

## Volunteer Special: Ted Clark's Amazing Adventures

**Volunteer van driver Ted Clark likes nothing better than to share his and wife Shirley's sense of adventure with the residents of Walmsley House - Getting them out and about in the care home's trusty van for a weekly blast around the South.**

On any "fair to better" Monday, you'll find the residents of Enliven's Walmsley House lined up, eagerly awaiting Ted and the care home van's backing-up manoeuvre to the home's entrance - signalling the beginning of an afternoon's adventure.

"Hello Ted," they smile, and 80-year old Ted returns the greeting like an old friend, as he and Enliven Quality of Life Coordinator Cheree Tawhara store the picnic basket and help them safely on board in a well-oiled procedure, made-so by the 3 ½ years they've been doing it together.

Then they're off.

North, south, east, and west - Ted drives the van according to Cheree's impressive and inventive itineraries.

"We've been all over the place ... literally!" says Ted.

"From 'best-ever' fish and chips at Riverton, to fresh-fruit ice-creams at the Otautau blueberry farm ... We've taken in the sights and enjoyed good food at many, many cafés all around ... We've driven on the sands, heard the sounds and tasted salt air at Oreti beach ... We've explored and shared a yarn or two with the folk out at the Thornbury Vintage museum and implement sheds...

... And I think we've driven to, been through, or picnicked at every park in the District, or at least as far afield as our bladders allowed!"



Enliven volunteer van driver Ted Clark all packed for his next adventure with residents from Walmsley House.

For Ted, it's not just about the drive, or the scenery or an event.

He enjoys listening to and joining in with the chat, having a laugh or two with residents and reciprocating their recall of adventures and life experiences.

"We get to share experiences together and get to know one another's life stories, and I think that's a big part of why these trips are so important to the residents. Going out and getting a bit of a change in scenery is one thing, but building friendships by making new memories and sharing old ones, that's what makes them special."

Ted says driving the van for Walmsley House residents has more than fulfilled his reasons for volunteering; to keep active in mind and body. He's never regretted it for a second.

However, he's aware his arthritic-joints are impeding his abilities and thinks it's wise "... Enliven recruit a younger driver before my wheels fall off!"

**If you are interested in volunteering for our Enliven service, please send your enquiry to our Community Services Manager Lynn Morton at LMorton@enlivensld.nz.**



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Our Services

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### Mark it in your diaries

**Presbyterian Support Southland's Annual General Meeting** will be held on the 29th of October at Vickery Court Care Home, Waikiwi, Invercargill. Time to be confirmed

Please join us as we highlight another positive year of making a difference in our community.

✉ Please sign up to our e-newsletter by emailing our Marketing Assistant Liam Poole at [liam.poole@pss.org.nz](mailto:liam.poole@pss.org.nz)

# Enliven's Pioneering Pastoral Care Service

PSS Enliven's pioneering Pastoral Care service is being improved, with residents, families and staff set to benefit from a number of 'Spiritual Wellness' innovations being introduced across its aged-care residential settings.

Enliven Pastoral Care and Retirement Villages Manager Karl Lamb says spirituality is increasingly recognised for its significant role in promoting health and wellbeing.

"There is an underlying understanding at Enliven that caring for our elderly goes beyond just looking after a person's physical needs – It's also about tending to their emotional, social, mental and spiritual wellbeing," says Karl.

Karl heads a Pastoral Care team of three that has, for several years now, ministered to the emotional and spiritual needs of the residents in Enliven's four retirement village and care home sites in Invercargill and Gore. As Pastoral Carers their roles vary from day to day but typically involve spending time with residents, actively listening or offering a compassionate presence; sharing in their life stories; and emotionally supporting them in times of change, loss, crisis and in the resolution of their concerns.

As an ordained minister himself, Karl and a small network of

church leaders attend to religious needs too; facilitating or taking interdenominational services and ceremonies in the Iona Chapel at Peacehaven and administering religious rituals for residents in their respective care homes.

These pastoral or 'spiritual care' services are supplemented by a "small army" of local church and PSS volunteers, who visit or facilitate outings for residents, helping them stay connected to the wider community – be that through faith, family and social interests, nature, music or art.

"Spirituality is intrinsic to us as humans and is not confined by religion or faith," explains Karl.

"It's about what gives us meaning, purpose, hope and connectedness."

"We believe spirituality is a fundamental human right and, as such, our residents are deserving of spiritual care that sustains them in a way that reflects their individual preferences, needs, values and beliefs."

Recently the Pastoral Care team, together with Elaine Marshall, Enliven's Operations & Projects Manager, put their heads together to explore tangible ways in which spiritual care could be further instilled in Enliven's holistic care model.

They have come up with a wide-range of supplementary pastoral care innovations which include, among other things: the addition of comprehensive spiritual wellness (map) assessment and spiritual care resources in the admission process; a 7-day referral turnaround to the pastoral team; 'themed' life discussion groups and monthly Christian fellowship meetings; sensory modality activities for residents living with dementia; life review activities; and personalised end-of-life comfort baskets and bereavement resources, designed to honour and bring comfort to residents and their families as their life journey draws to an end.

"Thanks to a very generous funding grant from the James Stewart Memorial Trust we are able to implement the 'Spiritual Wellness' kits and 'End-of-Life' comfort baskets straight away," says Enliven's Invercargill Pastoral Visitor Donagh Booth.

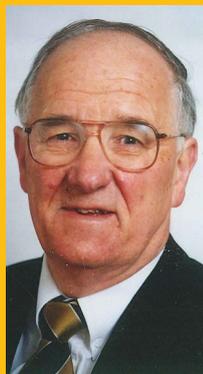
"We're just so thrilled because we know these measures will help staff tune in and engage more meaningfully (and more easily) with our residents about what's most important to them – starting from day dot when entering our care, right through to the later life stages when they, and their families, need supported and respectful end-of-life and bereavement care."

## In Remembrance

It is with great sadness we write to inform you that Rev Alan Matheson passed away at Vickery Court on Wednesday the 22nd of July 2020 aged 83, 4 weeks after the sad loss of his wife Annette.

Rev Matheson served on the PSS Trust Board from 1975 – 1985 and then again in 1999 through until he elected to take up the role of Chaplain in 2005. He continued in this role until 2009 ending an official important and longstanding contribution to PSS. Rev Matheson continued to visit and support residents of PSS care homes long after his official capacity came to an end. After Rev Matheson's departure from the role of Chaplain the title was changed to Pastoral Visitor which is what we know it as today. Alan's dedication to PSS and the impact he has had on many lives through the work of PSS has been significant.

Our thoughts are with Alan's family.



Enliven Pastoral Visitor Donagh Booth holding up some children's picture books on grief which are included in the End of Life comfort baskets.



A remembrance candle which is part of the End of Life kits. The remembrance candle will offer comfort and peace to families after the resident has passed.



Pictured above is a beautiful handmade quilt. These vibrant quilts were generously donated to us for the Spiritual Wellness Project.

## Gratitude Corner

**This edition we would like to extend our gratitude to the Invercargill Toy Library.**

Last month the Invercargill Toy Library donated a van full of toys, books and games to our Family Works service for children and families that we work with. The Invercargill Toy Library is part of CCS Disability Action and has been bringing joy to families of Invercargill for over 35 years. The Toy Library Coordinator Laurel has been enjoying her role with the Toy Library and the highlight is being around the children and seeing the smiles on their faces when they see the large selection of toys that the library offers.

Thank you so much for your generous donation Laurel, we are so pleased to be able to carry on the joy and happiness these toys will bring to the families that we support in our community. Your donation really has made a difference.

For anybody who is interested in hiring toys from the Toy Library, it is open Wednesday and Friday from 10am-2pm and is located at 142 Don Street, Invercargill.

**#makingadifferencetogether**



Invercargill Toy Library Coordinator Laurel (left) and PSS Marketing and Communications Manager Courtney amongst the library's great selection of toys.

## Getting to Know PSS staff



### Meet... Liam Poole

**Role with PSS:** Marketing Assistant

**Started:** September 30th 2019

#### Overview of role:

My job is to assist the Marketing and Communications Manager in helping to carry out marketing campaigns by assisting in the creation and design of both digital and printed marketing materials for Presbyterian Support Southland and its service brands Enliven and Family Works. This includes items such as brochures, posters and newspaper advertisements which I am responsible for the distribution of. In addition, I manage some of our website content as well as our PSS and Enliven Facebook pages.

### What do you love most about working at PSS?

I enjoy working with a team of highly dedicated and motivated individuals who are all working together to help build a better community for all Southlanders.

### What do you enjoy outside of work?

Many things haha. I enjoy Mountain biking, going for nice walks through forests and mountains. I am also a bit of a movie enthusiast and hanging out with friends.

### What's the one thing you can't live without?

The Ricky Gervais show!



There are spots now available for our Group Parenting Programmes which are running from **February to October 2020** covering a wide range of topics including parenting skills, support/information and strategies.

All services are **FREE** of charge.

## Specialist Dementia Care closer to home

**PSS Enliven Peacehaven Village has opened ten previously-decommissioned beds in its refurbished secure dementia wing, Iona - effectively doubling its highest-level dementia care capacity and giving more Southlander's living with the progressive condition opportunity to reside and access specialist care closer to home.**

Manager of Operations and Projects Elaine Marshall says some families had been forced to travel long distances outside of the region to visit their loved ones, which added a new layer of stress and expense they could do without.

"While the extra beds at the D6 'psychogeriatric' level in Iona may have opened in January without fanfare – they have already helped families of residents living with the most advanced stages of dementia, who require this level of specialist care," says Elaine.

Adjoined to Iona's lower-level D3 Residential Dementia Ward (20 beds) by interlocked doors, the (now) 20-bed strong D6 Psychogeriatric ward is the only secure unit of its type and level in Southland.

'Dementia' is an umbrella term used to describe a group of conditions that change and damage the brain. This leads to significant memory loss and affects a person's ability to think, understand, make judgements, communicate and interact socially.

"It's a sad diagnosis because we know that it is progressive" says Elaine.

People with dementia will gradually lose their independence, but with understanding and patience, and the appropriate expert care in place, Elaine believes quality of life can be preserved and they can continue to lead fulfilling lives.



Iona Clinical Coordinator Julie Worner holding Iona's latest dementia care tool and robotic seal, Paro.

"It's very important that we see the person for who they are – not the condition or the behaviours."

Elaine maintains caring for people with dementia is less of a job and more of a vocation. It takes "very special people" to stay positive; to win over their trust and make them feel safe and comfortable in their 'home'; and to help them engage with all facets of 'normal' life to their fullest ability

One such "very special" person is Iona Clinical Coordinator, Julie Worner.

An experienced Registered Nurse with specialised training in dementia care and a passionate advocate of "those who have no voice," Julie has been in charge of Iona's dedicated team for five years.

"It can be confronting for families coming to terms with their loved ones needing specialised dementia care," says Julie, "But with their input, the right environment and our expertise, we are able to offer person-centred care that is adaptive to their changing needs and reflects who they are and what holds meaning and purpose for them."

Julie says Iona residents from both D3 and D6 settings benefit from a long list of evolving evidence-based therapies, technology and hard-earned learnings.

From the purpose-built, outdoor courtyard filled with edible plants; to curated activities designed to evoke a sense of purpose or reassuring memories; from the 'sensory room' that allows residents freedom to safely explore and spark all five senses; to music therapy that inspires non-verbal residents to sing wartime songs in full-voice; from an artificial intelligence 'App' that identifies pain in non-speak residents; to a robotic baby seal that summons long-lost smiles and outward signs of connection and affection.

Every positive response, says Julie, makes their job worthwhile.

"We have the privilege of caring for people who have gone to war, raised children, worked in jobs, run local bodies, volunteered for charity, toiled the land ..."

The hardest part is, in their minds, they often still do.

## Enliven offer specialist dementia care across Southland

### We understand the impact Dementia can have on your loved one

That's why our team are trained to understand the unique needs of each resident with a focus on individualised care. Our goal is to support residents emotional, physical and nutritional wellbeing in a safe and secure environment. We offer specialist dementia care at Peacehaven Village (Invercargill) and Resthaven Village (Gore).

To find out more, contact us today.

☎ 03 216 9099 ✉ [enquiry@enlivensld.nz](mailto:enquiry@enlivensld.nz) 🌐 [enlivensld.nz](http://enlivensld.nz)

Hello!  
My name is Paro



**enliven**  
Positive Ageing Services



## COVID Pandemic puts Retirement Plans on hold

There is no doubt the Coronavirus pandemic has put many a New Zealander's best-laid plans on hold – a case in point being intending-retiree Elaine Wells' plan to spend quality time with her grandchildren, before master Tom was to join big sister Livie in his school debut.

A good month later than planned and without the fanfare of shared lunches and special morning teas, Elaine – Enliven Frankton Court (Retirement Village) and Wakatipu SupportLink Coordinator – officially handed over the reins (in a socially-distanced responsible manner) on May 28th to her successor, Cherie-Morgan-McGrory.

"I find it hard to believe it will be 17 years come July," says Elaine who has been aptly dubbed "the face of Enliven Wakatipu" by Presbyterian Support Southland colleagues and friends.

"I'm so going to miss the people. For me it's always been about the people."

Elaine, who is a Registered Nurse, has a long track record of caring and supporting the elderly which dates back to early days working at Invercargill's (former) Lorne and Calvary hospitals.

In the 25 years she has lived in the Lakes District, Elaine says she has borne witness to "a phenomenal amount of growth and development" but loves the fact the area still sustains "a small-town feel and sense of community".

She cites a recent example of the residents of Frankton Court Retirement Village banding together during Level Four



Enliven Community Services Manager Lynn Morton (left) and Enliven Frankton Court and SupportLink Wakatipu Coordinator Elaine Wells (right) at Elaine's farewell in Frankton on Thursday 11th of June 2020.

Lockdown to hold a special ANZAC Dawn service to honour one of their own June-turning centenarian and ex-serviceman, Alex McBurney – the service complete with readings, prayer, 'The Invercargill March', national anthem and the 'Last Post'.

Other parts of the job Elaine has found to be satisfying include having built up SupportLink in the Wakatipu Basin - a free service matching trained volunteers to help older people maintain their independence while living at home by offering a helping hand and companionship – from near non-existence to numbers that (now) reflect two thriving Coffee Clubs, and upwards of 30 volunteers and 40 senior citizen clients.

Elaine is also proud of the fact that during the entire time she was Enliven's Wakatipu SupportLink Coordinator

there had only ever been one match-up she might describe as 'a fail' and that was largely due to the client developing Alzheimer's dementia.

"It's been an absolute privilege seeing relationships grow and develop between our SupportLink volunteers and clients," says Elaine.

"It's a nice feeling knowing we've made a (positive) difference in people's lives."

Like any job, there were good days and some that could be improved upon. Elaine is grateful to have enjoyed the confidence and backing of the wider PSS family and has made friendships and memories that will endure long outside of the workplace.

"The time is right for me to go," says Elaine.

"I'm older than a number of our residents and clients ... And it's high time I kickstart my new plan that involves having absolutely no plans at all!"



Outgoing Frankton Court and SupportLink Wakatipu Coordinator Elaine Wells with her successor Cherie Morgan-McGrory

## COVID-19 Compliments

Thank you for forwarding the photo of Mum. Thank you for ringing me on Skype to enable us to chat. It was awesome to see her. You are all doing a wonderful job.

Thank you all for YOUR patience at this time. We know our family members are in good hands. Thank you all.

So pleased to see Mum outside lovely to see.

A big thank you to all the staff for looking after all the residents and for multi-tasking and making them look good. Nice to have facetime with Mum too.

Many thanks to the carers and staff at Vickery Court for looking after all the residents (including our Mum) and going the extra mile, taking such good care of them in this very difficult 'lockdown' time for us all.

To the staff, every one of you, at Walmsley House. A huge thank you for the care you have given the residents over this very strange time. Please know that it is very very much appreciated. Not only by the family's but by the residents. My Dad is always telling me, that I quote "We're lucky to be in here just now you know".

I just wanted to claim a moment of your time to thank you, and your staff, for all the wonderful work that you do in support of the residents in your care. It is always greatly appreciated but none more so than during the uncertain and challenging times that we currently face. It is extremely reassuring that you placed your care home into lockdown at an early stage. Mum continues to report that they are being very well cared for and for that I am truly grateful. Do take good care of yourselves and thank you again for all your hard work and expertise.

# Anonymous Donors' kindness lends Struggling Southland Families a Helping Hand

**Thanks to the generosity of an anonymous donor's gift to PSS' Family Works, four Southland families doing it tough during Lockdown were given a much-needed helping hand up.**

During lockdown Family Works Director Judith McInerney was contacted by the Reverend Nyallo Paris of First Church to say that a very kind member of his congregation had anonymously gifted \$500 worth of supermarket vouchers at the start of lockdown. The Family Works team had the "absolute privilege" of honouring the donor's wishes that they go to families in Southland needing immediate relief.

"No Southland household would have escaped the impact of Covid but it certainly amplified and compounded the challenges faced by families already struggling under 'normal' circumstances."

"These are families we support and work alongside to help them overcome the likes of financial difficulties, family relationship issues, parenting problems, family violence or abuse, addiction, maybe a health crisis ... or, for some, it could even be about a cold or damp, draughty house."

"Covid-19 just added a whole new layer of hardship on top," said Judith.

Family Works social services staff were able to immediately identify recipient families – even though all families would have benefitted from assistance at the time.

Ultimately, the donated supermarket vouchers went to four of the families the agency worked with who had the greatest need - each facing a quite different, but equally hard, set of circumstances.

One family, with a number of children, had financial pressures made worse by Covid lockdown events; another family, working hard to address issues so they could reunite, were struggling to juggle paid employment in and around necessary appointments and needs; a third family suffered material losses in a house fire which saw them struggling to make ends meet; and the fourth recipient family, with two seriously-unwell children, incurred unbudgeted expenses when upgrading from their previous, unhealthy home.

Judith was the fortunate one tasked with delivering the vouchers to the families during Lockdown – all of which was carried out with physical-distancing and in a responsible manner.

"I even quarantined the vouchers and envelopes for a week!"

Judith said it had been humbling to witness the reactions of the recipient families.

"They were so thankful and grateful ... and possibly even a little overwhelmed by the act of kindness by a stranger."

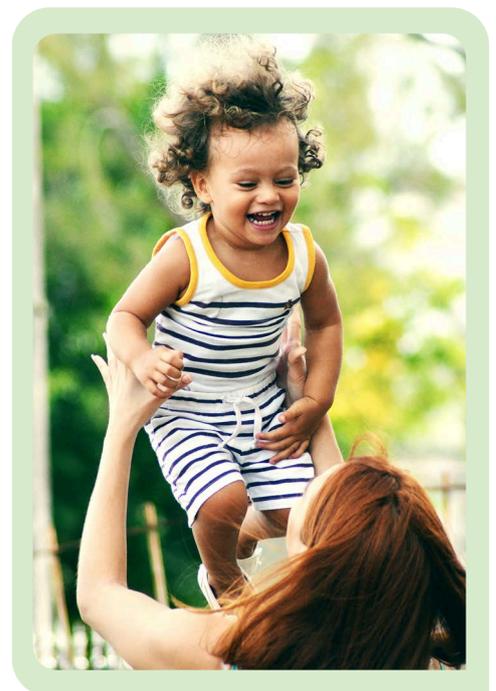
Family Works was further buoyed by two similar anonymous gifts of vouchers from a couple in the community that followed – these too were distributed to Family Works families finding life post Lockdown particularly hard.

"We are indeed fortunate to benefit

from close ties with our local churches and that others in the community also think of the people we work with. We're absolutely delighted to be on the receiving end of such generous gifts."

"These donations make a big difference in the lives of the families we work with," Judith said.

"From all of us at PSS Family Works, we extend our heart-felt thanks, as do our clients."



To find out how the power and practice of your generosity can help people in need across Southland, visit the Presbyterian Support Southland website at [www.pss.org.nz](http://www.pss.org.nz) or phone (03) 211 8200.

## Matariki 2020

Staff were excited to mark the beginning of the Māori New Year with Matariki celebrations on Monday the 13th of July 2020. As a part of the celebrations we all got together to have a shared lunch which was then followed by an educational lesson which touched on what celebrating Matariki was all about. We performed Waiata, listened to some Matariki stories from a lovely visitor who is a very talented storyteller and we ended the day with some arts and crafts - Matariki themed!



# COMMUNITY CONNECTIONS

Due to the events caused by COVID-19 the last few months were interrupted. We decided for this Community Connections feature to showcase what we have been up to in our 'PSS Community' over the past few months.

## Improved access-way

At Peacehaven Village we celebrated the grand opening of the improved access-way (to and from our Townhouses at the front of the Village) by having a brief ribbon cutting ceremony with many of our village residents in attendance. Our residents enjoyed being the first to use the new access way along with Peacehaven Village Liaison Karen Harvey.



## International Nurses Day

On Tuesday the 12th of May it was a very special day for all our Enliven nurses as we celebrated International Nurses Day. All of our Enliven sites took part in recognising our wonderful nurses with afternoon teas and cake. Thank you to all of our wonderful nurses who care for our residents each and every day.

## Triple treat for Centenarians

We were proud to have three residents at Peacehaven, who celebrated a combined 304th birthday during lockdown. They were all over the moon to have received their special cards from the Queen.



## ANZAC Day Activities

During lockdown, our Walmsley House residents spent a lot of time making poppies and biscuits for other residents and staff to commemorate ANZAC.

## National Volunteer Week

Our Family Works Team Leader Helen Goatley and our Enliven Community Services Manager Lynn Morton teamed up during National Volunteer week to find a way to show our gratitude to our amazing volunteers. They came up with the idea of giving out cookies with a nice message attached. The message read "Enjoy this sweet treat with a cuppa and know that the support that you give us is much appreciated".



# Peacehaven staff take Covid Pandemic head on

As the whole of New Zealand battened down the hatches over lockdown, PSS' Enliven Peacehaven Village staff took the Coronavirus pandemic head on - offering up ingenious services and cooking up a storm to alleviate the impact of restrictive protocols and to boost the spirits and welfare of its elderly residents.

Pastoral Care and Retirement Villages Manager Karl Lamb says stringent measures to protect against Covid-19 had been put in place across all Enliven care home and retirement village sites early in the piece but the suspension of all non-essential visits and the over 70's 'stay-at-home' rule presented some unique challenges for residents and staff alike – not least matters of access to food and grocery goods, nourishment and general wellbeing for our village residents.



Rochelle Copeland (front right) and her Peacehaven Kitchen Team grinning ear to ear after a job well-done.

“Staff went above and beyond the call of duty to keep our residents safe, fed, happy and healthy during lockdown and they have been extremely appreciative of their efforts,” says Karl.

Kitchen Manager Rochelle Copeland heads one of the teams Karl says is deserving of big kudos.

While many could have been overwhelmed in the face of the dilemma presenting, Rochelle and her team rolled up their sleeves and cooked up a storm, producing and delivering - with the help of Village Liaison Officer Karen Harvey and the Peacehaven service car - over 1000 two-course midday meals to village residents during the lockdown period, on top of their usual task of cooking for the care home each day.

“This represents an increase of 300 percent over and above what the kitchen team would normally cater for,” says Karen Harvey, Village Liaison Officer.

With a ‘can-do-anything’ attitude and smiles to boot, the team produced an extraordinary amount of hearty and heart-warming fare that, Karen says, brought comfort and buoyed village residents’ sometimes-waning spirits.

“Delivery of the midday meal was, hands-down, the highlight of their day!”

Another innovative solution to have evolved during quarantine was that of the daily ‘Lockdown Shop’. Here village residents could purchase everyday grocery and household items alongside the Kitchen team’s tempting speciality inhouse baked scones and biscuits, cheese-rolls and soup, and home-cooked heat-and-eat meals.

“One of the best things to have come from the in-home deliveries and Lockdown Shop services is that they gave us a non-intrusive way of checking-in to see if our residents were doing ok, while also giving them opportunity to socially engage.” says Karen.

When asked what motivated her team to forsake precious family time to work extra-long hours in the kitchen, Rochelle’s answer was straightforward.

“We do it for the residents.”

“We like to do our part to make their lives better.”

## We are grateful for your support

### Donate now

Enclosed is \$.....

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Donation Purpose:.....

To make an online donation go to [pss.org.nz/get-involved/donate](https://pss.org.nz/get-involved/donate)  
All donations are retained within the Southland region

#### Post to:

Marketing and Communications Manager,  
Presbyterian Support Southland

PO Box 314, Invercargill 9840



Presbyterian Support  
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