

Official publication of Age Concern Wellington

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*Spring 2014*

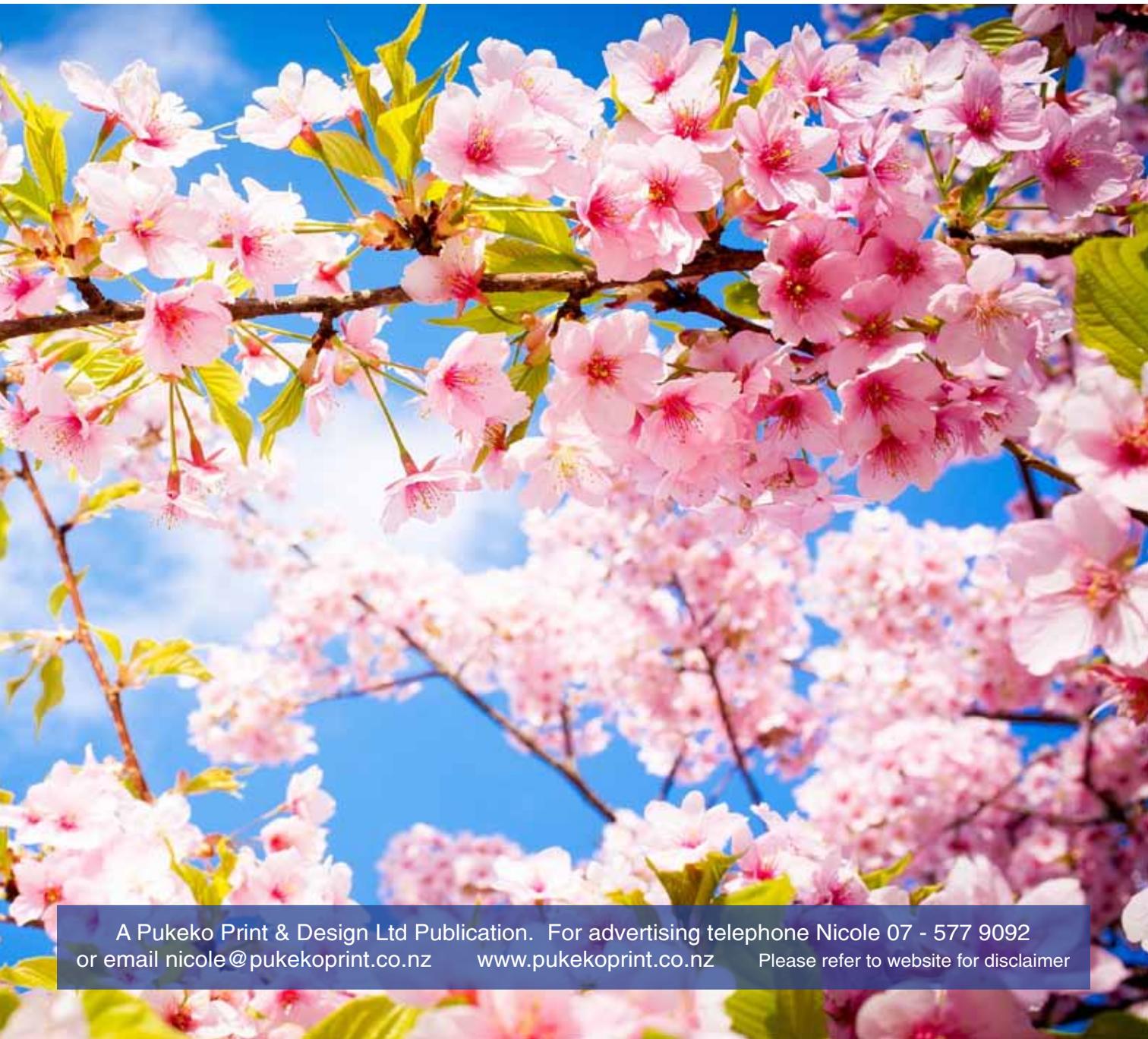
Age  
Concern

Wellington

He Manaakitanga  
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***Serving the needs of older people***



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*Serving the needs of older people*

## Executive Officers Report

**Welcome to our new look newsletter. We have attempted in past times to produce our magazine, but despite a number of attempts, it has not made it to print.**

Age Concern Wellington Inc. continues to be in good health and to do work it has done for over 60 years looking after the interests of senior citizens in the wider Wellington/Hutt Valley/Porirua region.

Our main roles are our Elder Abuse and Neglect Prevention, our Accredited Visitor Service and our Community Support Service.

Elder Abuse and Neglect prevention involves us attending many calls each week from a wide cross section of the community. Sadly much of our work involves financial discussions between senior citizens and family members, and these are often hard to resolve amicably. A misunderstanding of the Enduring Power of Attorney and when this can and cannot be used is also a major area of concern. We do education courses related to Enduring Power of Attorney, but need changes to be made to the law, and also some more general education on what EPA's are all about. The general understanding by the public is very low on when an EPA applies and who has what responsibility when appointed. We understand a proposal for change is before a select committee but will not see daylight until after the elections.

Our Accredited Visiting Service has over 100 volunteer visitors who call on an equal number of lonely seniors, most of whom live in their own homes and have few if any visitors.

This service has two major benefits, firstly we are able to keep seniors living in their own homes longer by having a friendly, regular contact, and secondly the visitors often find they make friends, have a new interest in their lives and generally most agree that they benefit far more from the visits than they ever thought they would.

Our Community Support Service receives over 2000 calls a year on a wide variety of topics. See the article by Ann Dalziel on a day in her role to

understand the extent of our service.

Recently we have been holding a number of courses `Safe with Age Driving`. These are refresher courses for senior drivers to update them on the latest road rules, ideas on how to be a better driver, now they are no longer 21 years old, and to give them renewed confidence. Everyone who has attended finds the courses beneficial. Ring Age Concern Wellington (04 499 6646) if you are interested in attending a future course.

We are also pleased to say that we are lucky to have an Executive Committee with a wide range of experience to help guide Age Concern. The current executive has skills including computer programming work for MSD, a past president of Alzheimer's Wellington, human resource manager, past Wellington City Council Seniors Consultant, a DHB Manager, Social Worker, and a World Health Organisation committee chairperson.

The Executive meet regularly to review the work of the Staff, set priorities and direction, approve financial reports and generally overview the organisation.

We are always open to consider volunteers for our visitor service, to get phone calls about neighbours or friends who think need a visitor to brighten up their day, or to anyone interested in standing for our Executive Board.

Age Concern Wellington Inc is a Not-for-Profit Charity and we welcome members. There is an Age Concern Wellington Charitable Trust to which bequests can be made. The main goal of this Trust is to provide funds for the benefit of seniors in our region.

We trust this new look magazine has some useful information and will be producing it regularly in the future.

*John Gibbons*

Executive Officer.



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Driving Miss Daisy is NZ's number one companion driving service and within the wider Wellington area the Daisies have been busy transporting their growing client base shopping, to appointments, shared outings and lots of other destinations. Driving Miss Daisy is a unique service. Not only do they provide safe and luxurious driving services to anyone who is unable to drive themselves, they also build caring and long term friendships with their clients too.

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Serving the needs of older people

## Volunteers

The week of the 16 - 21 June “was nationally recognized as ‘Volunteer Awareness Week’ with the theme “With your contribution and my contribution the people will live”

Here at Age Concern Wellington we have close to 100 volunteers visiting elderly people who are often alone and isolated in their own homes. Our volunteers are aged 20 to 85 year old. Some of our older volunteers are actually visiting people some years younger than themselves. This highlights that age is only a number and by keeping active and interested in everything many appear much younger than they are.

The volunteer undertakes to visit once a week for an hour or so, just to chat and maybe share a cup of tea. For the older person this may be the only person they see in the week other than caregivers and an opportunity to talk and maybe reminisce

about their lives, what they did in the past, where they lived and what their aspirations were as young people themselves.

Many volunteers tell me of the close bond they develop with the person they visit, sometimes going to cafés, shopping or providing transport to Doctors etc. A volunteer may join because they want to help an older person, maybe they have no family of their own, but they quickly find the relationship becomes two way and they gain as much as they give!

We do have a detailed monitoring, police checking and training of our volunteers. This includes explaining what they can do and should not do when visiting. From time to time the older person can wish to give gifts to the visitor, and this is unacceptable as it can lead to claims from family etc. One of the leading causes of depression in the elderly is isolation so it is important that they stay connected to both family and the community. This gets more difficult as health issues take there toll including eyesight, hearing and mobility.

In the Wellington area access too can be a big deterrent to both the older person getting out and visitors coming in .The older person may have lived in their home for fifty or sixty years having brought up their families there, pushed prams up hills and carried groceries up sometimes treacherous paths and thought nothing of it! Now however they are finding it very difficult. Decisions about where to live as we grow older need to be made in a timely fashion. Left too long the older person often has neither the energy or ability to make changes and is often ‘stuck’!

We are always welcoming new visitors and new clients. If you would like to become a visitor or make a referral -

Wellington, Monica Robinson,  
04 499 6646, email [avswgtn@acwellington.org.nz](mailto:avswgtn@acwellington.org.nz)

Or Hutt Valley - Melva Howard,  
04 528 33 66 email [avshutt@acwellington.org.nz](mailto:avshutt@acwellington.org.nz)



**NOTICE OF MEETING**



**AGE CONCERN WELLINGTON**  
**Annual General Meeting**  
**1.30pm Thursday 18th September 2014**

**Venue:**  
Anvil House ,Level 1  
138 Wakefield Street,  
Wellington.

**Guest Speaker:**  
Dr Crawford Duncan,  
Consultant Psychogeriatrician,  
Capital and Coast Health

**Afternoon tea will be served.**



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## A DAY IN THE LIFE OF COMMUNITY SUPPORT WORKER

### ANN DALZIEL

When originally asked to do this, I decided I would record a typical day – however there is not such thing as typical, so I decided I would record all

the happenings of the next day. This then, is my account of Thursday 31st July 2014.

I start my day early, and as usual was in Wellington's Freyberg Swimming Pool at 6.0 a.m. I normally swim for about 45 minutes, followed by shower and hair wash. I then go home, have breakfast and get dressed for work.

I typically arrive at the office between 8-8.30 a.m., when I read any e-mails and listen to the recorded messages. If there is anything urgent I deal with it then, otherwise I head up Cuba Street for an industrial strength coffee and read the papers. I collect the post from our post box, which has to be recorded and cheques etc put into the bank deposit books. On my return I usually catch up with Sheila or Ken, our Elder Abuse Prevention Co-Ordinators, as often any of the more pressing client issues involve them.

So calls/actions on Thursday –

- Call from Womens Institute in the Hutt Valley asking for a speaker at their group meeting next month -
- Change of appointment for organisation which has had earthquake strengthening work carried out – reschedule and different location.
- Potential Accredited Visitor Service client phoned re placement with client
- Financial query regarding Age Concern Wellington subscription
- Confused and distressed client call – refer to Elder Abuse Prevention Co-Ordinator, who went out to visit as a matter of urgency

- Two calls from members of the public wanting to enrol on our Staying Safe Driving Course (unfortunately unable to as the course is full). Put names on waiting list.
- Rang everyone who is registered on the next Staying Safe Driving Course on Friday - a couple now unable to attend, so left messages for people on our waiting list. 17 calls made in total for this.
- Ordered catering for the Staying Safe Driving Course – we are very particular about our excellent coffee (and Earl Grey scones) and our reputation means there is a waiting list for these courses!
- Received two funding queries from Age Concern National Office – responded to these.
- Wellington City Council staff member, who as part of their portfolio is responsible for Seniors rang, inviting me to a Neighbourhood Day Planning event – accepted, but will have to leave early as we have an Elder Abuse Advisory Group meeting, and I help cater for this.
- Call from new social worker at Capital and Coast DHB with a query regarding recording of elder abuse statistics. This to be followed up.
- Lady rang enquiring about the Total Mobility scheme – this is subsidised taxi fares for those because of a permanent disability, are unable to use public transport. Gave her the details and highlighted the need to be assessed.
- Entered information on Age Concern database detailing Elder Abuse Education seminars – four have been place in the last couple of weeks, so need to detail these, and record the numbers attending and the response
- Introductory call from the new BUPA representative in the Wellington area – appointment made for her to come into the office.

I always bring a home made sandwich in for my lunch – we have a fabulous local baker who makes superb bread, so this forms the basis – add to it avocado/watercress and cheese, plus some fruit. I usually only drink water during the day – I am a strictly one coffee per day person, but it must be a great one. Every lunchtime I go out– working in the city there is always something to see or do.

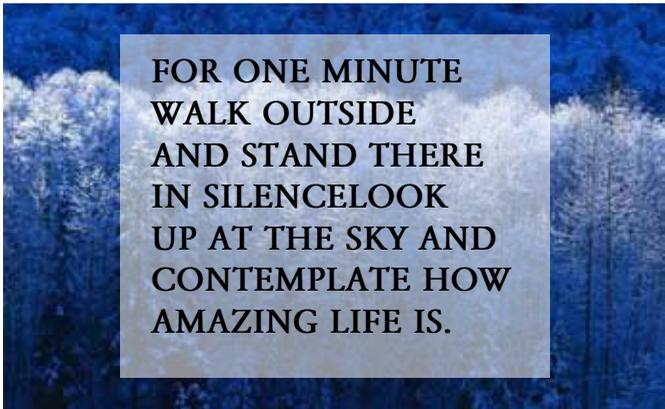
On Thursday a colleague and I went to one of the

short films at the Film Festival on `Mothers` - a Chinese film which was quite disturbing as it was about the enforcement of the one child policy. The City Library is a three minute walk, and there are a number of exhibitions and events taking place – always something to see or do.

During the month I also attend a number of meetings – I am on the Executive of Welcoss, which is made up of Wellington Council of Social Services. This keeps me up to date of what is going on in other Community sectors in the City. I am also on the Executive of WellElder, a counselling service for Seniors, attend monthly Wesley meetings, and the local SIDU Meetings (combined funding of the local three DHB`s), which discuss issues around Seniors. I finish work at 4.30 p.m. and usually go and see my daughter who lives in Island Bay with their two children – Tom (nearly 3 years) and baby Charlotte (6 months). After that home, sort out domestic chores, then a glass of wine whilst preparing supper. Most probably another glass with supper, then I often Skype my two other children who live in London. I read books, watch very little television, and sleep like a log.....

This of course is not an exhaustive list – I regularly get calls from an lady asking what day of the week it is, we get regular calls about (free) transport to medical appointment – alas not possible, as well as family members who feel their elderly parent needs more home care (referred to Care Co-Ordination Centre). You never know what the next call will be about!

If you have a query, please contact me directly – if I do not know I should be able to put you in touch with someone who will! My number is 04 499 6646.



FOR ONE MINUTE  
WALK OUTSIDE  
AND STAND THERE  
IN SILENCE  
LOOK UP AT THE SKY AND  
CONTEMPLATE HOW  
AMAZING LIFE IS.



## Staying Safe

“Do questions like ‘where did THAT car come from?’ or ‘why does everyone else want to drive so fast?’ occur to you when you are enjoying driving your car? Questions like this were presented to the participants at a recent NZ Transport Agency Staying Safe workshop for older drivers run by the Wellington Branch of Age Concern. I found myself in a mixed group - women, men, Kiwis, Asians– all we had in common was that we were all older drivers. In a very supportive atmosphere we were invited to share our experiences, our concerns, our anxieties about driving. The presenter then explored these areas of interest. We watched a DVD showing the safe navigation of a variety of actual driving situations, including roundabouts and intersections and then we worked in pairs to analyse give way rules. While I did not actually learn anything new I came away feeling more confident about my driving and would like to recommend such a course if one is being held in your district” – comments from a recent course participant.

Staying Safe workshops have been presented by Age Concern Wellington since 2012. These workshops give older drivers an opportunity to not only share their concerns, but also to update on the recent changes to road rules. They also learn some strategies for driving safely, taking into account the effects of ageing. NZ Transport Agency provides a very good booklet for reference and also a DVD which covers recent road rule changes including roundabouts! Feedback from workshop participants is very positive.

If you would like to enrol on one of these courses, please contact Ann Dalziel on 04 499 6646.

## Move it or Lose it

Linda is an octogenarian who does not know the meaning of the word “quit”. After being diagnosed with “sciatica” a couple of weeks ago, she just would not give up on physical activities such as walking and swimming. “The 4km walk around the Khandallah Park Loop used to be my routine twice a week but now that I have this nagging pain in my lower back travelling down the back of my leg, I just have to satisfy myself with a few-block-stroll in our neighbourhood and the aquafit classes in Johnsonville”. “I just have to move it or lose it”, she added.

The old expression “move it or lose it” simply means the less we move physically, the more we lose in health. When inactivity becomes a habit, we slow down and become less vital. According to the World Health Organization, approximately 3.2 million people die each year due to physical inactivity.

It is the fourth leading risk factor for global mortality, outstripped only by high blood pressure,

tobacco use and high blood glucose. People who are insufficiently active have a 20% to 30% increased risk of death compared to people who engage in at least 30 minutes of moderate intensity physical activity on most days of the week.

Physical inactivity is said to be the main cause for approximately 21-25% of breast and colon cancers, 27% of diabetes and 30% of ischaemic heart disease. It is also linked to high blood pressure, obesity, diabetes, depression, fatigue, osteoporosis and respiratory conditions.

Globally, around 31% of adults aged 15 and over were not active enough in 2008 (men 28% and women 34%). In high income countries, 41% of men and 48% of women were insufficiently physically active, as compared to 18% of men and 21% of women in low-income countries.

Low or decreasing physical activity levels often correspond with a high or rising gross national product. In 2013, WHO Member States including New Zealand, have agreed to take action to increase physical activity by developing policies and plans that aim, among others, to ensure that:

- Walking, cycling and other forms of active transportation are accessible and safe for all;
- Labour and workplace policies encourage physical activity
- Schools have safe spaces and facilities for students to spend their free time actively;
- Quality Physical Education (QPE) supports children to develop behaviour patterns that will keep them physically active throughout their lives and
- Sports and recreation facilities provide opportunities for everyone to do sports

Thanks to her aquafit class, an amenity that is readily available in public pools in the country, Linda is not only recovering from her injury but keeps her cardiovascular fitness in check. “I am not ready as yet to rust up and teaming up with seniors like me in the class has kept me moving forward”, she stressed with an indomitable smile.



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## Suicide and the Elderly

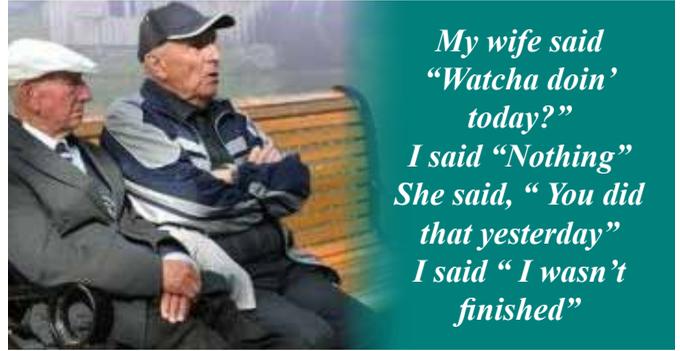
Suicide is often thought of as a younger person's issue but unfortunately it is a growing issue among the elderly population. Of the eleven cases of completed suicides in the Hutt Valley in the first six months of this year, four were superannuitants, meaning that just under 25% of cases were in the older age group.

The Hutt Valley Suicide Prevention Group has recently revived under the leadership of the Coordinator, Jenny Jones, at Regional Public Health. She coordinates with the police, and they then contact the relevant community agency as and when they are needed. They are very keen for the elderly to be represented in this network, and so Age Concern was invited to join the group. I have attended one meeting so far and made contact with a variety of agencies. The next stage of the plan is to have a specific forum for older people and in another issue of this magazine I shall be able to report on that in more detail.

As I said at the beginning, suicide is not exclusively a youth issue but an issue for an ageing population. With a wider use of the internet, more older people are researching topics like euthanasia as they strive for control in their lives when facing health problems and loss of independence. I also strongly believe that suicide and euthanasia may well be driven by the ageism in our society, whereby insufficient value or status is given to older people. Age and declining health are feared, often fuelled by media reports of sub standard care in aged care facilities.

There is a lot of preventative work to be done in this area but I am encouraged by this networking group that insists that the voice of the elderly be heard.

Sheila Reed  
EAN Co ordinator



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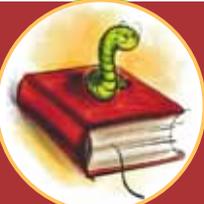
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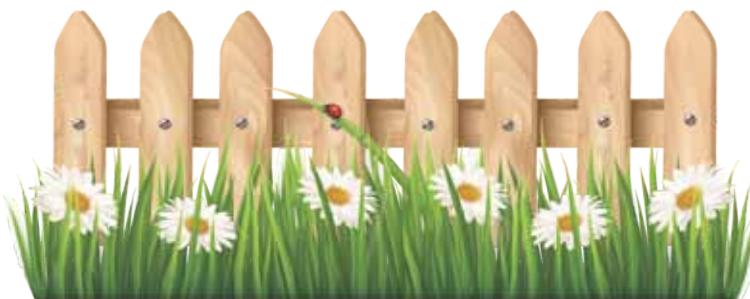
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## PACIFIC ISLAND EXERCISE GROUP

**Age Concern Wellington is currently helping to support an Exercise and education group based at the PIPC Church in Newtown, Wellington.**

The group, which is predominantly made up of Pacific Islanders, (although not exclusively) has an aerobic session on Tuesdays and Tai Chi on Thursdays. The programme is designed

to keep the elderly healthy through fun exercising. For those who suffer from arthritis and joint conditions, there is the option of use of the local hydrotherapy pool.

The benefits include:

- More energy being more positive enjoying life and living longer for themselves and their families.
  - Getting up and out of the house, keep their minds active.
  - Happiness through meeting people, making friends not being at home alone.
  - Members are more mobile and moving as they attend classes through catching buses, trains and walking every week to and from class.
  - Families and children get peace of mind knowing parents are in a safe environment and are able to get around and do things for themselves.
  - Sharing health education topics with their families.
  - Tai chi aids with their balance and there are less injuries from falls.
  - Hydrotherapy pool aids pain management for joint and arthritis sufferers
  - Kept doctors appointments
  - Healthy Group and Happy, this flows on to the families, church and community
  - Lowered number of admissions to hospital 1 patient – 3-4 months, sometimes 6 months without admission compared to 8 years ago.
- Know their medication and to be more understanding of their problem. The programme nurtures the whole person, feeding the spiritual, mental, emotional, and physical needs. Vanila, who is Chair of ` Mafutaga Tagata Matutua`, proudly states that members of her group live longer than the Church attendees, who occupy the same building! The group seems to have great fun on their mornings together .

### CHEESE SCONES



**Nothing tastes better than a hot batch of cheese scones straight from the oven, with lashings of butter.**

Pre heat oven to 250c

3 cups flour

3 tsp baking powder

(Or 3 cups self-raising flour)

3 tbsp. butter or margarine

1 ½ cups grated cheese

Pinch salt

Approximately 1 cup milk (sour with a squeeze lemon juice if you have it) Mix dry ingredients together in a bowl, rub in the butter add liquid mix quickly DO NOT KNEED this will make them tough. Pat mixture onto floured board and Either cut into squares or use a cookie cutter or glass to cut out rounds. Place on a baking tray with baking paper. Place in oven for 10-12 minutes. ENJOY!  
To make plain scones omit the cheese and add 2 tbsp sugar.

## Keeping Well from Influenza

**Influenza – or the flu – is a virus that spreads quickly from person to person. Symptoms include fever, chills, aches, runny nose, a cough and stomach upset. Immunisation is your best defence against the flu.**

The influenza virus infects your nose, throat and lungs. The flu is normally worse than a cold. In temperate climates such as New Zealand's, you're more likely to get the flu in winter. Some people get very sick – influenza causes deaths every year.

Symptoms of influenza come on suddenly and can include fever, chills, muscle aches, runny nose, cough and stomach upsets.

Older people, young children, pregnant women, and people with certain medical conditions are at a higher risk of developing serious complications from influenza, such as pneumonia. If you're at higher risk, it is important to see your doctor early, to find out if you need treatment.

It is also important to seek medical advice early if you are concerned, and especially if there are any danger signs, even if you have been seen before. Other serious conditions can also look like the flu, including meningococcal disease.

Immunisation is your best defence against influenza. Even fit and healthy people should consider getting the flu jab to protect themselves. The flu spreads quickly from person to person through touch and through the air.

While you're unwell, stay away from work or school. Look after yourself and your family – rest and fluids are especially important.

Influenza can be caused by different strains of the influenza virus. (Symptoms for different types of flu are the same.) The seasonal influenza vaccine is altered most years to cover the particular strains of the virus that are circulating each year. When a new (novel) strain of the flu virus emerges that infects many people in a very short time, it is called a 'flu pandemic'.

*Sourced from the Ministry of Health Website*



## Support Age Concern Wellington

I wish to support the work of Age Concern Wellington by:

(Please tick the relevant boxes)

- Become an individual supporter by an annual donation \$ \_\_\_\_\_
- Making a donation of \$ \_\_\_\_\_
- Becoming a Corporate supporter \$ \_\_\_\_\_
- Becoming a volunteer visitor

Note: Donations of \$5 or more are tax deductible

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Serving the needs of older people

# HELP FOR FRAIL PEOPLE OVER THE AGE OF 75

Capital & Coast District health Board is undertaking a series of projects aimed at improving the assessment, planning, treatment and ongoing support for the Frail older persons.

Frailty is a clinical condition, and is described as a decline in multiple body systems due to ageing which results in vulnerability to changes in health



status. People with Frailty have an increased risk of falls, disability, long term care and death.

Evidence shows that early identification of frailty and specialist interventions will guide appropriate support and anticipatory care planning to assist people living with Frailty to maintain their own health for long as possible.

The CAREFUL (Care of the At Risk Older person who is Frail) front door response team is one of the first projects to begin as we look to improve the health outcomes for frail elderly patients. From July 28th the Emergency Department (ED) will screen every patient over the age of 75 for Frailty. Once identified the patients will be referred to the CAREFUL team who comprises a geriatrician, nurse, allied health professional and pharmacists . The team is based in ED and will perform a comprehensive geriatric assessment in order to develop a coordinated and integrated plan for treatment and long term follow up.

The CaREFUL team will be trialled for 6 months.

A consumer representative, Judy Whitcombe, has been added to the Project Group. She is making contact with people over 75 who have had experience in the Emergency Department in the last 2 years to find out about their experience and what could be improved. If you, or your partner, have had recent experience in the Emergency Department Judy would like to hear from you.

Contact Judy Whitcombe Ph (04) 237 6946,027 426 1998 or email drjudyw@gmail.com

At the same time as the introduction of the



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Working Together



CAREFUL team ,the Community Allied Health ORA teams are progressing work to create capacity in their teams to support patients in the community.

This work will be integrated with SIDU’s Health of the Older Person service, which is developing a model for early supported discharge, along with strengthening the links between hospital services and home and community support services.

Already Kenepuru Hospital has been involved in a series of service improvements aimed at assertive discharge planning, ensuring integrated information and structured multi-professional communication. Kenepuru teams, in a short time have developed, trialled and in some cases implemented new ways of working that are already showing encouraging results.

We are confident that after assessing the results of this trial, that we will be able to show that this new approach will have had a positive impact on the healthcare of the frail elderly population.

*(This article courtesy of the Kapiti Grey Power magazine “SuperPeople”)*

### E Morris Jnr Simplicity Funerals Simply respectful. Simply affordable.

The name E Morris Jnr holds a very historical association with funerals in the Wellington area of years gone by, today as “E Morris Jnr Simplicity Funerals”, we combine our history of caring professionalism with considerations towards affordability.

Manager Andy Ellis, a fully qualified FDANZ-associated funeral director says “These days there are inevitably costs to consider”. “There’s no question funerals have become more expensive with rising costs of cemetery and cremation fees, so we have devised four pricing plans to suit people’s individual needs”.

We also offer options for pre-paying and pre-arranging funerals in a safe, secure manner, through the FDANZ Funeral Trust and our staff are always willing to offer obligation-free advice.

For more information or to talk to Andy, simply call free on 0800 222 155 – calls answered 24 hours, 7 days or visit our website: [www.simplicity.co.nz](http://www.simplicity.co.nz)



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E Morris Jnr

Simplicity Funerals  
Simply respectful. Simply affordable.



Simplicity Funeral Director Andy Ellis

### Wellington wide, we're part of your community.

At Simplicity Funerals we believe that a funeral should be fitting and meaningful - while remaining affordable.

We offer a range of pricing plans which we can tailor to your individual needs. Call us for a free, Funeral Planning Pack including information on FDANZ pre-paid funerals.

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## Scam – Proof Your Life

The phone rang in the wee hours of the night. Emma stirred in her sleep, fighting the urge to get up and answer the call. *“It must be those people again bugging me about a problem in my computer”*, she thought. She had received a number of calls, peculiarly in the evening, in the last couple of days and every time she would say, *“I have someone who looks after my computer. Thank you”*, and would hang up.

But this night is different; she just couldn't ignore the call as it might be her son calling overseas, with an emergency. She checked the time, it is 11 o'clock. She picked up the phone, somewhat worried why her son would call her in the middle of the night.

A man, with an Indian accent, answered on the other end. He wasted no time in warning Emma that her computer would likely “crash” in the next 10 minutes if something was not done straight away. He introduced himself as somebody working for a helpdesk department, offering technical support for Windows problems. He talked her through finding her IP address, asked questions about her computer and guided her into opening some files. He seemed to know what was on her computer and she thought *“he could almost work his mouse on my screen”*.

The man was very persistent and sounded genuine. He explained that she is on a “Silver

Plan” and gave his agent number and a support number, possibly a toll free number that she could call if she encountered more problems. He then asked her to confirm her address and phone number, which she unquestioningly did. And then he billed her NZ\$239.50 for fixing the computer overnight and directed her to pay via “Maven Credit”.

Her internet connection seemed to stop after about 30 minutes and they rang her back to reopen it. It was already past midnight by the time the transaction was completed, so Emma went to bed.

The following morning, Emma just couldn't shake off the uneasy feeling that she could have been victimised by a SCAM. She felt foolish for providing her credit card details so she rang the bank to cut back the amount of money available on her card and later in the day cancelled it altogether.

She then contacted her son who had bought, set up and maintained her computers and he assured her there was nothing wrong with her computer at all. He dropped by her house later that day to check her computer and discovered that a software package called ‘vncserver’ had been installed, which allows an external party to access and control it.

Since the fraudulent transaction, Emma had recorded at least 3 more calls over the next month, usually occurring late in the evening. Telecom identified all calls as coming from the same number that scammed Emma but is not sure as to the origin of the said calls.

Emma fell victim for a scam and she is not the only one.

A scam or “confidence trick” is any fraudulent scheme performed by an individual or a group in an attempt to obtain money or something else of value. The Department of Internal Affairs' Electronic Messaging Compliance Unit asked to monitor frauds has counted a total number of 5810 reported scams in the year 2013 alone. The scams range in format from email, text message, phone/fax to online (from trading and social networking websites) and postal (letters). Of the total number of reported frauds, 225 were victimised by phone scams and the government's

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website is replete with examples of the Microsoft Windows scam that victimized Emma.

Scammers are said to prey on vulnerabilities and a number of scams target seniors quite deliberately, which prompted the government to produce a Senior's Guide on Scams – Get Online Savvy. The Guide contains tips on how to surf the internet safely and protect the computer from spams, identifies tell-tale red flags of potential scams, and provides advice on preventing fraud and how and where to report it.

Senior Citizens often become fraud target because it is said that people who grew up in the 1930's to 50's were generally raised to be polite and trusting. Con artists exploit these traits, knowing that it would be difficult for these individuals to say "no" or just hang up the phone. They are also less likely to report a scam as they do not know who to report it to, are too ashamed to admit to having been scammed or don't know they have been scammed.

In order to protect the Senior Citizens and their families, the government is encouraging anybody to report if he knows someone in the following situations:

- Met somebody online and sent money overseas
- Been called out of the blue with an offer to invest funds, sell shares or receive a tax refund
- Sent money overseas to receive an inheritance or winnings from a lottery, or paid any other fee to 'unlock' further funds
- Purchased goods or services online that have not been delivered
- Discovered odd transactions on credit card after signing up to a website
- Been approached by a stranger by email or text to conduct a transaction that has fallen through
- Sent credit card, passport, birth certificate or other personal details to someone online or on the phone and did not feel comfortable with the transaction
- Clicked on a dodgy looking link in an email asking for personal details
- Had email, bank or social media accounts hacked

If you, or anyone you know, has received any type of scam then report it here:

[www.scamwatch.govt.nz](http://www.scamwatch.govt.nz)

You can also report incidences of electronic or text messaging spam here: [www.dia.govt.nz](http://www.dia.govt.nz)

Or forward spam text messages to the free shortcode: 7726 (SPAM)

If you are concerned that your computer, smartphone, email, or online accounts have been compromised you can get help from NetSafe, contact them here: [www.netsafe.org.nz](http://www.netsafe.org.nz) or call 0508NETSAFE

If significant amounts of money are involved, or the scam appears to be based in new Zealand you should also contact your local police station for further advice.

Alternatively, you may report scams to the Department of Internal Affairs  
Email Scams: Forward the email to [scam@reportspam.co.nz](mailto:scam@reportspam.co.nz) along with any other information that may be useful.

TXT Scams: Forward the TXT message to the free shortcode 7726 (SPAM).

Online Scams: Email a description of the scam to [scam@reportspam.co.nz](mailto:scam@reportspam.co.nz).

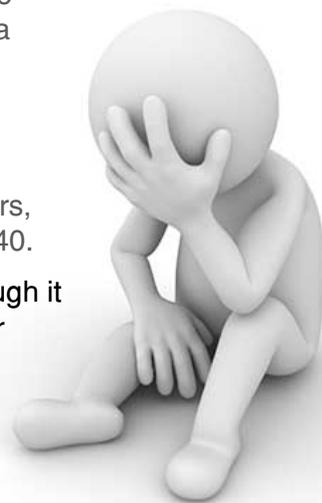
Phone Scams: Email a description of the scam to [scam@reportspam.co.nz](mailto:scam@reportspam.co.nz) or call us on (+64 4) 495 7200.

Postal Scams: Email a scanned copy of the scam to [scam@reportspam.co.nz](mailto:scam@reportspam.co.nz), or post a copy to Electronic Messaging Compliance, Department of Internal Affairs, PO Box 805, Wellington 6140, or fax a copy to (+64 4) 495 9314.

Fax Scams: Fax the scam to (+64 4) 495 9314, or email a scanned copy to [scam@reportspam.co.nz](mailto:scam@reportspam.co.nz), or post it to Electronic Messaging Compliance, Department of Internal Affairs, PO Box 805, Wellington 6140.

Reporting scams, even though it may seem embarrassing for some people, helps us to warn and protect others.

- MBIE



## NEWS FROM ACC FOR PEOPLE WITH HEARING LOSS

ACC is changing the way they help people with hearing loss. If you've got injury-related hearing loss, here's how you'll benefit.

ACC has been working with the hearing sector and the Ministry of Health to improve services for people with hearing loss.

From 1 July 2014, ACC's hearing services will change for the better. They're increasing funding across a wide range of services including hearing aids, fittings and repairs. They're also changing the way they help children with hearing loss through injury. A new policy is being developed that will make it easier for children to access services as their needs change.

There is a lot more information on their website including how much you'll receive towards hearing aids if your injury-related hearing loss is 6% or more.

If they're helping you already, you'll be able to benefit from the increased device and fitting contributions when it comes time to replace your hearing aids. And, after 1 July 2014, if you need re-pairs, you'll have access to a set amount of money to put towards repairs to each aid.

### Want to know more?

**Give ACC a call on 0800 101 996 if you'd like more information by email or post, or you can visit their website: [www.acc.co.nz/hearing\\_loss](http://www.acc.co.nz/hearing_loss)**

*(article from Age Concern Taupo Newsletter)*

## HANDY HINTS YOUR GRANDMOTHER NEVER TOLD YOU.

- 1) Itchy mosquito bite?  
No problem! Rub a bar of dry soap on the bite for instant relief!
- 2) Cat won't take his medicine?  
Put the medicine on top of one of his paws. He will instantly lick it right off!!
- 3) Deodorise your dog without a bath by rubbing baking soda into its fur and then brushing it out.
- 4) Sprinkle baking soda on the carpet to remove pet smells
- 5) Try sugar instead of salt to bring out the flavour of tomatoes.
- 6) To cut bread easily, stand the bread knife in boiling water for a few minutes, then cut the bread with ease.
- 7) An apple placed in your cake tin will keep cakes moist
- 8) Boil one tablespoon of baking powder soda with water in a pot to remove burnt-on food.
- 9) Add a little baking powder to your mashed potatoes and they will become light and fluffy.
- 10) Add a teaspoon of orange juice to your cake mixture-it helps the cake to rise and gives it a lighter texture.
- 11) To keep snails away from plants, sprinkle broken egg shells around them.
- 12) Kill weeds by sprinkling salt or boiling water on them
- 13) Put a cup of vinegar in watering can and sprinkle over Rhodos, Gardenias and Azaleas.
- 13) Sprinkle vinegar on an ants nest and on spots where cats disturb your garden.
- 14) Treat a razor cut by wrapping some spider web around it.
- 15) A piece of soap under the sheets prevent cramp.
- 16) Got hiccups? Take a warm slice of lemon and sprinkle salt, sugar and black pepper on it. Eat the lemon until the hiccups stop.
- 17) If you burn yourself spread mustard on the affected area... Leave for a while and it will ease the pain and prevent blistering.
- 18) Sore throat? Take 3-4 dried sage leaves and put them into a cup of water and let stand for 10 minutes, then gargle while it is still warm.
- 19) Toothpaste is a great silver cleaner.
- 20) Pour Coca-Cola down drains and toilets to clean. – Works like magic!

