



Umgeni

NEWS

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May—September 2016

WELCOME NOTE FROM

Welcoming our new Chief Executive Officer (CEO)

Miss. Ndlovu it is pleasure for me as a Public Relations Officer (PRO) to have this opportunity of talking to you so that our readers can get to know you better as the new CEO.

PRO (Mrs. A. Biyase): Some people do not know you, will you tell us more about yourself?

Chief Executive Officer (CEO) Miss. N.E. Ndlovu

I am Nompumelelo Ndlovu born and bred at Edendale Pietermaritzburg, a single mother with one son. I started my training in August 1983 at Benedictine Hospital. Did my midwifery at C.J.M Hospital. I Worked at Prince Mshiyeni Memorial Hospital for 16 years as a midwife, Infection Control Practitioner, In-service Trainer and Tutor. I worked as principal of Michaelmas Training College at Eshowe for 6 months. In 1994 I was appointed as Deputy Nursing Manager at Bethesda Hospital. In January 1995 as a Manager Nursing at Untunjambili Hospital. In May 2012 I was appointed as Manager Nursing at Gamalakhe CHC in Portshepstone and joined Umgeni Hospital on 01 June 2016 as a CEO.

PRO: Can you mention one word that describes you the best (most positive attribute)?

CEO: Visionary- "KNOW YOUR STORY"

PRO: Can you tell the readers one accomplishment.

CEO: Winning gold status for Ideal Clinic at Gamalakhe CHC.

PRO: Explain the rationale behind each of your career moves.

CEO:

I am a go getter, I trust God as my Savior.

I love my career and have a passion for mankind and my patients.

PRO: Can you name a person who has had a tremendous impact on you as a leader? Maybe someone who has been a mentor to you; why and how did this person impact your life?

CEO: Mrs. D.E.Z Hadebe (Nursing Manager) at PMMH who had trust on me and saw my potential to develop further. She allowed me to throw the net wider, she encouraged me to dare where only eagles dare. She would always say "Mpume the horizon is wider go".



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PRO: Tell us what you like about your current position.

CEO: I love my Mental Health Care User's as the gifts from God and I know that with God on my side everything is possible.

PRO: What are you doing to ensure you continue to grow and develop as a leader?

CEO:

- Give myself time to learn and understand the new environment.
- To lead when no one is following
- To Invest in myself even though no one else is appreciating.
- To try, fail and not fail to try again
- To meet deadlines that are unreasonable and deliver results that are unparalleled
- To be accountable for my actions even when things go wrong
- To keep moving towards where I want to be no matter what is in front of me.
- To appreciate people and always be humble

PRO: What is one characteristic that you believe every leader should possess which can also help you to develop *Umgeni Hospital*?

CEO: Commitment

PRO: How do you see *Umgeni Hospital* changing in two years, and how do you see yourself creating that change?

CEO:

- To be the best specialized hospital ever and the whole world to know about us.
- Team building, respect, good communication to one another.
- Engaging Head Office to understand our type of Users and their needs so that they put more budget for smooth running of the institution.

PRO: *Umgeni Hospital* is a Specialised Hospital for patients with mental retardation some patients with physical disabilities. To work in such an environment might not be easy; what plans do you and your management have for staff wellbeing.

CEO:

- Employ the EAP.
- Ensure labour peace partly by reviving the IMLC
- Ensure that all resources are available and of good quality.
- Wellness activities and commemoration of the health calendar
- Involve staff in decision making and do staff satisfaction survey
- Career pathing

MOTTO

I encourage team members to share the mantle of leadership along with some of my responsibilities. I encourage team members to take initiative and make decisions without my input wherever possible.

Thank you Miss. Ndlovu for your time and I hope our readers will know and understand you as a person; to all Umgeni Hospital staff I hope you will work in unity to achieve the goals you have for the institution.

Picture for Wellness Day Event



Workplace Wellness Programme (investing in the health of employees)

“Changing our behavior is ultimately up to each of us as individuals. However, employers have a tremendous opportunity to help their employees see the value of adopting healthier behaviors so that they can live healthier lives”. *Umgeni Hospital* Management has started to reinforce a sound wellness strategy for the employees to keep them motivated through sport. Such initiative helps employees make good choices of healthy lifestyles which contributes to their life in the long run.

By introducing this initiative the management is “killing two birds with one stone” i.e. reducing unhealthy choices by the employees which often lead to chronic illnesses leading to absenteeism, secondly it means promoting healthier behaviors (staff can be more productive: give what is best to the patients). Studies show that employees are more likely to be on the job and performing well when they are in optimal health”.

The 3rd Wednesdays of each month have been set aside as wellness days at *Umgeni Hospital* by the Employee Health Wellness Committee with the approval of Management. On 21.09.2016 there was a wellness day, the entire day was dedicated to investing in the health of employees by doing wellness assessment and wellness activities.

Wellness Assessments involve a biometric screening and risk assessment. When doing biometric screenings, staff are examined to determine body mass index (BMI), blood sugar levels, blood pressure and cholesterol levels. To conduct such screening we utilize nurses from GEMS or our nurses. They alert employees to medical conditions they may have been unaware of, and provide hard data to Umgunungdlovu District Office.

Wellness Activities are performed after the assessments, it is when the physical games starts. Staff participate and compete in games like: aerobics, fun walk/run, soccer, netball, umlabalaba and track races.

The management has set the tone for the Wellness Programme to instill the culture of healthy lifestyle. To sustain this programme employee engagement is crucial; supervisors also need to lead by example in support of this initiative.

The 2 hours per week that has been granted by the Department Of Health for wellness, will be utilized towards practicing for wellness day event.

Pictures for Wellness Day



Mental Health Care User's Outings

On the 6th of July 2016 Mental Health Care User's (MHCUs) went on a trip to the Crafty Duck Village (Howick) .

Upon arrival MHCUs and staff were introduced to the instructor who gave everyone a tour around the village. Everyone was given feeds which were fed to the animals during the walk around the village. MHCUs had an opportunity to see animals such as goats, ostriches, pigs, ducks, peacocks, porcupines, owls, iguanas, alpacas, chickens, horses as well as different types of snakes. The instructor demonstrated how to feed the animals. MHCUs all enjoyed seeing and feeding the animals despite some initially being scared to do this.

During the tour refreshments including a muffin and tea were served during tea time. They were not only able to see and feed the animals but they were also able to touch some of them. This gave them the opportunity to engage with the animals. After having fed, seen and touched the animals as well being given a grand tour of the setting, the MHCUs went on a train ride. This allowed them to see other parts of the village which they had not seen.

After spending an exciting morning at the village we later proceeded to Wimpy in Howick and MHCUs were rewarded with a meal which included a burger, chips and a drink. They thoroughly enjoyed the food which was evident in them finishing it in a very few minutes.

Thank you to Friends of Umgeni for their continuous support in funding such outings.

Article submitted by Occupational Therapy Department



Spring Dance

On 01 September 2016 there was a Spring Dance held for all MHCU's and this event was financially supported by Friends Of Umgeni (FOU). They provided the Occupational Therapy (OT) Department with an amount of R2000.00 which allowed for lots of goodies to be bought, of which they generally are not exposed to within the hospital.

The event commenced at 9:30 and ended at 11:00 and the OT department planned and organised the event from start to finish. We wish to convey our thanks to the PR Intern (Miss. L. Mntambo) whom assisted us on the day on taking photographs.

The programme of the event was as follows:

- MHCU's were greeted and welcomed by OT staff
- The significance of celebrating spring was explained. We allowed MHCU's to firstly explain in their own way how they understood spring and what impact it has on their surroundings and environment.
- Thereafter staff intervened in explaining simply what is spring and its significance.
- All MHCU's were then provided an opportunity to enjoy in the event by dancing and showing off their groovy moves, either on their own, with their friends or partners. OT staff and nursing students encouraged this by being actively involved in dancing as well.
- Prizes were handed out for the following categories: **Mr. Spring 2016, Miss Spring 2016, best male dancer, best female dancer, best male dancer wheelchair dependent and best female dancer wheelchair dependent.** This element encourages MHCU's to perform to their best, hence optimally engaging in stimulation.
- The day ended by MHCU's enjoying their own sachets of juice and chips that was laid out on their tables.

As they left the hall they were provided with a goodie bag that comprised of: a box of smarties, soft sweets, chips, chocolates, biscuits, sherpid and marshmallows. This was done to prevent over consumption of sweets and allow them to enjoy this treat throughout the day.

Overall the event was a success and the patients thoroughly enjoyed the event. As the OT Department, we look forward to planning and hosting the 2017 Spring Dance.



Staff members handing presents to the best dressed Mental Health Care Users for different categories

Child Protection Week

27 May to 03 June 2016



Theme “Let us all protect children to move South Africa forward”

BACKGROUND INFORMATION ABOUT CHILD PROTECTION WEEK (CPW).

CPW is an annual campaign that was initiated in 1997. This campaign is led by the Department of Social Development (DSD) in partnership with all government departments.

OBJECTIVES OF CHILD PROTECTION WEEK:

- To advocate for children’s rights
- To educate and mobilize communities to put children first.
- To ensure the safety, well-being, care and protection of children through an integrated multi-disciplinary approach.
- To inform and educate the public on the comprehensive services needed by children in their emotional, cognitive and physical development.

Umgeni Hospital Social Work Department commemorated the child protection week on the 27 May 2016 till the 03 June 2016. The CPW was commemorated under the national theme “**Let us all protect children to move South Africa forward**”.

The event was officially launched on the 27 May 2016 and two banners were displayed at the gate to sensitise the community about child protection week and *Umgeni Hospital’s* commitment to protect children. On the same day there was an information stand and staff made their commitment to protect children by putting their handprints and signatures as sign to protect children. This was done under the slogan “**# Umgeni Staff commits to protect children**”

On 01 June 2016 we had a workshop that was conducted by Howick Service Office: Miss Cetshana (Social Work Supervisor). Miss Cetshana’s presentation was based on Children’s Act No 38 of 2005, she highlighted chapter 3 of act which includes the parental rights and responsibility, the importance of parenting plan. She further discuss chapter 9 of act which includes the child in need of care and protection in terms of section 150, 151 &152 of children’s act no38 of 2005.

Article submitted by: Miss N.N. Hadebe (Social Work Supervisor)

Pictures for Child Protection Week



Miss. N.H. Hadebe (Principal Social Worker) waiting to educate staff members about the importance of protecting children



Display of information and educational material about Child Protection

Crime Awareness Talk

On Tuesday 19 July 2016 at 10:30 Warrant Officer W.C Taylor and Warrant Officer R.L. Taylor spoke to the staff of *Umgeni Hospital* on personal security, specifying security at home, security on the move, ATM security, various scams on Facebook and cell phones. Domestic Violence and the process of applying for a Protection Order in terms of Domestic Violence Act and protection orders in terms of the Harassment Act was also included on the day of this visit, they also discussed briefly maintenance application procedures. Relations with colleagues were discussed and how to deal with confrontation and when there are concerns with regards to liquor and drug abuse at work. Also discussed was commenting on social media and gave the example of steps taken by the court to address comments on social media.

At the end of the awareness talk private conversations with SAPS Personnel and *Umgeni Hospital* staff were opened for personal problems relating to issues of crime and security.

Article submitted by: Mr. L. Govindsamy (Health & Safety Officer)



Warrant Officer Taylor addressing staff members during the talk

Doek Friday



Staff members with senior management wearing their doek.

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August is Women's month and it is a significant month because in 1956 women marched to Union Buildings. Women like Lilian Ngoyi and Helen Joseph will always be in our memories because they paved the way towards democracy for women as South Africans.

The Department of Arts and Culture launched a campaign asking women to 'wear a doek /headscarf on Fridays' during this month. It is so unfortunate that this initiative was not well communicated so that other departments could support

Thank you to Miss. Ndlovu (CEO) who knew about Doek Friday and encouraged administration staff to partake in honour of women who fought for our democracy. On the last Friday of August (26 August 2016) we managed to mobilize a few women who sang motivational songs for women.

"You may encounter many defeats, but you must not be defeated. In fact, it may be necessary to encounter the defeats, so you can know who you are, what you can rise from, how you can still come out of it." – **Maya Angelou**

"Things don't go wrong and break your heart so you can become bitter and give up. They happen to break you down and build you up so you can be all that you were intended to be." – **Charlie Jones**

Community members entertaining: Mental Health Care User's

A group of volunteers from Howick Community have been using Mandela Day as a special occasion to provide something special for MHCU's at *Umgeni Hospital*. The staff at *Umgeni Hospital* have been very supportive and played a vital role in helping these volunteers to fulfil their dream of entertaining patients.

On 31 August 2016 a group of ladies with few gentlemen facilitated by Ms. Amanda Dykstra came to celebrate Mandela month by conducting a mini concern to entertain our MHCU's.

The Umgeni Hospital Band was part of the programme since MHCU's are familiar with their music. They were also entertained by Line Dance group; Scottish Dancing; a Choir from Oasis School.

"I appreciate the continued support of the staff at *Umgeni Psychiatric Hospital* and it is a pleasure to know the patients. They make me thankful for everything I have" said Ms. Dykstra. Snacks and juice were served after the concert. On behalf of management and MHCU's we would like to thank the organisers for such good entertainment for our MHCU's.

Picture for the concert



Fun walk/run

Healthy lifestyle is taken very seriously at Umgeni Hospital. There is a group of staff members who enroll in marathons like Spar Ladies and Mandela Marathon and many more. The group of employees support each other during the training sessions preparing for the races. Running as a group has the following benefits:

1. **Accountability:** When working as a group, you account to other members you do not just come lazy. It is even worse if others are counting on you.
2. **Consistency:** Consistency is very important to be a better runner, being part of a group helps to stick to a routine.
3. **Motivation through running with a group:** Running as a group motivates, knowing that you are not alone towards achieving your goal. It also encourages working hard.
4. **Learn from others:** Running with a group is also a great way to learn tips and tricks about becoming a better runner.
5. **Social Facilitation:** There will be an improvement in performance due to the presence of other people. It creates excitement to other people to have accompany.



Staff members who participated on Spar Ladies Race

SPORTS GALA

On 21 July Mental Health Care User's from KZN Health Psychiatric hospitals namely: Madadeni, Fort Napier, Town Hill, Ekuhlengeni, Mzimkhulu and Umgeni participated in an annual sports event (Sports Gala) at Truro Sports field in Northdale to show case their talents. The annual event is in July which is Mental Illness Awareness month according to the health calendar.

According to former President Thabo Mbheki (Integrated National Disability Strategy, 1997), "The concept of a caring society is strengthened when we recognise that disabled people enjoy the same rights as we do and that we have a responsibility towards the promotion of their equality of life".

In support of this strategy *Umgeni Hospital* management and staff try by all means to assist and prepare MHCUs to be able to participate in such games.

It is unfortunate that we can only participate in category B of mental retardation because of the new admission criteria. According to the new admission criteria we only admitting patients with severe to profound mental retardation. As years unfold it becomes increasingly difficult for our MHCUs participate due to their level of functionality.

Objectives of the annual tournament:

- Minimisation of social stigma associated with mental illness by identifying sports talents and preparing of MHCUs to participate in the mainstream sports and athletic event at all competitive levels.
- Reduction of the negative effects of institutionalisation by introducing variety of sports to the normal institution-based rehabilitation and by exposing MHCUs to the community environment and related elements.
- To supplement and enhance institution-based rehabilitation in facilitating the integration of suitable MHCUs into mainstream community in the KwaZulu-Natal Province.

In this year 's event *Umgeni Hospital* band (formed by MHCUs) entertained the fans / participants with their music. The band is called "The Unforgettables" because once one listens to their music he/she will never forget. The patients in this music group are talented in playing drums, keyboard, piano accordion and the tambourine.



From left: Ms. Ndlovu (CEO) congratulating MHCUs after receiving a medal

NURSES DAY

In the month of May every year Nurses celebrate Nurses Day, to commemorate Florence Nightingale (lady with the lamp) who was born in 12 May 1820. She was called the lady with the lamp because she cared for British soldiers in Crimean war.

It was unfortunate that nurses day was not celebrated during the British month of Nightingale due to other challenges. The special day for *Umgeni Hospital* nurses was on 07.09.2016. The day started with normal work of caring for MHCUs i.e. bathing, feeding and giving medication and participated in a walk. The main road in Howick was on stand-still when the nurses marched led by Mrs. Zondi (Nursing Manager) with a lamp, the nurses marched with confidence with sounds from the brass band.

After the march the nurses assembled at the Recreational Hall to continue with the programme of the day. Miss. Ndlovu (CEO) who was doing purpose of the day encouraged the nurses to work hard. "I am a nurse, I will die a nurse. I am proud of that and it's all because of the Lord" said Miss Ndlovu. She further touched on challenges that nurses face, for instance lack of resources but stated that patients survive because of their dedication.

"The work of a nurse is like a relay, you handover a patient to another nurse on the following shift" said Miss Ndlovu. She further encouraged the nurses to be proud of themselves because behind every Doctor there is a Greater Nurse.

The day was not going to be fulfilled without explaining the meaning of the lamp. This was illustrated by Mrs. Zondi (Nursing Manager). The lamp is about putting light when there is darkness (people being sick) it should symbolizes hope. The lamp symbolise the eyes of the blind, comfort for those who are sick." your voice must not be heard but your action must be seen. Be there to advocate for the patient, It is time that we as nurses have influence" said Mrs. Zondi.

She further announced that on Wednesdays nurses would wear white uniforms and she encouraged nurses to observe few minutes and always think of their pledge.



NURSES DAY



Miss. N.E. Ndlovu (CEO) delivering a speech on purpose of the day



Nurses before reading a Nurses Pledge



Mrs. N.C ZONDI (Nursing Manager) delivering a speech on the meaning of a Lamp



MRS. A. BIYASE
WRITER



MS. N.E. NDLOVU
EDITOR



MISS. L. MNTAMBO
PHOTOGRAPHER



health
Department
Health
PROVINCE OF KWAZULU-NATAL

CONTACT DETAILS

Physical Address: Main Road

HOWICK, 3290

Postal Address: Private Bag X 23

HOWICK 3290

Web Address: www.kznhealth.gov.za

Email Address:

ayanda.mazwana@kznhealth.gov.za

SWITCHBOARD:

033 330 6146

FAX NUMBER:

033 330 5564

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