



# CITTAMANI

CITTAMANI HOSPICE SERVICE LTD  
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## CITTAMANI NEWSLETTER — MARCH 2022

### OUR AMAZING CARERS — DOING IT WITH LOVE

At Cittamani we focus on providing the best quality care to the people we look after, but we couldn't do this without an amazing group of people providing the ongoing support at home to our clients.

Our model of care for people wishing to be cared for at home comprises a partnership between our nursing service, a GP willing to be involved, and a live-in full time carer. It is the carers who are there all of the time to provide a range of supports for our client. It is a unique and all-encompassing responsibility that falls on them.

At Cittamani we see our responsibility as not just managing the symptoms of our client but caring for the whole person, and also their family unit.

*Carers are an integral part of our delivery of care model and we truly respect and appreciate the amount of work they do and commitment involved.*



Our nurses are in the home for as much time as is needed when they visit and also available by phone, but the carer is there all the time — day and night.

For our carers, keeping someone at home can be very demanding as they are required to fulfil a number of diverse roles. These include the responsibilities of direct care

for the client managing personal needs and medications. In addition, they very often have the ongoing tasks of keeping the household going with cooking, cleaning, caring for other family members as well as many other chores.

There can be a lot of physical work involved and carers are also often coping with sleep deprivation and tiredness as well as the psychological and emotional strain of looking after their loved one. It is not unusual for carers to report ongoing anxiety and grief as everyday concerns.

Carers often feel helpless. Looking after a terminally ill loved one at home is a completely new and different experience for them and they doubt whether they will be able to cope. They fear they may do the wrong thing, worry about what's ahead, and think about the future — what will life be like for them? It is amazing for Cittamani to see how they manage, rise above the worries and doubts, and ultimately cope so well with this huge challenge.

Keeping someone at home for as long as possible is a special gift our carers give to their family member or friend. In the feedback we receive some carers describe this time as being really hard, but also as a privilege that they could care for their loved one in this way. Some have regrets, but they also talk about what they have gained through this experience — the precious time spent with the person whose life is coming to an end, and the feeling of fulfilment they have in being part of their journey.

Perhaps this is best described by one of our carers ...

*"I entered the picture in the eleventh hour as a guide to the exit of his life. I navigated as best I could the role of end-of-life shepherd — a journey that I had never taken before.*

*I have to forgive myself for what I did not know.  
And I have to forgive him for the times that he felt unequipped to deal with the unknown."*

## FROM THE DIRECTOR

Another six months have passed since our last Newsletter and I had been hoping that by now I might be talking about the pandemic as a memory in the past.

Not to be this time. But hey, we are still here, supporting people in our community who are facing challenging times, trying to make a positive difference through compassionate care and drawing strength through our connectedness to one another. The team's resilience, adaptability and commitment to Cittamani's core values continues to inspire me.

I would like to acknowledge not only the commitment and courage of our own team here at Cittamani but also of health care workers and others across Australia and across the world who are working in some very

challenging and risky situations to care for others during this pandemic. They are going about their work quietly and humbly because of a genuine concern for their fellow human beings and a wish to make a difference and relieve their suffering.

If something good has come from this pandemic it is witnessing how people can work together with kindness and compassion despite all the challenges that make it so difficult. It has helped us recognise our shared humanity, our interconnectedness and that we are all in this together. Our strength and our happiness come from recognising this and living our lives with that understanding.

**Alex Moore** — Director, Cittamani Hospice Service

## MONTVILLE OPEN GARDENS EASTER 2022

### PLANT STALL & REFRESHMENTS

### SATURDAY/SUNDAY 16TH & 17TH APRIL



**9 AM – 4 PM EACH DAY**  
**ENTRY \$10 PER GARDEN**  
**CHILDREN FREE**

**'THE SHAMBLES' – 85 WESTERN AVENUE**

**'LOWER WOONTOOBA' – 238 WESTERN AVENUE**

**'WONGAWILLI' – 19 MANLEY DRIVE**

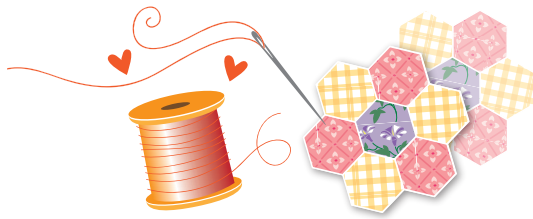
**FUNDS RAISED FOR CITTAMANI HOSPICE SERVICE**

*“A wider, more altruistic attitude is very relevant in today's world. If we look at the complexity and inter-connectedness of the nature of modern existence, then we will gradually notice a change in our outlook, so that when we say 'others' and when we think of others, we will no longer dismiss them as something that is irrelevant to us. We will no longer feel indifferent.”*

— His Holiness the 14th Dalai Lama







## BLI BLI QUILTERS

Bli Bli Quilters have been fundraising for Cittamani for more than 10 years. Although members have come and gone, their commitment to helping us has not wavered. They really work hard to raise funds for us and we sincerely thank them for their generosity, time and ongoing support.



Cittamani Finance Manager, Riikka, accepting a cheque from the Bli Bli Quilters group.



The Cittamani team share an afternoon tea to say farewell to Karen, pictured in the front row wearing a pink scarf.

## FAREWELL KAREN

Towards the end of last year, the Cittamani team held an afternoon tea to say goodbye to Karen who left us for a new adventure in Brisbane. Karen came to Cittamani in 2006 and she has been a very valuable member of our clinical nursing team.

In more recent times, Karen also played a major role in establishing the Cittamani Quality System and the implementation of the PalCare client database which has much improved the care of our clients. We all wish Karen every success in the coming years.

## CITTAMANI CHRISTMAS

Cittamani staff had a delicious Christmas lunch at the lovely old Palmwoods Hotel (before face masks became a compulsory fashion accessory again!)

We were so lucky to have this time together as a team, as it is both enriching and rewarding. Sadly it was soon after this that we had to disband face-to-face connection with each other as many of us work from home again.



## BEREAVEMENT SUPPORT GROUP

Unfortunately, due to Covid-19 we have to temporarily suspend our Bereavement Support Groups. We will be in touch with you when we feel it is safe to resume them.  
In the mean time, our Counsellors and Social Workers are only a phone call away.

Please ring **5445 0822** if you would like to speak with them.

Cittamani greatly values the ongoing support of many community groups who work hard to raise funds to support our service.

This time we would like to thank

### SUNSHINE COAST SOCIAL DANCERS

for their wonderful donation  
of \$5000.

*"All it takes is one good person  
to restore hope."* — Pope Francis

CITTAMANI THANKS THE JUNE CANAVAN FOUNDATION FOR GENEROUS ONGOING SUPPORT



*Without the support of your organisation we couldn't have achieved our goal of ensuring that our father's passing was respectful to the man we admired. We are very proud of our final gift to our father — the right to pass away at home surrounded by loved ones. Thank you.*

I wish to make a tax deductible gift to Cittamani's FREE 24-hour home hospice service.

- Click '**DONATE NOW**' on our SECURE WEBSITE: [www.cittamanihospice.com.au](http://www.cittamanihospice.com.au)
- **DIRECT DEBIT:** Cittamani Hospice Service BSB: 484799 Account No: 160888044  
PLEASE QUOTE the code above your name OR the initial of your first name, surname, and postcode.
- For **CHEQUES** (payable to Cittamani Hospice Service), or **CREDIT CARD** (Visa or Mastercard)  
Please complete the following: AMOUNT \$ \_\_\_\_\_

Name: \_\_\_\_\_

Address: \_\_\_\_\_ Postcode: \_\_\_\_\_

Phone No: \_\_\_\_\_ Email: \_\_\_\_\_

Card Details: \_\_\_\_\_ / \_\_\_\_\_ / \_\_\_\_\_ / \_\_\_\_\_ Expiry: \_\_\_\_ / \_\_\_\_ ccv (3 digit) \_\_\_\_\_

If you are interested in becoming a regular monthly donor,  
please send an email to: [finance@cittamanihospice.com.au](mailto:finance@cittamanihospice.com.au)

**Thank you!**

Cittamani Hospice Service Ltd, PO Box 324 Palmwoods Qld 4555

Registered Charity ABN 67 110 865 560 — all donations over \$2 are tax deductible.

Would you like to receive this newsletter electronically? **It will help save postage and paper costs.**  
**If so, please email us and let us know** — [news@cittamanihospice.com.au](mailto:news@cittamanihospice.com.au)

CITTAMANI HOSPICE SERVICE APPRECIATES THE SUPPORT OF QUEENSLAND HEALTH