

Understanding the Difference that we  
make:  
Results from the Valuing Lives,  
Living Well project

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NZCCSS  
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**New Zealand Council of  
Christian Social Services**

# Mission

If every person that works here, because they have the orientation about 'I'm here to care, and I'm committed to the mission', if everyone does those things every day, then that makes a difference

Nurse



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# Spirituality

It's about respecting people's faith, traditions, being open to the conversation and making it a natural one. Their spiritual needs are extremely important in terms of what's comforting for them

Team leader



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# Role of Chaplaincy

The Chaplain has an active role in caring for people, aside from coordinating religious activities. So he'll take people to appointments if someone has taken a fall and is in hospital, he'll go and visit people. He visits everyone when they first move in. He works well with staff, and they'll communicate between one another where the resident is concerned

Nursing Manager



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# Leadership

Our focus is on wellbeing of the person, which is a direct result of our mission. And it comes from the top, from (the CEO). (The CEO) has a major influence on how it all comes from services throughout the continuum of care we offer, to our residential facility. So I think (the CEO) is a real driver of that: A role model

Team Leader



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# Organisational Culture

The impression I get (from staff)... is really a sense of their personal values. When I talk to them, what comes across for me is compassion, understanding, empathy; just the way they communicate. And you get a feel of the type of person that they are. And if you're a family member, or a spouse looking for someone that's going to help their loved one, then you're going to think 'these people are going to help'

CEO



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# In-house accountability

The only people who can tell us how effective we are at what we do is the people we work for, the clients. So we have a system where clients give us direct feedback on a regular basis on how the relationship between the worker and the client is working, from the client's point of view, and what needs to be changed or altered

Operation Manager



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# Inclusiveness

It's about accepting each other with all our differences, welcoming people with any faith, or none...

One thing that we see happening is when someone is referred to us where for-profit organisations have turned them down for care. We take all comers, we work it out. We'll take people on no matter what has gone on before

Nurse



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# Holistic care and support

What is holistic support? Spirituality, their values, their beliefs, their cultural background...We also consider all their external supports, like their family and whanau. It all stems from our individualized care plan, and what we need to know to make them feel safe and happy and well supported, both residents and family

Nurse



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# Comfort

We want to make a home for residents. It's not a hospital where we do surgery. This is where residents live their lives. It's not a care-based, clinically driven environment. Residents participate in everyday living here. They feed the animals and water the garden, they hang the washing; just normal, everyday things

Manager



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# Flexibility and use of time

It's the little ways we care that make a difference. It's not the big stuff, because people expect you to get the big stuff right...it's the little things like staff taking the time to paint someone's nails, have a laugh, just going that extra mile for someone. It's all those little things that family, residents and staff feel make a difference

Unit manager



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# Independence and control

It's about supporting the dignity of older people. Everything we do, from independent living to residential care, it's about supporting and empowering them. What we don't want to do, when they come to us, is take away their independence

CEO



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# Networks

I take networking extremely seriously as part of my role here. It allows me to take noises into the wider sector. And it's not just that when we decide to do something new I want to keep it here; I want to see it as part of what becomes best practice in the sector so that elderly people can benefit everywhere

CEO



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# Volunteerism

It's important for young people to come into residential care settings and spend time with our older people. A lot of people still have a very institutionalised view of what it means to be older and to be in residential care. Our younger volunteers come in and they learn from our older people, and learn that life doesn't end as we age. The residents here still have so much to give back

Volunteer coordinator



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# Thank you

For more information regarding *Valuing Lives, Living Well*  
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