



Easing the Journey with Hospice's Wrap-Around Care

When Corrie's husband of 43 years was referred to Hospice, it reaffirmed everything she knew about the specialist palliative care service – and so much more.

"It was the sheer breadth of service that Hospice provided

that was incredible for us," says Corrie. "Every single person from Hospice was knowledgeable, supportive, caring, helpful in a day-to-day way, and importantly took the time to talk to me. They told us what to expect, what not to expect, and how things were likely to impact. They explained how the dying process was likely to play out, and that was very helpful. I felt incredibly cared for."

Two years following his terminal cancer diagnosis, Brian's oncologist suggested contacting Hospice West Auckland. Their home was promptly set up with the vital equipment Corrie needed to care for Brian at home, including a hospital bed and oxygen concentrator. "We had lots of questions, but they were all answered," says Corrie. "I felt so supported, which meant that Brian felt so supported." Hospice taught Corrie how to care for Brian at home: "I was trained on how to look after him, which was fabulous. Because of that I was able to care for him right up until the end, when it became too much to manage the physical demands by myself."

Corrie and Brian discovered the many forms of holistic care Hospice could provide. Counsellor Maxine visited to meet with the couple together, and with Brian individually.

"Those sessions definitely helped – afterwards Brian was able to talk more freely about things."

Music therapy with Sophie was another holistic discipline that made a difference. "It was easy to connect through Brian's love of music," explains Corrie. "I was able to talk to Sophie not just about how I was coping with Brian, but also how the kids were coping."

Brian was given therapeutic massages by one of Hospice's Massage Therapists, Natasha, who brought her portable massage chair to their home. Spiritual Advisor Zain also visited. "He was kind and warm," smiles Corrie. "Instead of giving Brian advice, Zain would talk about anything Brian felt like talking about, like our dog or his singing. I remember the three of us singing 'Streets of London' together one day. We both felt a little lighter after those visits."

Corrie even attended some of the monthly sessions at Hospice House aimed at providing support to carers by connecting with people in similar circumstances. And now, nine months after Brian's passing, she knows the door to Hospice House is always open, and that grief and bereavement support is just a phone call away. "You can feel so much love infused at Hospice House, and everybody is absolutely wonderful. They're all passionate and knowledgeable, and work with you as a team. That is pretty special," she says.



In the past year, Hospice West Auckland has:



Cared for
778
 patients



Provided
756
 patients and
 whānau with
 holistic support



Made
29,500
 contacts with
 patients



Volunteered
26,872
 hours



Driven
223,218
 kilometres



Delivered
81
 education and
 training sessions
 to 1,300 attendees

Corporate Volunteering Workshops

In the past six months we have hosted more than 100 people at Corporate Volunteering Days.



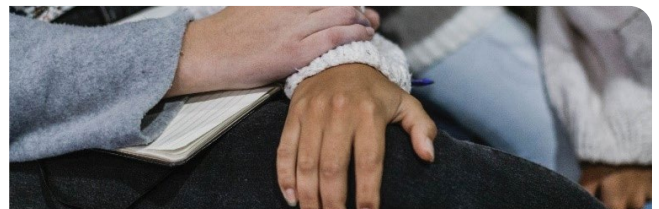
These interesting and rewarding workshops are part of organisations' corporate volunteering programmes and provide the opportunity to give back to the community. Teams take part in a Te Kapowai – Dragonfly workshop, where we teach them how to make a unique beaded dragonfly which will be gifted with the Te Kapowai – Dragonfly poem as a keepsake to families who have lost a loved one in our care. We also explain about the services that Hospice provides and bust common myths. Attendees then visit one of our Hospice Op Shops to meet our amazing retail staff and volunteers. They spend time sorting donations and filling the shelves and clothing racks, learning about the important donation cycle that allows Hospice to turn second hand goods into first class care.

These Corporate Volunteering Days are extremely popular, with some large organisations booking multiple days to allow different department teams to attend. If you are interested in learning more for your organisation, please reach out to us at volunteerservices@hwa.org.nz.



New Social Care Programmes at Hospice House

We have increased our social care offerings to provide even more comprehensive wrap-around support for our patients, whānau and carers. If you are interested in learning more about these or any of our social care programmes, please contact us at programmes@hwa.org.nz or phone (09) 834 9758.



Bereavement Support Group

A six-week programme for those who have experienced a bereavement through HWA. Run by one of our experienced grief Counsellors, these groups provide the opportunity to meet with others affected by grief and loss to share stories, thoughts and feelings.



Havening

Technique clinics by appointment for patients and whānau. Run by our accredited practitioner, Havening is a low-risk, effective, self-soothing technique using simple touch, distraction and eye movements to help cope with stress, trauma, anxiety and physical pain.



Kowhai Social Group

A six-week social activity programme for patients, whānau, carers and friends providing the opportunity to connect with others with similar experiences in a safe, comfortable space. Enjoy morning tea over a fun, optional activity such as arts, crafts or music – no experience needed.



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Advance Care Planning

Advance care planning is identifying preferences for your future health care and putting plans in place to help those happen. It's a good idea for anyone experiencing health changes, but is especially important for people facing end-of-life.

An advance care plan can include:

- Ensuring wills and other legal documents are up-to-date
- Putting Enduring Power of Attorney in place
- Making funeral plans
- Deciding on your preferences for health care or treatments

When you are facing end-of-life, advance care planning can provide you with comfort and peace of

mind in knowing that everyone understands what matters to you and that your care plans are in place. It gives you control over how you are treated and cared for when you may no longer be able to speak for yourself. And it gives your whānau and caregivers confidence in knowing they are respecting your wishes. It can allow you to make the most of your time knowing the important details have been taken care of, and focus on those things that give your life the greatest meaning and enjoyment.

An advance care plan is usually a written document that everyone can refer to. There are templates which can be printed out and filled in at www.myacp.org.nz. Hospice West Auckland Social Workers are also here to help provide guidance and assistance on developing a plan.



The Thrill of Op Shopping

Barbara has been a keen op shopper for at least 40 years, and is now a regular customer at her favourite local store, the Glen Eden Hospice Shop. "I've got some of the best bargains of my life from op shops," she says. "If you're patient and keep searching, everything you want eventually turns up."

One of Barbara's favourite op shop stories involves a beautiful designer Maya cutlery set she purchased many years ago in a Hong Kong department store. Over the years, some utensils were lost or damaged, and Barbara would purchase replacements from specialty cutlery stores. But the prices rose astronomically to as much as \$80 for a single knife, at which stage she decided to stop spending ridiculous amounts on replacements. Then she was browsing in the New Lynn Hospice Shop when the cutlery drawer caught her eye. "I was looking for a slotted spoon – but then I spotted one of my knives! A Maya knife was staring up at me!"

Barbara sorted through the entire drawer, scoring 18 pieces of the designer cutlery for her efforts, at a whopping cost of \$1 for 3 pieces. "I was just ecstatic - I couldn't believe it! And that's what makes op shopping so fun and rewarding – it's the thrill of it."

Barbara believes the ethical side of op shopping is very important too. She has instilled her respect for recycling and the environment, and the unnecessary waste of purchasing everything new, in her children and now grandchildren. "My daughters are very big op shoppers, and my youngest one in particular has an extremely good eye."

Barbara consistently donates to the Glen Eden Hospice Shop. "I have a rule now – when I buy something, something else has to go." At home she will often look in a cupboard and think: it's time to donate some of that to Hospice.



7 Hospice Op Shops

Henderson, New Lynn, Glen Eden, Te Atatū, Massey, Helensville and our newest store in Kumeū

Rongoā Garden by the Community, for the Community



Hospice West Auckland offers the traditional healing modality of Rongoā Māori, and now we are excited to be developing a Rongoā garden at Hospice House in Te Atatū for our patients, whānau and community.

Rongoā Māori, traditional Māori healing, is the oldest medical practice in Aotearoa, focusing on restoring health and wellbeing through a strong and impermeable connection to nature.

We are creating a welcoming space to reconnect with Papatūānuku and feel culturally, physically, spiritually, and emotionally strengthened, in accordance with the Te Whare Tapa Whā model of wellbeing.

The garden will include a wide range of New Zealand native flora, both shrubs and trees, and each plant will be identified with its Māori name, botanical name and a description of its healing uses.

We welcome you to help us create this special place. Please get in touch with us if you would like to be involved by phoning (09) 834 9758 or email programmes@hwa.org.nz.



Breathing Easy at Hospice



Marion is a member of Hospice West Auckland's physiotherapy team and specialises in respiratory care for patients with breathlessness. She provides all aspects of physiotherapy and respiratory care to patients both in their homes and at Hospice House. Marion identifies the tools and information for managing breathlessness which are most relevant to each person, and teaches both them and their family members. "Family members play a big role in managing breathlessness," she explains. "They help reinforce the techniques before their loved one becomes too breathless."

Marion also runs Puna Haoura Breathe Easy classes every week at Hospice House. Based on the 'Breathing Thinking Functioning' model developed by the Cambridge Breathlessness Intervention Service, the sessions are very gentle and equip attendees with advice, information and techniques they can put in place at home.

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Thank you for helping us continue to provide specialist palliative care free of charge to those in need.



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