



# Medcall Magazine



Welcome to 2014, a new year for Medcall and all involved with our company.

As you know, October last year Andi Sizer and I purchased the company and the full time have got together and committed to being the best boutique staffing agency in the Aged Care sector. What this means is we will put our resources into aged care training and opportunities for you and knowing this sector well.

We have fantastic clients who have signed contracts with us, which means we get the work FIRST (over other agencies) for you.

We really want people to be kind, warm, caring—that means our temp staff as well as our office staff.

We want you to all wear the orange Medcall heart with pride.

We have now moved all the country's agency bookings to Auckland led by our new National Team Leader Marioussa McCoy. This is proving to be really efficient, but I know it was a hassle for some of you. Bare with us, and don't forget all shifts/timesheets and communication is best through:

**0800 314314, fax 09 523 3887, email [shifts@medcall.co.nz](mailto:shifts@medcall.co.nz) or pxt 021 953166**

 <https://www.facebook.com/Medcall Health Personnel>

 Search for us on LinkedIn or visit [www.medcall.co.nz](http://www.medcall.co.nz)

 [https://twitter.com/MedCall\\_](https://twitter.com/MedCall_)

## Employees of the Month

**Auckland: Emelita Uy**

**Hamilton: Maggie Sullivan**

**Tauranga: Lois Quedley**

**Napier/Midlands: Tatere Conrad**

**Wellington: Prabhdeep Kaur**

**South Island: Tracey Roberts**

**Congratulations to you all—you rock!**

## Training Corner—HCA's

3rd Feb 2014 we commence Level 2 HCA training programme which is highly flexible. We are starting with Level 2 to see how we go and then have Level 3 all ready to kick in. The level 2 comes with the ability to listen to the modules, work off paper booklets, log in using one of our computers or do it in your own time at home.

If you would like to start learning with us please email or call me:

**Jane Clements General Manager**

**[jane@medcall.co.nz](mailto:jane@medcall.co.nz), 09 529 5811**

**For ALL BUREAU/AGENCY calls 0800 314 314 push 1 - throughout NZ, 24/7/365**



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## Documentation guide—for Registered Nurse & Carers

### What is documentation?

- reflection of an event
- Confirming that a fact or statement is true through the use of documentary information

### Why do we document?

- essential for maintaining quality care, complies with regulations and allows records for audit
- purposes
- Permanent record of care of the person that you are looking after
- To meet professional & Legal requirements
- Supports the delivery of services

### What do we need to include?

- Up to date information
- Subjective & objective information (See SOAP)

**S - Subjective Data** - What the residents says and how they say it. The residents own words and emotions

**O - Objective Data** - Observations—Observations made of the residents by you, includes behaviour, vital signs, assessments undertaken

**A - Assessment** - Interpretation of the subjective and the objective

**P - Planning**—Plan of care based on the assessment and evaluation

### How do we document?

- Handwriting should be legible, **readable** when photocopied or scanned, name and identity easily recognisable. Must include full date and time of occurrence
- Must be **accurate** and recorded in such a way that the meaning is clear. Must be **factual**, should not contain unnecessary abbreviations, jargon, text-talk, meaningless phrases or speculation.
- Language should be easily understood
- Identify any risks or problems that occurred and what action taken....

- All entries should be signed, name and job title included—*RN, EN, CG, HCA*
- Written in a timely matter—completed promptly as events can be clearly recalled.
- Errors to be crossed out with a single line and then initialled.

Empty lines and boxes are to be filled in with a line

### Responsibilities

- All records, paper or even computer screens should not be left open or out where information can be seen by unauthorised staff or members of the public.
- Rights to access notes and health records
- All notes and documentation are required to be kept for 10 years
- **If is isn't documented, it didn't happen**

### Recipe—**Boysenberry Sour Cream Cake**

250gr butter, 2 cups sugar, 6 eggs, 250gm sour cream, 1/2 cup lemon, 2tsbs grated lemon rind, 2tsps baking powder, 2 cups flour, 1 cup frozen boysenberries



### **Syrup**

1/2 cup lemon juice, 3/4 cup sugar, Rind 1 lemon

Pre heat the oven to 160 degrees. Grease and line a 25cm round cake pan.

Cream butter, sugar and eggs together until light and fluffy. Add the sour cream, lemon juice and rind. Beat until well combined. Sift baking powder and flour into the mixture and fold gently, mixing until smooth. Pour the mixture into the prepared pan and scatter the boysenberries on top. Bake 45 min or more until the cake springs back when touched (mine takes 1 hr+).

Combine the syrup ingredients in a microwave proof jug and microwave for 1 1/2 minutes. Stir the syrup, then pour over the cake while both cake and syrup are still hot. Leave the cake in the pan for 30 mins before turning out on a rack to cool.

