



KWAZULU-NATAL PROVINCE

HEALTH
REPUBLIC OF SOUTH AFRICA

UMGENI HOSPITAL

UMGENI NEWS

APRIL 2026

Farewell Matron Ndlela

INSIDE THIS ISSUE:

- Fun Day (pg. 01)
- IPC Exit Interview (pg. 04)
- Matron Ndlela's Farewell (pg. 7)
- Employee Wellness Day (pg. 08)
- MHCU's Easter Celebration (pg.11)
- Clients Feedback (pg. 12)



FUN DAY EVENT



On 04 March 2026; Umgeni Hospital hosted a Fun Day event that brought staff together for a day of laughter and excitement. The event was a chance for staff members to take a break from their busy schedules and have some fun.

The day was filled with exciting games and activities including Tug of War, Relay, Water Race, Sack Race and a Soccer match. Participants formed teams and competed against each other, showing off their skills and teamwork. The games were a great way to get everyone moving and laughing together. Winners from each game were awarded medals, and the excitement was obvious.

It was awesome to see staff members cheering each other on and celebrating each other victories. The event was a great way to reduce stress and boost morale. It also helped to build teamwork and camaraderie, which is important for hospitals like Umgeni. When staff members have a chance to bond and have fun together, it creates a more positive and supportive work environment. It is a great way to encourage healthy competition and teamwork-skills that translate directly to patient care.

The Fun Day was a fantastic way to bring everyone together and create some wonderful memories. We are already looking forward to next year's event. The event also showed that we value the staff's well-being and happiness. This kind of initiative goes a long way in making staff feel appreciated and valued.

Overall, the Fun Day was a huge success, and we are grateful to everyone who participated and made it happen. A special thank you to Management for granting approval to organize a fun filled event and to Special Events Committee for a well organized event.



FUN DAY PICTURES



FUN DAY PICTURES



IPC EXIT INTERVIEW & FAREWELL

For Mr Magasela (Infection Prevention & Control Practitioner)

Public Relations Officer (PRO) : What did you like most about your position?

Mr. Magasela : What I valued most about my role was the opportunity to strengthen Infection Prevention and Control practices within a specialized psychiatric setting, which presents unique challenges compared to general healthcare facilities. I appreciated the multidisciplinary collaboration with nursing staff, doctors, and support services, as well as the opportunity to build capacity through training and mentorship. Seeing gradual improvement in compliance with IPC standards, especially in hand hygiene and outbreak preparedness, was particularly rewarding.

My role was the opportunity to strengthen Infection Prevention and Control practices within a specialized psychiatric setting,

PRO: What did you like least about your position?

Mr. Magasela : One of the main challenges was limited resources, both in terms of staffing and IPC materials, which sometimes hindered optimal implementation of IPC programs. Additionally, the unique nature of psychiatric care often made adherence to standard IPC measures difficult, particularly where patient behaviour impacted compliance. There were also instances where IPC was not prioritized at the same level as other clinical demands.

PRO: Did you find that the goals and targets of your role were clear during your stay at Umgeni Hospital? If no, state reason.

Mr. Magasela : Partially. While there were overarching expectations aligned with provincial IPC guidelines, specific facility-level goals and performance targets were not always clearly defined or consistently communicated. This sometimes made it difficult to measure progress objectively or align all stakeholders toward common IPC priorities.



Mr. Magasela on his special day

IPC EXIT INTERVIEW & FAREWELL

PRO: Do you believe management at Umgeni Hospital adequately recognised your contributions? If no, state reason.

Mr. Magasela Yes. While there was occasional acknowledgment of IPC activities, consistent recognition and support from Nursing Management were sometimes limited. IPC tends to operate in the background, and its impact is often only highlighted during outbreaks or audits. More structured feedback and recognition mechanisms would have been beneficial in reinforcing the importance of the role.

PRO: Do you have any suggestions for improving employee morale? If no, state reason.

Mr. Magasela Yes. Employee morale could be improved through:

- Regular recognition of staff efforts and achievements
- Increased management engagement and visibility in clinical areas
- Provision of adequate resources to perform duties effectively
- Opportunities for professional development and training

PRO: If you were to change anything at Umgeni Hospital, what would you change?

Mr. Magasela: I would strengthen the integration of IPC into daily clinical practice by ensuring it becomes a shared responsibility across all departments rather than being seen as a standalone function. Additionally, I would advocate for better resource allocation, clearer accountability structures, and more frequent internal audits with feedback to drive continuous improvement.

PRO: Could anything have been done to prevent you from leaving? If no, state reason.

Mr. Magasela: No. My decision to leave was primarily driven by my wife's illness and the long distance from home. Efforts to move my wife closer to the work place would have been difficult given the state of the Department's finances. Other than that, I enjoyed my tenure at Umgeni.



From left: Mr. Sokhulu (I.T. Technician), Mr. Magasela and Mr. Situma (M & E Manager)

IPC EXIT INTERVIEW & FAREWELL

General Comments:

My time at Umgeni Hospital has been a valuable and enriching experience. Working in a specialized psychiatric facility provided unique insights into adapting IPC principles in a complex and often unpredictable environment. I have grown both professionally and personally, particularly in problem-solving, stakeholder engagement, and resilience.

Despite the challenges, I am proud of the progress made in strengthening IPC systems within the facility. I believe that with continued commitment, improved resource allocation, and stronger management support, the facility can further enhance its IPC programme.

I am grateful for the relationships built with colleagues and the support received from frontline staff who remained committed to patient care under challenging circumstances. I leave with a sense of appreciation and confidence that the foundation laid will continue to be built upon.



Attendees from different components for Mr. Magasela's Farewell Party

FAREWELL TO MATRON

Bidding Farewell to a Pillar of Care: Our Matron (Ndlela) Moves On !!!!!

After years of dedicated services started in 2018 being an Operational Manager. On the 01.05.2026 she left the facility being the Assistant Manager Nursing since 2024. Ever since she started in 2018 she has been more than a manager. She has been a mentor, leader and often be a supporting structure for staff members. From her early days as an Operational Manager she has embodied the values of compassion, discipline and patient—centered care that define the facility.

Matron taught staff that nursing is not about procedures, its about presence. Being a leader in a Geriatric Ward (Saamstap) made her and the staff more vigilant when it comes to patient care because the patients are fragile. She will continuously be remembered about her character i.e. Matron that always kept an open door policy for staff who needed advice.

Leaving the facility is a new chapter for her while we were sad to see her go. Her impact at *Umgeni Hospital* will remain. The Management thank Matron Ndlela for her service, her sacrifice and her heart. Thank you Matron Ndlela your care changed lives of staff and patients alike. We wish you health, joy and success in all that comes first.



Attendees from different components for Matron's Ndlela's Farewell Party

STAFF WELLNESS EVENT

At Umgeni Hospital , the focus is always on patient wellness especially as we deal with vulnerable patients. But who looks after those who provide care. The staff at this facility especially nurses carry heavy physical and emotional load daily. That's is why the Occupational Health Nurse (Sister Mathenjwa) organized a break through from the routine which is also an essential part of healthy workplace.

“Your Health Matters “

Health Care Workers face some of the highest rates of burnout, stress, and compassion fatigue. Without intentional support, this leads to absenteeism, high turnover, and can even compromised patient care. The message for the event was ‘ Your health matters too;’. The message was about being pro-active towards protecting the well-being of the very people who keep the facility running and continuing with good patient care.

The following were the benefits for the Wellness Event :

- Reducing Burnout
- Improves Team Morale
- Enhances Patient Care
- Promotes Early Retention

Activities for the day were as follows:

Health screenings i.e. BP, Glucose, BMI, HIV Counselling & Testing, Eye Test, Back & Neck Care, Testing blood group and education, Nutrition Services and Insurance Companies .

The event was a success because of the turn over for staff. The aim for the event was achieved “when we care for the carers , everyone benefits”.



(from left) Acting Occupational Health Nurse: Sister Mathenjwa conducted a health screening to Operational Manager (Sister Nxumalo)

STAFF WELLNESS EVENT PICTURES



Sister Mncwabe doing registration



**Sister Mathenjwa immunized Mrs. Chule
(Nursing Manager) for Hepatitis B prevention**



Mr. Hlatshwayo (AD: Facility Management) being educated for back care

MENTAL HEALTH CARE USER'S EASTER CELEBRATION

When Mental Health Care User's (patients) celebrated Easter it was part of self-worth i.e. being included in a celebration which shows that patients are still part of community and are not excluded because of mental illness. A short Easter church service was organized through Friends of Umgeni and other volunteers attended. Easter egg hunt in occupational therapy area and next to the building was done with laughter as patients were looking all over having fun.

The Management of Umgeni Hospital extends the heartfelt gratitude for Friends of Umgeni for sponsoring Easter Eggs. The contribution brought so much joy to patients. Thank you to OT Department under the leadership of Mrs. Ramcharran for organizing the event.



Photoshoot area designed by patients

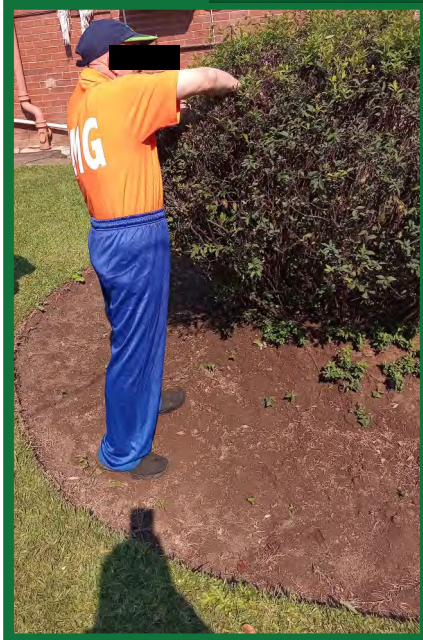


O.T. Department staff and admin staff

MENTAL HEALTH CARE USER'S EASTER CELEBRATION



MHCU's attending a church service



Easter Egg Hunt



FAREWELL TO P.R. INSERVICE TRAINEE

As I stepped into *Umgeni Hospital*, a psychiatrist specialized health care facility dedicated in providing compassionate care, I was nervous as I'm the youngest in the team, working with adults who have so much experience. But I'm glad I took the leap. My journey here, from 1 September 2025 to 20 March 2026, has been a transformative one, teaching me not just about work, but about life.

From the outset, I expected to gain hand-on experience in event planning, stakeholders' engagement, and communication strategies, building relationships with staff and the community while supporting the hospital's mission. *Umgeni Hospital's* focus on promoting well-being and rehabilitation for individuals with mental health conditions from diverse backgrounds resonated deeply with me. I was eager to immerse myself in a dynamic environment where I could absorb knowledge and grow as a team member, embodying compassion, empathy, and innovation.

What struck me most was the love and support from everyone at the hospital. The team welcomed me with open arms, and I felt valued and encouraged to learn, always willing to lend a hand, offer guidance, and share their expertise. My experience has been enriching, involving event planning, managing communications, crafting newsletters, and learning the importance of empathy and clear communication.

I've faced challenges adapting to the fast-paced environment but have been invaluable learning opportunity. Through the experience, I've developed crucial skills in event planning and communications. I'm confident that these skills will serve me well in my future career in PR.

To everyone feeling nervous about taking that first step, I'd say don't be scared. It's okay to be unsure, but it's in those moments we grow the most. I've learned so much about myself and the kind of professional I want to become because of this experience.

Article submitted by Miss. Z. Myende (P.R. Intern)



Farewell outing for Miss Myende (second from right)



Congratulations to Miss Myende for completing her degree. It is great that Umgeni Hospital has been part of her achievement

CLIENTS FEEDBACK

Ngivakashile ngibona indlela ezihle kahle ngawo
izingane okubo okubi engifike ngakubona mayelana
nabantwana bahle kahle futhi indawo abahleli kuyo
ibizakikile kanye nabasizi babo banothando kakulu

Isizulu

Xuthuzi

Isiginisha yomuntu ofaka isikhalazo
noma orekhoda isincomo noma owenza isiphakamiso

Isiginisha yesiguli

No complaint, I am happy about the care

Del

Signature of person lodging the complaint

C.N. Sosibo

Signature of patient

Kubona kakulu ngempateo neidela engemukeleka ngayo
uma ngabo vakashela u Gugu (daughters) anginakukhethoninda
uphateke kakile kakulu amanesi abacane abapheli
akukho engikusolayo. Ngibonga kakulu gubekani
ngonsebenzi omuhle. Thanks

Blagadi (notes)

Isizulu

Isiginisha yomuntu ofaka isikhalazo
noma orekhoda isincomo noma owenza isiphakamiso

Isiginisha yesiguli

Mina mama ka Philani Mncwabe
Ngibonga nina iphathele kahle muhle
yabufaka uyakalala uzwa kahle yonke
into engiyishayo kuye

Jim ozithobayo

MAMA KA PHILANI

NB M

NB M

Signature of person lodging the complaint

Signature of patient

CLIENTS FEEDBACK

I am not complaining with anything and thank you to all of you people in hospital because I see see progress to my son and healthy life even if his disable but his living a healthy life because of you. thank you so much.

(Signature)

Signature of person lodging the complaint

Signature of patient

The patient was in good condition. He looks happy and neat in appearance. I was so impressed keep it up the good work. Thank you for the good work that the nurses and other staff.

Isizulu

Isiginisha yomuntu ofaka isikhalazo
noma orekhoda isincomo noma owenza isiphakamiso

(Signature)
Isiginisha yesiguli

Nalifisa Ukudlulisa Ukuncoma ngemisebenzi Engijibone
kulesisibhedlela banempatho enkulu kakhulu izingane
Zethu zihleli kahle futhi zihlanzekile futhi zihle
ngalandela kwakona isibhedlela Sihlanzekile

Amyabonga Kakhulu

Obhalile

UMaka Celimbilo Oluhle Mduke

G.mduke

Isizulu

I like to give a compliments to Ward 7 staff and sister in charge about the care and love that they give to patients I really appreciated.

Thank You very much. God bless you all

(Signature)

Signature of person lodging the complaint

Signature of patient

FAREWELL TO DEPARTED COLLEAGUES

Thank you for the compassion you showed patients, the support you gave your teammates, and the professionalism you brought to this facility everyday. Each and everyone of you leaves behind a mark in the lives of our patients and staff. We know change is part of growth. May this change bring you opportunity, fulfillment and joy. The management and all staff wish you all the best in life.

K.B. Hlela	Professional Nurse	31.01.2026
C.S. Shelembe	Professional Nurse	
C. Magasela	IPC Coordinator	
R.G. Buthelezi	Enrolled Nursing Assistant	28.02.2026
B.M Gwamanda	AD: HR Manager (Demised)	16.02.2026
B. Mayeni	Professional Nurse	28.02.2026
P.T. Khumalo	Professional Nurse	31.03.2026
K.C. Botha	Enrolled Nurse	
N.B. Ndlela	Assistant Manager Nursing	30.04.2026

WELCOMING MESSAGE FOR NEWLY APPOINTEES

On behalf of management, staff and patients; we are excited to welcome our new colleagues who have joined *Umgeni Hospital*. By choosing to work in a health care facility shows that you answered the calling. Each of you brings skills, experience and fresh energy that will strengthen our team and improve the care we provide to our Mental Health Care User's.

We are glad working with you, learning from you and growing together for the betterment of our patients. Having you all; in our facility will work together to achieve our vision "Holistic care for optimal quality of life for Mental Health Care User's of *Umgeni Hospital* through commitment and dedication"

N.P. Mlaba	Enrolled Nurse	01.01.2026
I. Pedra	O.T. Comm. Serve	
R.P.S. Zulu	IPC Coordinator	
M.V. Luvuno	Professional Nurse	

ACKNOWLEDGEMENTS

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