure off us.

We are very grateful for the relationship we have with Hawke's Bay Nissan, and are always very proud to drive their cars.

Photo: Paul Bond, Dealer Principal from HB Nissan with Yvonne Gibb (Facilities and Quality Manager) and Nathalie van Dort (Marketing and Fundraising Manager).



Celebrating 35 years in Hawke's Bay

On Friday 25 August, we celebrated our 35th birthday in the Cheval Room at the Hawke's Bay Racing Centre.

MJ's Cakes donated this stunning 4 tier cake, Te Mata Estate donated a complimentary glass of wine, girls from Iona College came and sang for us, the team from Raymond's BBQ Gourmet provided delicious nibbles and we were delighted to hear a number of people speak.

Liz Gunn, a nurse who attended the first patient in 1982, told the audience about the very first days. *"People would ask me: How can you work in such a sad place? My reply was: How can you not? There was so much love, care, compassion, laughter and fun, it was a wonderful place to work"*.

Cranford Hospice has undergone a few changes over the past 35 years, and there is more and more emphasis on providing support for the whole family as well as looking after patients with a wider variety of life limiting conditions.



Mandy Dawes from MJ's Cakes.



Judie Webster, Scott Henderson and Waa Harris cut the cake with Cranford Hospice CEO, Janice Byford-Jones.

Smarter Communities

Did you know that you can help Cranford Hospice to get its internet costs down?

NOW have a scheme called Smarter Communities, and one of the charities in this scheme is Cranford Hospice. If you are a NOW customer, then please nominate Cranford Hospice as your chosen charity.

How?

Simply phone NOW on 0800 GETNOW (0800 438 669) and ask their team to add you to the Cranford Hospice Smarter Communities sponsorship program.

5% of your monthly bill will automatically be credited towards ours.

It costs you nothing, it costs us nothing, and it's your way of supporting the work we do without you even having to think about it! We think that is pretty 'AWESOME'.

Not with NOW?

Call 0800 GETNOW and sign up today using the promo code S70/17.



2016 / 2017



CRANFORD HOSPICE
CARED FOR

740

PATIENTS
AND THEIR
FAMILIES/
WHANAU



558

NEW REFERRALS

229 
ADMISSIONS TO
THE INPATIENT UNIT



6683

COMMUNITY VISITS

Cranford Hospice welcomes new board members

We have welcomed Andrea Jopling and Richard Brown who have joined our board.

After an independent selection process, we are thrilled to have the experience, expertise and passion of Andrea and Richard joining our board.

Andrea has fifteen years' experience as a project manager, working within planning and funding departments in the health and social services sectors. She has worked in Lakes and Hawke's Bay DHBs and in the primary and community sector. She is currently an independent consultant. Andrea has a keen interest in palliative care and has had a relationship with Cranford Hospice for several years, first working for funding and planning at HBDHB and then as the Project Manager who assisted us with Service Design & Business Case Development as part of the Hospice Innovation Funding project. That proposal was approved for funding by the Ministry of Health and we are currently employing 3 people in the roles that the community identified were needed.

Andrea was educated at the University of London and is undertaking Post Graduate studies at Massey University in Evaluation Research. She is currently also a Board Member of DOVE Hawke's Bay, a social services NGO which works to stop, heal and prevent family violence.

Andrea is married to a Kiwi, and is enjoying raising two young sons in Hawke's Bay.

After having enjoyed an extensive global banking career in a variety of senior positions with HSBC, Richard moved to Hawke's Bay from Malta in early 2014, along with his wife Jennifer and daughters. Jennifer's family are long-time residents of Hawke's Bay, while his daughters Tamzin and Lucy currently attend Iona College in Havelock North.

Richard brings a significant depth of experience in Banking Operations, Finance, Human Resources, Customer Service, Marketing and Compliance to the role.

Richard owns Tironui Estate, a boutique vineyard located above The Mission, near Taradale.

To read the profiles of all our valued board members, please go to: www.cranfordhospice.org.nz/aboutus/ourboard



Let's Dance
Saturday 7 April 2018

at the
Napier Conference Centre.
So start sorting your outfit
and practicing those
groovy dance moves.

Staff Spotlight

Bi-monthly we interview a staff member so you can get to know us a little better. Each staff member will be asked the same questions.

This month we interviewed Counsellor, Mark Seek

Why do you choose to work for Cranford Hospice?

I find myself doing my 'own process' as I support those who find themselves struggling with significant changes in their lives. We work together to understand the mystery of life/death.

If you could have dinner with anyone, dead or alive, who would you choose and why?

My Dad! Without a doubt. He passed away 3 years ago, I have much to tell him.

What or who did you want to be when you were little?

Rock Star/Artist in my teens and a cowboy as a little boy.

What is your favourite thing about working at Cranford Hospice?

CAKE!! And meeting interesting people.

If you were a cartoon character who would you be and why?

Cat in the Hat. He has the answers to life and how to approach it with humour.



Draw a self portrait

Retail corner

The three Cranford Hospice Stores (in Waipukurau, Hastings and Napier) form an important part of our fundraising income.

We are truly grateful for the quality donations you, the public, regularly drop off, and of course we thank all the shoppers. We are in the process of planning a revamp of our stores, after receiving some feedback from the public and working with all the valued volunteers who have years of experience and aroha.

If you have not shopped at our stores, do pop in. There are some real treasures to be found, and you'll know that by shopping with us, you are turning second hand goods into first class care.

See www.cranfordhospice.org.nz for store details.

Photo: Some of the team at the Napier Store.



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www.facebook.com/CranfordHospice/

We are humbled each time by the generosity of so many people and businesses.

We name but a few below:

- Iona Girls College: bake a difference, donated baking
- BNZ: closed for good, cleaned our outdoor furniture and external walls
- Healthy Eating donated the proceeds from their Have it Your Way talk
- Home and Garden Show provided a complimentary booth at the recent Home and Garden Show in Napier
- Hastings Karamu Rotary Club for organising another stunning Golf Tournament
- PGG Wrightson donated \$500 to the Flower Fund
- The Village Green and The Breeze for surprising us with a chocolate mud cake for our birthday
- BNI chapters for allowing us to share our story and supporting us financially
- Rummy, the cat for providing so much comfort to so many people

We received grants from the following organisations:

- Trust House
- Pub Charity
- Weem

Thank You

