



# across the spectrum

for the people, whānau and communities of Spectrum Care

Issue 103 – Winter 2020



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## Facing challenges together

COVID-19 has certainly stretched the working limits of our organisational capacity, not only in terms of planning to ensure the people we support and their staff are safe, but also going the extra mile to see what else we could be doing for whanau who might be struggling.

Thank you for your support during this time. The concern and uncertainty have been challenging, and not having access to the support you and your whanau member usually enjoy may have added to this. We worked hard to provide support in new and flexible ways during the heightened alert levels, and I acknowledge the dedication and commitment our frontline staff have shown to the people we support and their whanau.

This person-centred approach has been a key driver of our two-year Customer Journey and Voice programme and subsequent rebrand, which we're currently rolling out. The time taken to refresh our brand includes a new vision, purpose, daily inspiration, behaviours we value and logo that reflect a more inclusive approach to telling our story than we've ever seen before.

It's been pleasing to weave this new brand story into our powhiri process, welcoming new staff aboard our waka at Spectrum Care and explaining the kaupapa of our roopu as 'maximising the potential of people we support'. The destination of our waka was a New Zealand 'where every person with a disability has the opportunity to live a life of choice, freedom and independence'. Our paddle technique is 'wholehearted optimism every day' and our waka chants are 'do the right thing, listen completely, bounce back and kindness is catching'.

Accompanying our rebrand is a site move from our current 'Hub' in Onehunga to a new head office on the corner of Greenlane West and Great South Road. The move signifies a pivotal moment for Spectrum Care Trust Board in terms of the course we chart over the next 25 years and also, we hope, in terms of the impact we have in empowering lives of freedom, choice and independence for the people we support and their whanau. Watch this space!

**Sean Stowers** – Chief Executive

<< Spectrum Care head office's new home



## Finding a way together

# Wholehearted optimism, every day

We received some great feedback from a parent of a person we support that we just had to share. Waverly came to Spectrum Care at Orakau House, one of our youth respite support options, and the staff there played a massive role in helping to maximise her potential. Waverley's mother sent us this feedback:

*"What a long way Waverley has come in the past four years, and how lucky she has been to be able to spend time with you and her lovely carers at Orakau House. I can't thank you enough for what you have all done for her. It has been so special for her to be around other children (especially in the early days when she had no other socialisation at all!) and you have become such a huge part of her life. Please give my gratitude and best wishes to all the other nurses and staff, and thank them on behalf of me and Waverley. She loves you, and so do I. We will see you soon. I shall try not to cry."*



# Realising potential in everyone

When the Carpenters contacted Spectrum Care about finding someone to work alongside their son, Caleb, a wonderful mana-enhancing relationship was formed. Here is what they had to say about their son's Community Support Worker Zain Ahmed.

*"Zain is loved by all here in The Carpenter household. We started out with Caleb not even wanting to come out of his room or even being left by himself with Zain but with Zain's patience and kindness this has certainly changed. Now they go off on outings together or just stay home and hang. It doesn't matter if others are home or not. This has been a huge development for Caleb and it is great to see him looking forward to Zain coming over on Wednesdays and Thursdays. Now Caleb opens the door to Zain they chatter constantly about a variety of things and really enjoy each others company."*

*"Zain is a real treasure to any household who is fortunate to have him in their lives and we couldn't be happier with his whole manner and attitude with us all. Our household is very lucky that he was the one matched with Caleb as we have all made a new friend and long may the relationship he and Caleb have continue with Caleb developing and growing as he gets more confident with Zain's help."*



## High adventure in the Himalayas!

David Matthewson, a person we support and a keen hiker, was part of a group that went to Nepal to volunteer with Hope and Joy Ministries. It was an amazing and epic adventure, with a mix of poverty relief projects, as well as travel and exploration.

During our first week, we travelled up into a remote village called Tawal, where we were immersed in an incredible culture deep in the Himalayas, which is a place of great beauty and amazing people! We stayed there for five days.

We took many supplies to the local school there, ran a kids' programme and had a few hikes with breath-taking scenery, while living like a local. The rest of our time we spent in and around Kathmandu and took blankets to families in one of the slum areas.

We visited an orphanage and supplied them with warm jackets and clothes for the winter, as well as books for their library, and dining tables so they could have their meals together. This was a very happy place. We visited a school in another slum area that Hope and Joy has been supporting. Before we went, David raised \$700 by making wheat bags, and that money bought all the school supplies (books, paper, pens, markers, skipping ropes etc), as well as mattresses and blankets for the smaller children who still nap during the day, but had nothing to keep them warm and up off the concrete floor. If you purchased one of David's wheat bags, thank you! You played your part!

We spent the day there face-painting and showing the children how to make loom bracelets (at which David is an expert now!). David also managed to spend nearly two hours sitting in a classroom with small kids chattering and asking for his help when they were stuck. This was amazing for David on so many levels and he coped really well.

It really was an amazing experience and I'm glad and privileged that I got to share it with David.

Frances Flood – House Leader

## Your feedback matters!

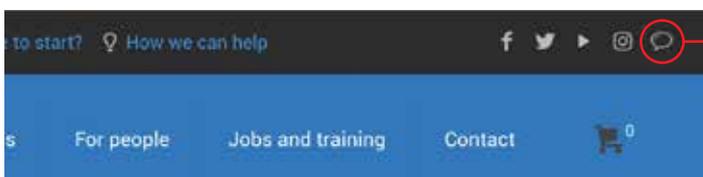
We'd like your feedback every time you interact with us. That might be once a week, once a day or many times every day – the more the better!

There's also a 'Comments' box at the end – please tell us about anything you don't like, doesn't make sense or could be made better. We'll use all your feedback to make our service and support better and easier to use!

You can find it on our website – simply click the 'speech bubble' in the top right-hand corner, or the 'Feedback' panel on the main page. You can also type this address into your web browser:

- [www.spectrumcare.org.nz/customer-experience-monitor](http://www.spectrumcare.org.nz/customer-experience-monitor)

You can also email us at [feedback@spectrumcare.org.nz](mailto:feedback@spectrumcare.org.nz)



# Acting on your feedback

Our strategic domain of 'Right voice' is underpinned by the priority 'Growing the voice of people and their whānau' in order to enhance our understanding of our customer experiences and act upon them. A key component of this work is our annual Customer Satisfaction Survey, which saw nearly 700 responses from people we support and whānau.

Overall, nearly 80 per cent of people we support and 90 per cent of whānau were satisfied with their experience of the support we provide.

Opportunities for improvement are, of course, the real gold and the survey results indicated that communication between staff, people we support and whānau is an area on which we need to focus.

Communication is key to all relationships so, as a result of your feedback, we've established a Communication Improvement Project and action plans are underway to improve our overall communication, and well as our responsiveness to your feedback.

We'll provide regular updates on progress with our Communications Improvement Project. If you have any queries in the meantime, please email our Quality Team at [feedback@spectrumcare.org.nz](mailto:feedback@spectrumcare.org.nz) thank you.

**Caroline McAleese** – Quality Manager





# New skills bring new opportunities!

Ian has been part of the Lawns Crew for a few years and is one of the most reliable people we have in the crew. He likes to tinker with the lawnmowers and weed-eaters with supervision from the staff whenever the crew is staying at the base. He's even fixed some of our machines and saved us the cost of taking them to the repair shop.

Ian shows great potential and interest in fixing small engines and expressed that he'd like to work as a mechanic in the future.

He's now doing a full-time course at Skills Update – Mangere, towards the New Zealand Certificate in Automotive Engineering – Level Three.

He's also doing his apprenticeship every Friday at Midas Onehunga, getting down and dirty, and living out his dream of one day being a licensed mechanic.

If you're in the area, feel free to pop in and say hi to this grease monkey. Excelsior, Ian!

**Hans Matig-a** – Aspirations Facilitator (Business Enterprise team)



# 'Thumbs up' to the JDK hip hop crew

I was inspired recently by hearing about the JDK (Just Dance Crazy) hip hop crew, that performed on the Community Stage at the Newtown Festival.

The crew was coached by House Leader Eden, with five dancers from among the people we support in Wellington – Matthew, Emily, Nick, Imogen and Keegan. There were lots of friends and family present and, by all accounts, the crowd loved the performance – great work team!

**Sean Stowers** – Chief Executive



# Important changes to 'Informed Consent' guidelines

The Health and Disability Commissioner has recommended changes to the rules about when health and disability research can occur that involves adults who are unable to provide informed consent.

Currently, health and disability research involving adults unable to consent must be in that person's "best interests", as required by Right 7(4) of the Code of Health and Disability Services Consumers' Rights. While this is an important safeguard for vulnerable people, there is a view that it creates barriers to valuable low-risk research, and some people could be missing out on improvements in health care and disability services.

The Health and Disability Commissioner consulted experts and carried out public consultation, asking a range of ethical and legal questions, and received 154 submissions from a range of individuals, groups and organisations.



Visit the HDC website to find out more –

[www.hdc.org.nz/your-rights/about-the-code/research-with-adults-unable-to-provide-informed-consent/](http://www.hdc.org.nz/your-rights/about-the-code/research-with-adults-unable-to-provide-informed-consent/)

# Valued roles come in all shapes and sizes

Susan loves animals, and when she found out she was being trialled as a weekly volunteer at Ambury Farm, she was very excited!

Not only did Susan get the chance to work with animals, she'd also found a role that was in her local community and just a 20-minute walk away and therefore accessible independently, without relying on support workers or public transport.

On her first day, Susan got the opportunity to feed animals such as cows, pigs, sheep, chickens, horses and rabbits.

You can see her passion with the animals – Susan is attentive and more than willing to be assisted by other volunteers and learn from them.

Susan's been to the farm several times now, and it really brings me a lot of joy watching her getting more and more comfortable with the tasks and doing such a brilliant job.

Susan is a kind-hearted woman, and puts a lot of time and energy into making sure that the animals are properly fed and cared for.

She shows a lot of patience with the animals and the tasks that come with taking care of them, which is great to see. She's also quite adaptable, given the surprises that come her way while working with livestock, unknown equipment and the ever-changing weather.

When confronted with people and their different personalities in the community, Susan can feel quite overwhelmed and, at times, misunderstood. But watching her with the animals and other volunteers, who are open to Susan's personality and show patience and kindness towards her, she really has the chance to show her positive attitude and passion for animals.

Susan really does her best, despite all of the challenges she encounters on the farm, and she hasn't given up on her journey to become one of the regular volunteers.

Vera Boessenrodt  
– Outcomes Broker



## Across the Spectrum available by email. Register now!

As part of achieving Spectrum Care's ongoing vision of 'people with disabilities living great lives', we're constantly looking for opportunities to streamline our activities and provide higher-quality support to our service users.

To this end, *Across the Spectrum* is now available via email, with the aim of making more resources available to support our service users in living great lives.

If you'd like to receive *Across the Spectrum* by email, please send your email address to: [newsletter@spectrumcare.org.nz](mailto:newsletter@spectrumcare.org.nz), or simply go to our website ([www.spectrumcare.org.nz](http://www.spectrumcare.org.nz)) and join our mailing list in one easy step.