

Lifetimes

THE NEWSLETTER OF MERCY HOSPICE AUCKLAND AUGUST 2016



Karen comes home to peace

Karen Bampton (centre) surrounded by her precious friends.

The medical interventions carefully recorded in Karen Bampton's notebooks are a sobering read "...abdominal ultrasound...liver clinic...cervical spine x-ray...chest x-ray showed spot on the lung...urgent CAT scan...respiratory clinic...bronchoscopy...confirmed today have cancer."

Writing these words and meticulously highlighting the entry dates kept Karen focused on the technicalities of her living nightmare: a tumour restricting the breath of a woman with a life-long fear of choking. This was one way Karen attempted to avoid her fear.

Karen was diagnosed with lung cancer on 9 November 2015 and underwent 30 sessions of radiation treatment in the middle of December.

She was grateful to have the Mercy Hospice community nurses and the family support team care for her while she was still living in her home and receiving radiation treatment.

But her disease deteriorated and, after a short stay in Auckland Hospital, she was admitted to the Mercy Hospice inpatient unit in May 2016.

"The minute I got wheeled in here I honestly felt like something had lifted off my shoulders and I had come home to peace. And I have never looked back since."

The inside cover of her Mercy Hospice Notebook lists

hospice team members who finally made her feel safe from her fear of choking. She knew there was a plan in place to make sure that never happened.

"The minute I got wheeled in here I honestly felt like something had lifted off my shoulders and I had come home to peace"

anywhere in New Zealand. I just can't believe there are such compassionate people."

All her medications, meals, massages, visitors, and plunger coffees were faithfully recorded in this notebook. As Karen's breathing deteriorated she was less able to concentrate, so her friends filled out the missing parts.

Story continued on back page

This notebook is a lighter read: "hospice dog Ruby (sausage dog); doctor Helen (admitted me); spiritual support Kay; hospice social worker Maree; in-house nurses AM Amanda blond, PM Janet dark, night Ruth red."

"As far as I am concerned Mercy Hospice has given me more, in such a short period of time, than anyone else has



HELLO FROM PETER

We share the stories of people cared for by Mercy Hospice to show our appreciation of what you make possible. Each one reminds us that life is precious and unpredictable, especially when living with an incurable illness. I was humbled to read how our team were able to support Karen and make her feel safe.

Caring for people like Karen requires team work. Not just from the clinicians at her bedside, but from all of us who believe that life matters to the very last breath. The Mercy Hospice team create a supportive circle of care around each person, together with the contributions of many others.

This care would not happen without the generosity of our donors. We are extremely grateful for the success of our recent annual fundraising event, '10' A Celebration of Tastes. On its tenth anniversary, thanks to you, significant funds were raised which will go towards patient care.

Everything you do, every gift you send, every event you attend, every item you donate, every person who leaves a bequest in their Will and every hour of a volunteer's time makes a difference. Thank you so much.

With best wishes

Peter Buckland
CEO, Mercy Hospice



Thank you

Thank you to the 450 Mercy Hospice fans and foodie fanatics who gathered at the Pullman Auckland for the tenth annual '10' fundraising lunch. This sold-out event was, once again, a huge success raising \$460,000 for hospice.

These funds are already being put to good use, helping us to care for the 299 patients currently under our care. Heartfelt thanks also go to the sponsors, restaurants, wineries and fundraising volunteers that make this a very special day.

Thank you to our fabulous Hospice Awareness Week volunteer collectors who were out on Auckland's streets in May, collecting donations for Mercy Hospice.

You make a real difference to people with life-limiting illnesses and their families. Special thanks to the wonderful Carmel College and St Mary's College students, and our corporate partners who were so generous with their time. The total amount raised through your efforts was \$32,485.



A big thank you to the following foundations that have generously donated to Mercy Hospice in the last quarter.

Your support makes a direct impact on the lives of people cared for by Mercy Hospice.

Alexander Harold Watson Charitable Trust for helping with health and safety training costs.

Barbara T Lipanovich & Robert Ned Covich Trust and **W & W A R Fraser Charitable Trust** for giving us support to help cover operating costs.

New Manaaki programme provides camaraderie and practical skills

Increasingly, people in hospice care want to stay in their own homes and families are supporting them. Manaaki, the new Day Programme at Mercy Hospice, is providing the tools to enable them to do so.

Cherie McCaw, Manaaki Programme Co-ordinator, says the focus of the programme is on supporting our patients and their families to learn about rehabilitation and independent living. She says this reflects a shift in hospices worldwide where people are enabled to live as independently as possible alongside traditional care.

"We want to enable people to build their own resources and tools and continue managing their own lives - like they were before their illness put them in their current situation."

An important part of this programme is the inclusion of family and caregivers. They are welcome at all sessions. They receive support and information about how to care for themselves and their terminally-ill loved one.

Ramola Prasad attended Manaaki and discovered practical tools, valuable lessons and camaraderie.

"The Manaaki sessions are nice, safe places to be - you can talk about your private issues, and know it is just going to stay in that room. We all agreed the reason we were able to talk so freely was because we were in a safe environment."

"The first session I went to was about communication which was absolutely brilliant. It was a revelation for me about how you communicate with people, and particularly your family."



Manaaki:

to support, take care of, give hospitality to, protect, look out for - show respect, generosity and care for others.

Cherie McCaw is the Programme Co-ordinator of the new Manaaki Day Programme.

Manaaki is a series of 12 two-hour sessions held at Mercy Hospice on Wednesdays from 11am-1pm.

These sessions are free for patients and their family or caregiver.

For more information please contact: Cherie McCaw, Day Programme Co-ordinator:

Ph 361 5966 or admin@mercyhospice.org.nz

Hospice enriches medical training

Mercy Hospice is an accredited training provider that is very fortunate to have recently had three skilled medical staff; Jane, Helen and Jordana complete training placements. They share their experiences about their time here.

Dr Jane Greville, Advanced Registrar in Palliative Care, is completing three years of training to qualify as a Palliative Medicine Specialist with the Counties Manukau DHB.

"I have had the privilege of working at the inpatient unit of Mercy Hospice for six months. And a privilege it has been to work with this dedicated team of people – every person taught me something and Mercy Hospice truly embodies the concept of multi-disciplinary care.

Everyone from the health care assistants, nurses, spiritual advisor, cultural support, doctors, volunteers, administration and reception practise team work to provide quality care. The experience has definitely enriched my knowledge and will allow me to provide more holistic care.

Working in palliative care, to be allowed to care for people and their families at a very vulnerable time of their life, is a privilege in itself.

These people's stories inspire me."

Jordana Alonso is a final-year nursing student and would like to pursue a career in palliative care:

"My time at Mercy Hospice was the best experience of my student career. I was immediately struck by the kindness and support of every staff member. Whether it was medical questions or emotional reassurance, everybody supported my development. There was a profound family atmosphere. Most important was the attitude in caring for patients - I have never witnessed such a dedication of care.

In hospital ward nursing it's easy to get lost in the fast pace of large patient loads. I never had time to sit down and talk with patients, find out what they believed in, what gave them strength in illness, what their favourite cake was. palliative care promotes caring for patients as holistic individuals.

I was reminded daily of the value of life and authentic love."

Dr Helen Miller, Senior House Officer, completed a three-month rotation, as part of the Auckland DHB's new community placement programme:

"This placement has been my most valuable learning as a house officer. I feel much more confident managing medical symptoms and difficult conversations and better able to care for people and their loved ones. I wish every medical professional had this opportunity.

The genuine care for people at Mercy Hospice really demonstrated, to me, how well we can care for patients, their families and our colleagues.

My teachers have been equally colleagues and patients. My most unreserved thanks go to all staff and the palliative care clinicians who invested their time and knowledge into my learning.

The atmosphere at Mercy is warm, welcoming, compassionate, respectful, professional and responsive. It feels special and unique - and it is."



Pictured left to right: Jane, Helen and Jordana reflect on their Mercy Hospice training experiences.

A gift to honour Alan's life

The sparkle in Glynnis Watkins' eyes glistens a little brighter as she talks lovingly about her late husband's strong sense of humour and charisma. Glynnis has honoured Alan's people-centred life in a very special way by including a gift to Mercy Hospice in her Will.

"That's what Alan and I discussed. We felt it was really important to leave something. We were just very happy to do that for the care we had through the hospice.

"They were just so wonderful to him. It was so bright and breezy and he was really good in there. I think it was the happy atmosphere."

When Glynnis spoke to their adult sons, Jeff and Ian, about leaving a bequest to hospice in her Will, both of them wholeheartedly supported the idea.

"They were so happy, they thought it was really important. They said whatever you want to give, Mum."

In early 2013, Alan was diagnosed with pancreatic cancer and was eventually admitted to Mercy Hospice.

Glynnis remembers fondly how friendly everyone was, they remembered her name every time she visited, and people took time to chat.

"Until you've been involved in hospice you don't quite understand it. It is like being on holiday – in a way. It was like a five-star hotel.

"I will never forget when we arrived, straight away we heard this trolley coming along the corridor and someone asking, 'Would you like a drink?'" says Glynnis.

Her husband of 53 years, nicknamed Wattie, was not only a great cricket player but also managed the Auckland Cricket Team and was patron of his beloved Grafton Cricket Club.

"I always used to say to him cricket was number one and I was number two," she laughs.

Following his retirement from cricket administration, Alan became patron of the Hillsboro Bowling Club. His memory now lives on at Hillsboro, with the club's bar named Wattie's Bar and the annual Wattie's Memorial Bowling Tournament, both in Alan's honour.

Include a Charity

Just as Alan, Glynnis and their sons chose to, you can also remember Mercy Hospice by adding a gift when updating your Will.

Most bequests are made by people like Glynnis who want to make a positive difference to their community. These gifts are vital to our ongoing palliative care service, ensuring future generations of Aucklanders will have access to quality hospice services.

After remembering your family first, please consider a gift to help our work live on.

For more information or to have a confidential conversation about making such a precious gift please contact Anne Wright Ph: 376 7578.



Glynnis Watkins honoured her late-husband's life with a gift to Mercy Hospice in her Will.



include a charity
Help the work live on.



Year of Mercy is about the small things

Staff and supporters ensure the hospice doors are always open to the vulnerable in our community.

"We can't be expected to fix the whole world at once; but we can stretch out our hands to mend the part of the world within our reach." Deidre Mullan RSM

Pope Francis declared the start of the Jubilee Year of Mercy on 8 December 2015 with the symbolic opening of the Holy Doors at St Peter's Basilica in Rome.

When Pope Francis opened the Basilica doors he issued a personal invitation to each one of us to put mercy into practice and live more mercifully.

For Mercy Hospice, being part of Sisters of Mercy Ministries New Zealand, we are called to "open our doors" more widely to the needs of vulnerable people in our community. We are asked "who knocks on Mercy's door today?"

Mercy is about compassion, clemency and humanity. It implies

being moved to the depths of one's being by those in need and doing something to relieve that need in whatever way one can.

This is certainly at the core of Mercy Hospice. Providing palliative

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care for people at the end of their life; relieving pain and other associated symptoms, providing counselling and support to those in need, whoever they may be and wherever they may be located in our area.

This care follows the tradition which began in Dublin in 1827 when Catherine McAuley, the founder of the Sisters of Mercy, used her inheritance to "open the doors" of the first House of Mercy in Baggott Street to shelter and educate destitute women and girls.

The Year of Mercy is also very relevant to you in your daily life.

"The temptation is to dismiss this as being about the 'big' stuff of famine, war, ecological disaster, and world crisis and therefore beyond our influence.

"But perhaps the Year of Mercy challenge is more straightforward. For each of us to put mercy into practice in our everyday world; helping the stranger who needs a hand lifting their groceries, acknowledging the homeless person we walk past every day, helping the family member in trouble, supporting the neighbour who is dying", says Peter Buckland, Mercy Hospice CEO.



New physiotherapy service ready to keep people moving

Physiotherapist Sarah Wood recently joined the Mercy Hospice team and is straight into the job of setting up a new physiotherapy service. Hospice physiotherapy is about rehabilitation. The pro-active focus is to reduce preventable decline in movement, support people to manage their own symptoms and provide coping strategies for patients and their families for an enhanced quality of life.

This is familiar territory for Sarah. She set up the physiotherapy service at Totara Hospice and ran it for three-and-a-half years.

She will be working both with people in their own homes, and in the inpatient unit.

"The key thing with physio in a hospice setting is that you are there to support patients and families to keep people moving. Keeping people at home if that is where they want to be, keeping them functioning and able to do things they enjoy."

One of her first challenges is to educate people on what a hospice physiotherapist actually does.

"People sometimes expect massage and hands-on physio techniques - I do very little of that. Mercy Hospice is lucky to already have massage therapists but more traditional forms of physio are not always appropriate for our patients. My role is about providing support, education and advice."



Fabric-a-brac comes to town

Fabric-lovers keen to pick up fabulous vintage and modern fabric, patterns, trims and other treasures at bargain prices should get down to the St Columba Centre, 40 Vermont St, Ponsonby between 9am - 12.30pm on Saturday 29 October.

There will also be delicious treats available from the legendary Mercy Hospice café.

Sandy Mayo, owner of Quilt Me Creations and a member

of the Loose Threads quilting group, has her own fabric stall and also volunteers on the Mercy Hospice stall. The Loose Threads group makes and donates quilts to Mercy Hospice patients and families.

"I love it, both for selling fabric and getting special bargains myself! It is fun to get together with like-minded stallholders."



Artisan Christmas cakes ready to order

Christmas cakes are now available for you to order in a range of sizes and prices. Mercy Hospice receives a percentage of the sale of each cake.

Produced by New Zealand's Christmas Cake Company these exquisite cakes are not available in stores. Beautifully presented in a gift tin, they make ideal gifts for those hard-to-buy-for family and friends, and make perfect corporate gifts.



Feast Watson's Re-Love project

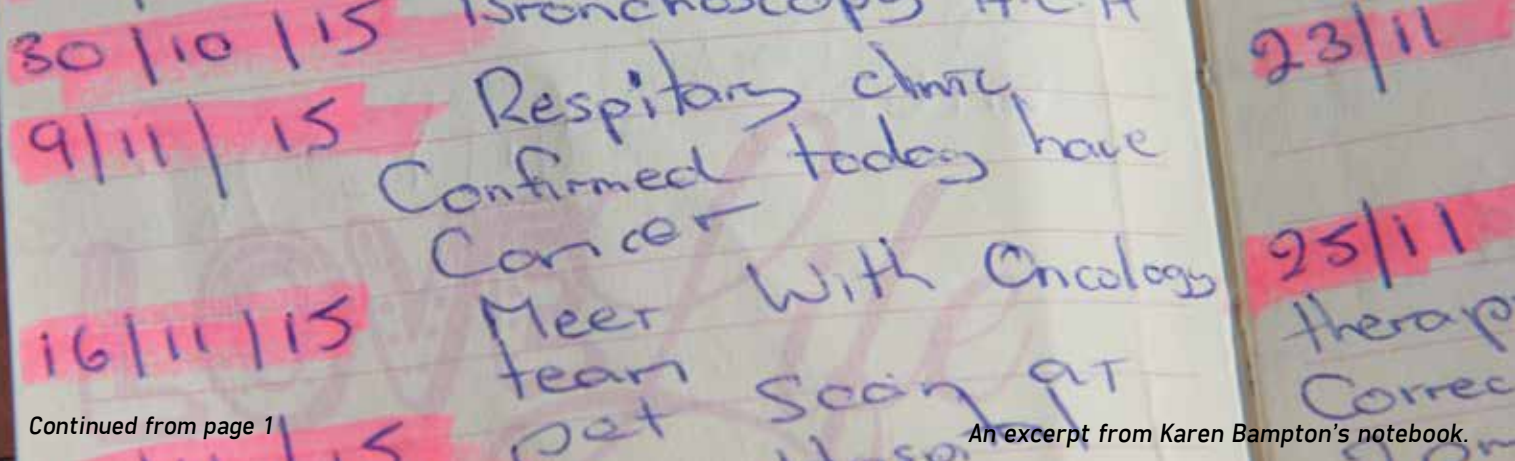
The Feast Watson Re-Love Project follows the up-cycling or 're-love' story of two New Zealand designers. Using Feast Watson woodcare products, the designers transform a worn piece of timber furniture into a stunning statement piece.

Design enthusiasts (like YOU!) could own one of these creations, as all items will be auctioned on TradeMe, with proceeds going to Mercy Hospice.

For stall enquiries email:
fabricabraucauck@gmail.com

To order your Christmas cakes go to www.mercyhospice.org.nz or Ph: Rebecca Hill 361 5966

Look out for this exciting project on Facebook.
[@mercyhospiceakld](https://www.facebook.com/mercyhospiceakld)



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An excerpt from Karen Bampton's notebook.

Karen was a strong character in a life that didn't always go her way. She was born to a mother whose own mother had just had her tenth child. Karen was adopted at birth.

After working for Auckland Hospital for 30 years she took voluntary redundancy aged 59.

She soon became very unwell. She was breathless with the slightest exertion.

"All the jobs I was applying for at 60, you could tell I wasn't 100%. I wouldn't have hired me. So that was very disheartening."

She received government support for the first time in her life.

Her lung cancer diagnosis then sent her into an emotional spin.

"Any moment I had to myself I locked myself away at the casino and spent any spare money I had. I knew it was irresponsible but I just wanted to wipe it all out. I just thought, 'this can't be happening to me'."

Karen came through this tough time and regained her characteristically direct and practical approach to her impending death.

"The dying part doesn't worry me, it's how I die."

Mercy Hospice provided a safe place for Karen where she knew she would never be alone. In an emergency event, a nurse would stay with her and ring the bell for others to come to them – never leaving Karen's side. The trust she had in the staff and the plan for her care gave her peace.

"I have said I don't want a funeral. Something in the paper saying KB passed away peacefully at Mercy Hospice. Then phone my closest friends. A get-together, a few drinks, finger food. Have a talk, a joke, no big speeches. I would pay for a taxi to get my friends home safely. That's all I want."

Karen died peacefully at Mercy Hospice surrounded by her precious friends on Tuesday 21 June 2016.

4 easy ways to donate



1
Mail the coupon below to
Mercy Hospice Auckland



2
Call (09) 361 5966



3
Donate Online
www.mercyhospice.org.nz



4
Internet Banking
BNZ 02 0100 0815020 00
Please confirm your gift by email to:
Rebecca.hill@mercyhospice.org.nz

YES! I wish to donate money towards the cost of \$1,000 to care for one patient per day, in the inpatient unit.

STEP 1: My gift

My choice \$

STEP 2: Donation frequency

Monthly by credit card One-off

STEP 3: My payment

Cheque made out to: Mercy Hospice Auckland
 Debit my credit card (please circle)

VISA MasterCard AMEX Diners

Card number

Name on card

Signature

Expiry date: /

STEP 4: My details

Title First name

Surname

Address

.....

Email

Phone

Please send me information about:

Monthly giving by direct debit

Including Mercy Hospice in my will

Donations of \$5 and over are tax deductible and will be receipted.

Charities Commission # CC31621