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ANNEXURE A

**REQUEST FOR ETHICAL CLEARANCE FOR SUB-STUDY IN
RISE INCLUDING ETHICAL APPROVAL FOR RISE**





NORTH-WEST UNIVERSITY
YUNIBESITHI YA BOKONE-BOPHIRIMA
NOORDWES-UNIVERSITEIT
POTCHEFSTROOM CAMPUS

Private Bag X6001, Potchefstroom
South Africa 2520

Tel: 018 299-1111/2222
Web: <http://www.nwu.ac.za>

North-West University
Potchefstroom Campus
Research Ethics Committee

School of Nursing Science
Tel: 018 2991876
Fax: 018 299 1715
Email: Emmerentia.DuPlessis@nwu.ac.za

Date: 14 May 2013

Dear NWU Ethics Committee,

Request for ethical clearance for sub-study in RISE

Regarding the research: "Exploring resilience in nurses caring for older persons"

(M. Cur Candidate: Mrs. P. Benadé, Supervisor: Dr. E. du Plessis, Co-supervisor: Prof. M.P. Koen)

This research will focus on investigating the level of resilience in nurses caring for older persons and on identifying those nurses that show high levels of resilience. The intention is to explore their strengths and coping abilities in order to formulate guidelines from the findings to cultivate resilience in nurses caring for older persons. A mixed method research design will be used and the study will be conducted in Potchefstroom, an urban setting within the eastern portion of the North West Province.

In view of this general aim, the following are specific objectives for this study:

- To investigate the level of resilience in nurses caring for older persons and to identify nurses that show high levels of resilience.
- To explore the strengths and coping abilities of nurses who show high levels of resilience in caring for older persons.
- To formulate guidelines from the findings to develop resilience in nurses caring for older persons.

This research is a sub-study in an overarching research project, entitled: *Strengthening the resilience of health caregivers and risk group*, with ethical clearance from the Ethics Committee of the North-West University (Ref no NWU-00036-11-S1). The co-investigators are Prof MP Koen and Dr E du Plessis.

Background information and link with sub-study:

The co-investigators identified the problem that the resilience of health caregivers as well as risk groups should be strengthened by means of a comprehensive, multi-faceted approach and that research should be conducted on how resilience of health caregivers and risk groups can be strengthened by means of such an approach. The purpose of the overarching research is thus to develop a comprehensive, multi-faceted approach to strengthen the resilience of health caregivers as well as risk groups. We intend to reach this purpose through the following objectives:

- To explore and describe the resilience of health caregivers and risk groups
- To implement and validate strategies developed by Koen, Van Eeden and Wissing (2010) to strengthen resilience of professional nurses and other health caregivers and risk groups
- To explore and describe faith community nursing as intervention to strengthen the resilience of health caregivers and risk groups

†

- To explore and describe sensory stimulation as intervention to strengthen the resilience of health caregivers and risk groups

To achieve these objectives, it is necessary to explore and describe various health caregivers and risk groups. Within this overarching research project, Mrs. P. Benadé (Student number: 10450580) intends to focus on exploring resilience in nurses caring for older persons, as mentioned above. The results of this sub-study will contribute to reaching the objectives of the overarching project, because by investigating the level of resilience in nurses caring for older persons, nurses that show high levels of resilience will be identified and by exploring their strengths and coping abilities, guidelines will be formulated from the findings to develop resilience in nurses caring for older persons, that will inform the development of a multi-faceted approach to strengthen resilience. The methodology and ethical aspects of Mrs. P. Benadé's study regarding exploring resilience in nurses caring for older persons is congruent with the methodology and ethical aspects of the approved overall study on resilience. We therefore request that the sub-study of "exploring resilience in nurses caring for older persons", be covered by the above-mentioned ethical clearance.

Yours sincerely



Prof MP Koen

Co-investigator



Dr E du Plessis

Co-investigator



NORTH-WEST UNIVERSITY
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Web: <http://www.nwu.ac.za>

Faculty of Health Sciences

Tel: (018) 299 4237

Fax: (018) 299 2464

E-mail: Este.Vorster@nwu.ac.za

Mrs. Marietjie Halgryn

13 May 2011

Dear Marietjie

ETHICS APPLICATION: NWU-00036-11-S1 (M.P. KOEN & E. DU PLESSIS)

The applicants responded in a satisfactory way to the comments made by the panel members.

Ethical approval is recommended.

Yours sincerely

Prof. H.H. Vorster



ANNEXURE B
ETHICAL APPROVAL FROM THE RESEARCH ETHICS COMMITTEE
OF THE NWU FOR
SUB-STUDY IN RISE



To whom it may concern

Faculty of Health Sciences Ethics Sub-committee
Tel: 018 2992092
Fax: 018 2902088
Email: Minrie.Greeff@nwu.ac.za

4 July 2013

Dear Mrs. Benade

Ethics Application: NWU-00036-11-A1 "Strengthening the resilience of health caregivers and risk groups"

Thank you for the comprehensive review of your application. Your request to include the project, entitled "Exploring resilience in nurses caring for older persons" under the above mentioned umbrella project has been ethically approved.

Yours sincerely

Prof. Minrie Greeff
Acting Chairperson

Original details: Prof. Minrie Greeff(10187308) C:\Users\13210572\Documents\ETIEK\2011 ETHICS\NWU-00036-11-A1 Addisionele Versoek 3.docm
4 July 2013

File reference: NWU-00036-11-A1



ANNEXURE C
RESILIENCE SCALE LICENCE AGREEMENT AND CARD
DR G WAGNILD



INTELLECTUAL PROPERTY LICENSE AGREEMENT
Students & Residents of Developing Countries

This Intellectual Property License Agreement ("Agreement") is made and effective this **26 April 2013** ("Effective Date") by and between The Resilience Center, PLLP ("Licensor") and **Petronella Benade** ("Licensee").

Licensor has developed and licenses to users its Intellectual Property, marketed under the names "the Resilience Scale", "RS", "the 14-Item Resilience Scale", and "the RS-14" (the "Intellectual Property").

Licensee desires to use the Intellectual Property.

NOW, THEREFORE, in consideration of the mutual promises set forth herein, Licensor and Licensee agree as follows:

1. **License.**
Licensor hereby grants to Licensee a 1-year, non-exclusive, limited license to use the Intellectual Property as set forth in this Agreement.
2. **Restrictions.**
Licensee shall not modify, license or sublicense the Intellectual Property, or transfer or convey the Intellectual Property or any right in the Intellectual Property to anyone else without the prior written consent of Licensor. Licensee may make sufficient copies of the Intellectual Property and the related Scoring Sheets to measure the individual resilience of **an unlimited number of** subjects, for non-commercial purposes only.
3. **Fee.**
In consideration for the grant of the license and the use of the Intellectual Property, subject to the Restrictions above, Licensee agrees to pay Licensor the sum of US\$50.
4. **Term.**
This license is valid for twelve months, starting at midnight on the Effective Date.
5. **Termination.**
This license will terminate at midnight on the date twelve months after the Effective Date.
6. **Warranty of Title.**
Licensor hereby represents and warrants to Licensee that Licensor is the owner of the Intellectual Property or otherwise has the right to grant to Licensee the rights set forth in this Agreement. In the event any breach or threatened breach of the foregoing representation and warranty, Licensee's sole remedy shall be to require Licensor to do one of the following: i) procure, at Licensor's expense, the right to use the Intellectual Property, ii) replace the Intellectual Property or any part thereof that is in breach and replace it with Intellectual Property of comparable functionality that does not cause any breach, or iii) refund to Licensee the full amount of the license fee upon the return of the Intellectual Property and all copies thereof to Licensor.
7. **Warranty of Functionality.**
Licensor provides to Licensee the Intellectual Property "as is" with no direct or implied warranty.
8. **Payment.**
Any payment shall be made in full prior to shipment. Any other amount owed by Licensee to Licensor pursuant to this Agreement shall be paid within thirty (30) days following invoice from Licensor. In the event any overdue amount owed by Licensee is not paid following ten (10) days written notice from Licensor, then in addition to any other amount due, Licensor may impose and Licensee shall pay a late payment charge at the rate of one percent (1%) per month on any overdue amount.
9. **Taxes.**
In addition to all other amounts due hereunder, Licensee shall also pay to Licensor, or reimburse Licensor as appropriate, all amounts due for tax on the Intellectual Property that are measured directly by payments made by Licensee to Licensor. In no event shall Licensee be obligated to pay any tax paid on the income of Licensor or paid for Licensor's privilege of doing business.
10. **Warranty Disclaimer.**
LICENSOR'S WARRANTIES SET FORTH IN THIS AGREEMENT ARE EXCLUSIVE AND ARE IN LIEU OF ALL OTHER WARRANTIES, EXPRESS OR IMPLIED, INCLUDING BUT NOT LIMITED TO, THE IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE.

11. Limitation of Liability.

Licensor shall not be responsible for, and shall not pay, any amount of incidental, consequential or other indirect damages, whether based on lost revenue or otherwise, regardless of whether Licensor was advised of the possibility of such losses in advance. In no event shall Licensor's liability hereunder exceed the amount of license fees paid by Licensee, regardless of whether Licensee's claim is based on contract, tort, strict liability, product liability, or otherwise.

12. Support.

Licensor agrees to provide limited, e-mail-only support for issues and questions raised by the Licensee that are not answered in the current version of the *Resilience Scale User's Guide*, available on www.resiliencescale.com, limited to the Term of this Agreement. Licensor will determine which issues and questions are or are not answered in the current *User's Guide*.

13. Notice.

Any notice required by this Agreement or given in connection with it, shall be in writing and shall be given to the appropriate party by personal delivery or by certified mail, postage prepaid, or recognized overnight delivery services.

If to Licensor:

The Resilience Center, PLLC

PO Box 313

Worden, MT 59088-0313

If to Licensee:

Name: Petronella Benade

Address: PO Box 20474

Noordbrug

2522 Potchefstroom NorthWest Province

SOUTH AFRICA

14. Governing Law.

This Agreement shall be construed and enforced in accordance with the laws of the United States and the state of Montana. Licensee expressly consents to the exclusive forum, jurisdiction, and venue of the Courts of the State of Montana and the United States District Court for the District of Montana in any and all actions, disputes, or controversies relating to this Agreement.

15. No Assignment.

Neither this Agreement nor any interest in this Agreement may be assigned by Licensee without the prior express written approval of Licensor.

16. Final Agreement.

This Agreement terminates and supersedes all prior understandings or agreements on the subject matter hereof. This Agreement may be modified only by a further writing that is duly executed by both Parties.

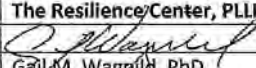
17. Severability.

If any term of this Agreement is held by a court of competent jurisdiction to be invalid or unenforceable, then this Agreement, including all of the remaining terms, will remain in full force and effect as if such invalid or unenforceable term had never been included.

18. Headings.

Headings used in this Agreement are provided for convenience only and shall not be used to construe meaning or intent.

IN WITNESS WHEREOF, the Parties hereto have duly caused this Agreement to be executed in its name on its behalf, all as of the day and year first above written.

Licensee	The Resilience Center, PLLC
Signature:	
Printed Name: Petronella Benade	Gail M. Wagnild, PhD
Title: Student	Owner and CEO
Date: 7 April 2013	7 April 2013

7 April 2013

Dear Petronella,

Thank you very much for purchasing a licence to use the RS in your research. I hope that the enclosed materials will be useful in your work.

Please write if you have any questions. I wish you the very best!

Sincerely,

Jim Wainwright



ANNEXURE D

**REQUESTING PERMISSION FROM MANAGEMENT TO CONDUCT
RESEARCH INCLUDING EXAMPLE OF PERMISSION GRANTED BY
MANAGEMENT TO CONDUCT RESEARCH**





NORTH-WEST UNIVERSITY
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Tel: +2718 299-1111/2222

Web: <http://www.nwu.ac.za>

The manager

School of Nursing Science

Tel: +2718 2991834

Fax: +2718 2991827

Email: Petro.Benade@nwu.ac.za

Date: 30 July 2013

REQUESTING PERMISSION FROM MANAGEMENT TO CONDUCT RESEARCH:

I am a student registered at the North-West University Potchefstroom Campus for a Masters degree in Community Nursing Science. The title of my research is: "Exploring resilience in nurses caring for older persons". The research is conducted at facilities providing care to older persons in Potchefstroom.

I am also a registered professional nurse and work as a junior lecturer at the School of Nursing Science at the North-West University Potchefstroom Campus.

The purpose of this research is to investigate the level of resilience in nurses caring for older persons. The intention is to explore their strengths and coping abilities in order to formulate guidelines from the findings to cultivate resilience in nurses caring for older persons.

The specific objectives of the research are:

1. To investigate the level of resilience in nurses caring for older persons.
2. To explore and describe the strengths and coping abilities of nurses caring for older persons.
3. To formulate guidelines from the findings to develop resilience in nurses caring for older persons.

To reach this aim all categories of nurses namely professional nurses, enrolled nurses and auxiliary nurses will be asked to complete a demographic information form (to gather demographic information), the Resilience Scale (to identify their level of resilience) as well as to write a narrative (story) on their strengths and coping abilities while caring for older persons. All the nurses will also be invited to participate in a focus group interview at a later stage.

The completion of the demographic information form, the Resilience Scale, and the writing of the narrative will take between 30-60 minutes. The focus group interview that will be conducted at a later stage will take about 60 minutes. The researcher undertakes to arrange with the chief professional nurse for a convenient time to do the research for example in the lunch hour.

The researcher undertakes to explain the purpose of the research to the nurses and inform them that participation is voluntary and obtain their informed voluntary consent. Only the researcher will be able to connect the demographic information form, the Resilience Scale, and the narrative of each nurse with each other but their identities will not be known to the researcher. If the nurses decide to participate in the focus group interview, their identities will also be kept confidential. The results of the research may be published but the identities of the nurses as well as the facilities will be kept strictly confidential.

The researcher undertakes to give feedback regarding the results of the research to the nurses as well as to management. There is no foreseen risk to the nurses or the facility. Benefits may be gained when the researcher provides feedback concerning the results of the research on how to strengthen the resilience of nurses caring for older persons. This will empower the nurses to be more resilient and even flourish while providing care to the older person. It will benefit the facility if the nurses are more resilient and better able to cope with their valuable work.

The nurses need to meet the following inclusion criteria for the completion of the demographic information form, the Resilience Scale, and the writing of the narrative:

- They need to be a professional nurse or an enrolled nurse or an auxiliary nurse.
- They need to be nurses who have cared for older persons for at least six months in order to ensure that they have enough practical experience in caring for the older person to contribute positively to the research.
- They need to be willing to participate in the study on a voluntary basis.
- They must be able to communicate in Afrikaans or English and be able to read in English in order to be able to complete the "Resilience Scale" questionnaire. The narratives may be written in Afrikaans or in English.

The nurses need to meet the following inclusion criteria for participation in the focus group interview:

- The nurses must be willing to participate voluntarily in the focus group interview.

Ethical permission to conduct this research has been obtained from the North-West University under the RISE study (Strengthening the resilience of health caregivers and risk groups) (Professor M.P. Koen and Dr. E. du Plessis, NWU-00036-11-A1).

Hereby permission is requested to conduct the above-mentioned research at your facility. It will be highly appreciated if you could reply to this request **in writing** on an **official letterhead** by using the attached document as guideline as soon as it is convenient in order for the researcher to start with the research.

Please feel free to contact the researcher at 083 978 3562 if you have any uncertainties. You are also welcome to send an e-mail to Petro.Benade@nwu.ac.za.

Please inform the researcher if permission from any other authority needs to be obtained to conduct the above-mentioned research at your facility.

Thank you in advance.

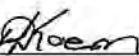
Yours sincerely



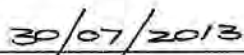
Mrs. P. Benadé (Researcher)



Dr. E. du Plessis (Supervisor)



Prof. M.P. Koen (Co-Supervisor)



Date

Address:

Tel:

Fax:

Email:

Date:

**PERMISSION TO CONDUCT RESEARCH REGARDING "EXPLORING RESILIENCE IN
NURSES CARING FOR OLDER PERSONS"**

Hereby permission is granted to conduct the above-mentioned research at

Name and Surname: _____

Capacity: _____

Signature: _____

Date: _____

Address:

Tel: 018

Fax: 018

Email:

Date:

TEL: 018

2520

PERMISSION TO CONDUCT RESEARCH REGARDING "EXPLORING RESILIENCE IN NURSES CARING FOR OLDER PERSONS"

Hereby permission is granted to conduct the above-mentioned research at

Name and Surname: Sr

Capacity: SENIOR VERPLEEGKUNDIGE

Signature: *[Signature]*

Date: 20/8/2013



ANNEXURE E
**REQUESTING PERMISSION FROM NURSES TO
PARTICIPATE IN RESEARCH**





NORTH-WEST UNIVERSITY
YUNIBESITHI YA BOKONE-BOPHIRIMA
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Private Bag X6001, Potchefstroom
South Africa 2520

Tel: +2718 299-1111/2222
Web: <http://www.nwu.ac.za>

Dear nurse

School of Nursing Science
Tel: +2718 2991834
Fax: +2718 2991827
Email: Petro.Benade@nwu.ac.za

Date: 12 August 2013

REQUESTING PERMISSION FROM NURSES TO PARTICIPATE IN RESEARCH:

I am a student registered at the North-West University Potchefstroom Campus for a Masters degree in Community Nursing Science. The title of my research is: "**Exploring resilience in nurses caring for older persons**". The research is conducted at facilities providing care to older persons in Potchefstroom.

I am also a registered professional nurse and work as a junior lecturer at the School of Nursing Science at the North-West University Potchefstroom Campus.

The purpose of this research is to investigate the level of resilience in nurses caring for older persons. The intention is to explore their strengths and coping abilities in order to formulate guidelines from the findings to cultivate resilience in nurses caring for older persons.

The specific objectives of the research are:

- To investigate the level of resilience in nurses caring for older persons.
- To explore and describe the strengths and coping abilities of nurses caring for older persons.
- To formulate guidelines from the findings to develop resilience in nurses caring for older persons.

To reach this aim, you will be asked to complete a demographic information form (to gather demographic information), the Resilience Scale (to identify your level of resilience) as well as to write a narrative (story) on your strengths and coping abilities while caring for older persons. You will also be invited to participate in a focus group interview at a later stage.

The completion of the demographic information form, the Resilience Scale, and the writing of the narrative will take you between 30-60 minutes. The focus group interview that will be conducted at a later stage will take about 60 minutes. I undertake to arrange with the chief professional nurse for a convenient time to do the research.

Your participation as a nurse in this research will be highly appreciated.

Your participation is voluntary and you will be asked to give informed voluntary consent. You may at any time decide to withdraw immediately from the research. We will be able to connect your demographic information form, Resilience Scale, and your narrative with each other but your identity will not be known to us. If you decide to participate in the focus group interview, your identity will also be kept confidential. The results of the research may be published but your identity as well as the identity of the facility will be kept strictly confidential.

I undertake to give feedback regarding the results of the research to you as well as to management. There is no foreseen risk to you or the facility. Benefits may be gained when I provide feedback concerning the results of the research on how to strengthen your resilience while caring for older persons. This will empower you to be more resilient and even flourish while providing care to the older person. It will benefit the facility if you are more resilient and better able to cope with your valuable work.

You need to meet the following inclusion criteria for the completion of the demographic information form, the Resilience Scale, and the writing of the narrative:

- You need to be a professional nurse or an enrolled nurse or an auxiliary nurse.
- You need to be caring for older persons for at least six months in order to ensure that you have enough practical experience in caring for the older person to contribute positively to the research.
- You need to be willing to participate in the study on a voluntary basis.
- You must be able to communicate in Afrikaans or English and be able to read in English in order to be able to complete the Demographic information form and the "Resilience Scale". The narrative may be written in Afrikaans or in English.

You need to meet the following inclusion criteria for participation in the focus group interview:

- You must be willing to participate voluntarily in the focus group interview.

You may inform the researcher if you experience any mental distress as a result of your participation in the research. Emotional support will be arranged for you.

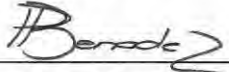
Please **complete the consent form** if you are willing to participate in the research. By signing the consent form, you give permission that you are willing to participate voluntarily in the research.

Ethical permission to conduct this research was obtained from the North-West University under the RISE study (Strengthening the resilience of health caregivers and risk groups) (Professor M.P. Koen and Dr. E. du Plessis, NWU-00036-11-A1).

Please feel free to contact the researcher at **083 978 3562** if you have any uncertainties. You are also welcome to send an e-mail to **Petro.Benade@nwu.ac.za**.

Thank you in advance.

Yours sincerely



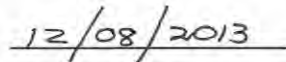
Mrs. P. Benadé (Researcher)



Dr. E. du Plessis (Supervisor)



Prof. M.P. Koen (Co-Supervisor)



Date signed



ANNEXURE F

INFORMED CONSENT TO PARTICIPATE IN RESEARCH INCLUDING EXAMPLE OF COMPLETED INFORMED CONSENT





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School of Nursing Science
Tel: +2718 2991834
Fax: +2718 2991827
Email: Petro.Benade@nwu.ac.za

INFORMED CONSENT TO PARTICIPATE IN RESEARCH

Research Title: "Exploring resilience in nurses caring for older persons"

I, _____ hereby give informed, voluntary consent to participate in the above-mentioned research. The purpose, objectives, benefits, risks and the responsibilities of all parties concerned are clear to me. I am willing to complete the demographic information form, the Resilience Scale, and write the narrative. I understand that I will be invited to participate in a focus group interview and if I decide to participate, I hereby give consent. I know that the focus group interview will be voice recorded. I understand that the results of this research may be published but that my name and the name of the facility will be held confidential. I know that I may withdraw at any time from the research without any consequence. I understand that I will receive no money for participating in this research.

Participant: _____

Witness: _____

Researcher: _____

Date: _____



NORTH-WEST UNIVERSITY
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South Africa 2520

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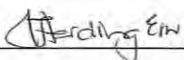
School of Nursing Science
Tel: +2718 2991834
Fax: +2718 2991827
Email: Petro.Benade@nwu.ac.za

INFORMED CONSENT TO PARTICIPATE IN RESEARCH

Research Title: "Exploring resilience in nurses caring for older persons"

I, _____ hereby
give informed, voluntary consent to participate in the above-mentioned research. The
purpose, objectives, benefits, risks and the responsibilities of all parties concerned are
clear to me. I am willing to complete the demographic information form, the Resilience
Scale, and write the narrative. I understand that I will be invited to participate in a focus
group interview and if I decide to participate, I hereby give consent. I know that the focus
group interview will be voice recorded. I understand that the results of this research may
be published but that my name and the name of the facility will be held confidential. I
know that I may withdraw at any time from the research without any consequence. I
understand that I will receive no money for participating in this research.

Participant:  HVL

Witness:  EIW

Researcher: 

Date: 12/8/2013



ANNEXURE G

**INFORMATION PAGE: RESEARCH REGARDING “EXPLORING
RESILIENCE IN NURSES CARING FOR OLDER PERSONS”**





NORTH-WEST UNIVERSITY
YUNIBESITHI YA BOKONE-BOPHIRIMA
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School of Nursing Science
Tel: +2718 2991834
Fax: +2718 2991827
Email: Petro.Benade@nwu.ac.za

Dear nurse

August 2013

RESEARCH REGARDING “EXPLORING RESILIENCE IN NURSES CARING FOR OLDER PERSONS”:

Thank you for your willingness to participate in this research. It is highly appreciated.

The purpose of this research is to investigate the level of resilience in nurses caring for older persons. The intention is to explore their strengths and coping abilities in order to formulate guidelines from the findings to cultivate resilience in nurses caring for older persons.

The specific objectives of the research are:

1. To investigate the level of resilience in nurses caring for older persons.
2. To explore and describe the strengths and coping abilities of nurses caring for older persons.
3. To formulate guidelines from the findings to develop resilience in nurses caring for older persons.

You need to give voluntary, written, informed consent before participating in this research. Please ensure that you have signed a consent form before continuing.

Please find included:

1. Section A: Demographic Information Form

2. Section B: Resilience Scale

3. Section C: Writing of narrative (story)

Please complete all three sections.

Thank you in advance. Your contribution is held in high regard.

Yours sincerely

Mrs. P. Benade (Researcher)



ANNEXURE H

SECTION A: DEMOGRAPHIC INFORMATION FORM INCLUDING EXAMPLE OF COMPLETED DEMOGRAPHIC INFORMATION FORM



Section A: Demographic Information Form

Please mark the applicable box with an X

1. What is your employment status?

Full time	☐
Part time	☐
Per hour	☐

2. What is your marital status?

Single	☐
Married	☐
Divorced	☐
Widowed	☐

3. What is your age?

years

4. What is your gender?

Male	☐
Female	☐

5. What is your home language?

Afrikaans	☐
English	☐
Setswana	☐
Other	☐

6. What is the highest level of education you have completed?

Grade 10 (Standard 8)	☐
Grade 12 (Standard 10)	☐
Certificate	☐
Diploma	☐
Bachelors degree	☐
Post graduate qualification	☐

7. What is your nursing title?

Professional nurse	☐
Enrolled Nurse/ Staff nurse	☐
Auxiliary nurse	☐

8. What number of years have you been caring for older persons?

< 6 months	☐
6 months to 1 year	☐
1 year to < 5 years	☐
5 years < 10 years	☐
10 years and more	☐

Section A: Demographic Information Form

Please mark the applicable box with an X

1. What is your employment status?

Full time	☒
Part time	☐
Per hour	☐

2. What is your marital status?

Single	☐
Married	☒
Divorced	☐
Widowed	☐

3. What is your age?

64	years
----	-------

4. What is your gender?

Male	☐
Female	☒

5. What is your home language?

Afrikaans	☒
English	☐
Setswana	☐
Other	☐

6. What is the highest level of education you have completed?

Grade 10 (Standard 8)	☒
Grade 12 (Standard 10)	☐
Certificate	☐
Diploma	☐
Bachelors degree	☐
Post graduate qualification	☐

7. What is your nursing title?

Professional nurse	☐
Enrolled Nurse/ Staff nurse	☐
Auxiliary nurse	☒

8. What number of years have you been caring for older persons?

< 6 months	☐
6 months to 1 year	☐
1 year to < 5 years	☐
5 years < 10 years	☐
10 years and more	☒



ANNEXURE I
SECTION B: THE RESILIENCE SCALE
INCLUDING EXAMPLE OF COMPLETED RESILIENCE SCALE



Section B: _____

The Resilience Scale (RS)

Date _____

Please read each statement and circle the number to the right of each statement that best indicates your feelings about the statement. Respond to all statements.

Circle the number in the appropriate column	Strongly Disagree							Strongly Agree						
	1	2	3	4	5	6	7	1	2	3	4	5	6	7
1. When I make plans, I follow through with them.														
2. I usually manage one way or another.														
3. I am able to depend on myself more than anyone else.														
4. Keeping interested in things is important to me.														
5. I can be on my own if I have to.														
6. I feel proud that I have accomplished things in life.														
7. I usually take things in stride.														
8. I am friends with myself.														
9. I feel that I can handle many things at a time.														
10. I am determined.														
11. I seldom wonder what the point of it all is.														
12. I take things one day at a time.														
13. I can get through difficult times because I've experienced difficulty before.														
14. I have self-discipline.														
15. I keep interested in things.														
16. I can usually find something to laugh about.														
17. My belief in myself gets me through hard times.														
18. In an emergency, I'm someone people can generally rely on.														
19. I can usually look at a situation in a number of ways.														
20. Sometimes I make myself do things whether I want to or not.														
21. My life has meaning.														
22. I do not dwell on things that I can't do anything about.														
23. When I'm in a difficult situation, I can usually find my way out of it.														
24. I have enough energy to do what I have to do.														
25. It's okay if there are people who don't like me.														

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Section B: _____

The Resilience Scale (RS)

Date: 5/8/13

Please read each statement and circle the number to the right of each statement that best indicates your feelings about the statement. Respond to all statements.

Circle the number in the appropriate column	Strongly Disagree			Strongly Agree			
1. When I make plans, I follow through with them.	1	2	3	4	5	6	(7)
2. I usually manage one way or another.	1	2	3	4	5	(6)	7
3. I am able to depend on myself more than anyone else.	1	2	3	4	(5)	6	7
4. Keeping interested in things is important to me.	1	2	3	4	5	6	(7)
5. I can be on my own if I have to.	1	2	3	4	5	6	(7)
6. I feel proud that I have accomplished things in life.	1	2	3	4	5	6	(7)
7. I usually take things in stride.	1	2	3	4	5	6	(7)
8. I am friends with myself.	1	2	3	4	5	6	(7)
9. I feel that I can handle many things at a time.	1	2	3	4	5	(6)	7
10. I am determined.	1	2	3	4	5	(6)	7
11. I seldom wonder what the point of it all is.	1	2	3	4	(5)	6	7
12. I take things one day at a time.	1	2	3	4	(5)	6	7
13. I can get through difficult times because I've experienced difficulty before.	1	2	3	4	5	(6)	7
14. I have self-discipline.	1	2	3	4	5	(6)	7
15. I keep interested in things.	1	2	3	4	5	6	(7)
16. I can usually find something to laugh about.	1	2	3	4	5	6	(7)
17. My belief in myself gets me through hard times.	1	2	3	4	5	6	(7)
18. In an emergency, I'm someone people can generally rely on.	1	2	3	4	5	(6)	7
19. I can usually look at a situation in a number of ways.	1	2	3	4	5	(6)	7
20. Sometimes I make myself do things whether I want to or not.	1	2	3	4	5	(6)	7
21. My life has meaning.	1	2	3	4	5	6	(7)
22. I do not dwell on things that I can't do anything about.	1	2	3	4	5	(6)	7
23. When I'm in a difficult situation, I can usually find my way out of it.	1	2	3	4	5	(6)	7
24. I have enough energy to do what I have to do.	1	2	3	4	5	6	(7)
25. It's okay if there are people who don't like me.	1	2	3	4	5	(6)	7

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ANNEXURE J

SECTION C: WRITING OF NARRATIVE (STORY) INCLUDING AFRIKAANS AND ENGLISH EXAMPLES OF WRITTEN NARRATIVES





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August / Augustus 2013

Section/ **Afdeling C:** Writing of narrative (story)/ **Skryf van verhaal (storie):**

According to/ **Volgens Rutter** (cited by/ **aangehaal deur** Wagnild, 2011:12),

"Resilience refers to a person's ability to adapt successfully to acute stress, trauma, or more chronic forms of adversity."/ **"Veerkragtigheid verwys na 'n persoon se vermoë om suksesvol aan te pas by akute stres, trauma, of meer chroniese vorms van teenspoed."**

Dear nurse,

Nurse Dawn is a young nurse that would like to care for older persons. She would like to learn from all the experience you have gained while caring for older persons. Please write her a letter in which you tell her about your personal strengths, how you manage to cope while caring for older persons, what makes it worthwhile for you and how you manage to be resilient while caring for older persons./

Beste Verpleegkundige,

Verpleegster Dawn is 'n jong verpleegkundige wat graag ouer persone wil versorg. Sy wil graag leer uit al die ervaring wat u opgedoen het terwyl u ouer persone versorg het. Skryf asseblief 'n brief aan haar waarin u haar vertel van u persoonlike sterk punte, hoe u dit regkry om die versorging van ouer persone te hanteer, wat dit vir u die moeite werd maak en hoe u dit regkry om veerkragtig te wees terwyl u ouer persone versorg.

Thank you very much for your valuable contribution. / **Baie dankie vir u waardevolle bydrae.**

Greetings/ **Groete**

Petro. Benadé

(Researcher/ **Navorsers**)

Dear Dawn/ *Beste Dawn,*

My **personal strengths** that enables me to care for older persons are...../ *My persoonlike sterk punte wat my in staat stel om ouer persone te versorg is*

[illegible]

This image shows a single sheet of white paper with horizontal ruling lines. The lines are evenly spaced and run across the width of the page. There are no margins, text, or other markings on the paper.

This image shows a single sheet of white paper with horizontal ruling lines. The lines are evenly spaced and run across the width of the page. There are no margins, text, or other markings on the paper.

[illegible]Nurse anonymous/ *Verpleegkundige anoniem*

Dear Dawn/ Beste Dawn,

My personal strengths that enables me to care for older persons are.....
My persoonlike sterk punte wat my in staat stel om ouer persone te versorg is

- 1) Ek as Verpleegkundige probeer altyd geduldig wees
- 2) Myself in die plek van n' bejaarde te stel met al sy siektes en gebreke
- 3) Om altyd rustig te wees en tyd te hê vir n' bejaarde
- 4) My probleme in te sien en oplossings te probeer vind en ondersteuning te gee.
- 5) n' Bejaarde is steeds n' persoon met n' siel en liggaam en om hom so te behandel — ook sy keuses te respekteer
- 6) Uithouvermoë is ook nodig
- 7) Sien humor in situasies en te lag met n' bejaarde en nie vir hom nie.
- 8) Dis aangenaam om n' bejaarde se lewensgehalte te verbeter en te onderhou.

This is how I manage to cope while caring for older persons...../
Dit is hoe ek dit regkry om die versorging van ouer persone te hanteer.....

- 1) Geduld met bejaardes
- 2) Onderneminggees
- 3) Simpatie
- 4) Opregte belangstelling
- 5) Fisiese en geestelik probeer ek ook altyd gesond wees, sodanik kan n' mens krag hê om bejaardes te versorg.
- 6) Trageer te wees oor nuwe hulpmiddels en mondelike medikasies om bejaardes se situasies te verbeter
- 7) Ondersteuning deurlopend
- 8) Vertrou van bejaarde in Gerpleegkundige

The following makes it **worthwhile** for me to care for older persons...../

Die volgende maak dit vir my die **moeite werd** om ouer persone te versorg.....

- 1) Dankbaarheid van bejaardes
- 2) Vertroue " "
- 3) Oplossings of verbetering van bejaarde se situasies - siektes en fisieke probleme
- 4) 'n Goedversorgde gelukkige bejaarde
- 5) Bejaardes kan 'n mens baie leer van hulle vorige ondervindings

This is how I manage to be **resilient** while caring for older persons.....!
Dit is hoe ek dit regkry om veerkragtig te wees terwyl ek ouer persone versorg.....

- 1) Self gesond te wees fisies en sielkundig.
- 2) Belangtelkend te wees + hulpvaardig.
- 3) Empatie te hê
- 4) Goet observasie vermoë te hê.
- 5) Soort van n' gode Sinluig te hê!

Greetings/ **Groete**

Nurse anonymous/ **Verpleegkundige anoniem**

Dear Dawn/ Beste Dawn,

My personal strengths that enables me to care for older persons are.....!

My persoonlike sterk punte wat my in staat stel om ouer persone te versorg is

My personal strengths may be because I was born in a caring and loving family. As I was growing up my mum used to tell me how much her mother or my grand-mother important to us as grandchildren.

There I started to realize how much love old people have towards us. Not only your grandparents may love you, but also other grandparents have love towards children.

I finally worked at old age home facilities as care worker, taking care of old people because I gained that strength from home to my parents and grand parents.

The old patients at old age home have appreciated me and I have also appreciated them. We always do things together and we understood each other.

One thing that gave me more strength was that when I was in bad times I used to tell them and they really comforted me at all times. To me they are like parents and grand parents, And to them I am like their daughter.

This is how I manage to cope while caring for older persons...../ Dit is hoe ek dit regkry om die versorging van ouer persone te hanteer.....

Something that made me manage to care for older person is patience. Old patients always need patience when you care for them because they are more or less like babies.

Sometimes we do have problems at work or from home but when we come to our work we have to forget or let problems go because sometimes the old people may be problems by themselves. By doing this you may cope better for the older person.

Sometimes you may get an older person who is disorientated, you have to cope for his or her disorientation.

To cope is all about patience and loving care. We also need to care for the older patients at all times so that they must experience that love. If we do not do that we may suffer the consequences for that matter.

For coping always be patient and ask God to give you strength of coping while caring for older persons.

The following makes it worthwhile for me to care for older persons...../

Die volgende maak dit vir my die moeite werd om ouer persone te versorg.....

There are some things that make me worthwhile to care for older persons.

You sometime find older persons who always appreciate when you take good care of him or her.

We as care givers we usually appreciated because older persons also appreciate what we do for them.

I like to work with older persons because their care share everything they have with you; including love. They are very much loving people when you are crying they are crying with you.

They always appreciate everything you are doing for them. Even their families are going to share with you because of the older person you are caring for.

When I am not on duty I really miss them and hoping that they also miss me.

I am really satisfied about the job of caring for an older person because to me is like when I am caring for the baby or babies.

When I am not with them I miss them, their smile, their laughter, their appreciation and everything that make my heart feels good.)

This is how I manage to be resilient while caring for older persons...../

Dit is hoe ek dit regkry om veerkragtig te wees terwyl ek ouer persone versorg.....

I manage to be resilient while caring for the older person because I was always patient. For you to be resilient you need to be patient, loving and caring at all times.

You also need to be Sympathetic towards other people especially older persons

The older persons also made me resilient by showing me the positive attitude towards me. They did welcome me and allow me to talk to them, to sing with them and to dance with them.

I don't think there can be other job that I can do without the job of working with the older person.

I also think that life will not be nice without an older person. I always prefer working with an old person rather than working with ~~any~~ any other patient like in hospitals. When caring for the older patient is like when you're caring for your mother or grandmother or grand-father.

All I ask from God is that he must give me power to be more resilient while caring for older patient.

Greetings/ *Groete*

Nurse anonymous/ *Verpleegkundige anoniem*



ANNEXURE K

SUMMARY OF THEMES FROM NARRATIVES THAT WERE VERIFIED DURING THE FOCUS GROUP INTERVIEWS



Summary of themes from narratives that was verified during focus group interviews.

Focus group interview 1	Focus group interview 2	Focus group interview 3	Focus group interview 4
Personal strengths	Personal strengths	Personal strengths	Personal strengths
• my liefde vir bejaardes • geduld • ek is rustig • ek het uithou vermoë • humor • die Here se liefde wat deur my is • caring • „n sagte hart • ek het vir grootouers versorg • uithou vermoë • respek • my vriendelikheid, • ek bid elke dag • empatie • eerlikheid • behulpsaamheid • belangstelling • luister • ek is gebore om met hulle te werk • ek troos hulle • ek kom uit „n liefdevolle familie	• my geloof in Jesus • Sy liefde wat deur my gaan • my liefde vir bejaardes • ek het „n passie vir bejaardes • my geduld • my empatie • ek plaas my in hulle skoene • uithou vermoë • My humor • my vriendelikheid • my hulpvaardigheid • die feit dat ek kalm en rustig is en tyd maak vir hulle • omgee • „n sagte hart • waardering vir die bejaardes • respek vir die bejaardes • „n fyn aanvoeling vir hulle behoeftes • my eerlikheid • ek boesem vertrouwe in • ek stel belang • ek luister • ek troos maklik • ek dink ek is gebore om met hulle te werk • dit is „n gawe van die Here • het in „n liefdevolle familie grootgeword • het na hulle oumas gekyk of hulle ma's het na hulle oumas gekyk	• my geloof in Jesus/ my faith in Jesus • my liefde vir die bejaardes/ my love for the elderly • my geduld/ patience • empathy om my in hulle skoene te plaas/ to put me in their shoes • uithou vermoë/ to keep out to be able to go on • humor/ to laugh my ability to laugh • my vriendelikheid / my friendliness, • my hulpvaardigheid/ that I am willing to help • die feit dat ek kalm en rustig is/ I am calm and I am restful, I have time for the older person • my omgee/ my caring • my sagte hart/ my soft heart • respek vir die bejaardes • my fyn aanvoeling/ I am very sensitive for their feelings • my eerlikheid/ honesty • ek boesem vertrouwe in/ they trust me • belangstelling, ek kan luister/ I listen to them • dis „n gawe van die Here/ I am born to work with them • ek troos hulle maklik • ek het self in „n liefdevolle familie grootgeword	• my geloof in Jesus • my liefde • my passie vir die bejaardes • geduld • empatie • simpatie • uithou vermoë • my humorsin • my vriendelikheid • my hulpvaardigheid • die feit dat ek kalm en rustig is • omgee, deernis • respek vir bejaardes • „n fyn aanvoeling vir hulle behoeftes • eerlikheid • ek wen hulle vertrouwe • ek stel in hulle belang • ek luister na hulle • dis „n gawe van God • ek is gebore om met hulle werk • ek troos maklik • ek kan goed kommunikeer • ek is positief • ek is lojaal • ek is hardwerkend • ek is betroubaar • ek het kennis van bejaardes • ek is gemotiveerd • ek is opreg • ek is nederig

Focus group interview 1	Focus group interview 2	Focus group interview 3	Focus group interview 4
Cope	Cope	Cope	Cope
• die Here gee jou krag • jy moet fisies en psigies gesond wees • ingelig op hoogte bly van jou vak gebied • geduld • ek moet die ouer person verstaan wat hy van hou en nie van hou nie • ek moenie dinge persoonlik opvat wat hulle sê nie • Kommunikeer • ek moet my genoeg tyd gee om te rus • me time • As ek by die huis is moet ek afskakel vergeet van die werk • ek moet stokperdjies kry • ek moet my vriende gaan kuier • vra die Here om my te help elke dag • bid • spanwerk • kalmte • polite • listening • bly weg van negatiewe mense • hanteer probleme soos dit opduik moenie dat dit soos „n berg word nie • los jou probleme by die huis • praat met die suster of met die ouer persoon	• bid elke dag dat die Here vir jou krag gee • fisiese en psigiese gesondheid • genoeg rus • om te kan ontspan • “me time” • stokperdjies • afskakel as jy by die huis kom • kommunikasie met die bejaardes • kommunikasie met die suster en jou medekollegas • om te luister • spanwerk • om die werk te deel om die stress te deel • kennis om ingelig te wees om op hoogte te bly • geduld • probeer die bejaarde verstaan waarvan hulle hou dit waarvan hulle nie hou nie • moenie dit wat hulle sê persoonlik opneem nie • bly kalm, bly rustig • wedersydse respek, jy respekteer hulle – hulle respekteer jou • hardloop weg van negatiewe mense af • hanteer probleme soos dit opduik moenie dat dit „n berg word nie • los jou probleme by die huis • humor - humor laat jou baie keer cope • koffie	• bid elke dag dat die Here jou krag gee/ pray that God gives you strength • fisiese en psigiese gesondheid/ my health • Enough time to rest and to relax • me time • stokperdjies • afskakel as mens by die huis is/ try to rest when you off duty • kommunikasie met die bejaardes met die suster/ communication • luister • spanwerk • deel die werk/ to work as a team, to divide the work between you • om ingelig te wees kennis te hê van die siektes die hulpmiddels/ knowledge • geduld/ patience • waarvan hulle hou of nie/ to understand their likes and their dislikes • moenie dit wat hulle sê persoonlik opneem nie, bly kalm en rustig/ be calm, don't take it personally when they are maybe rude to you • betoon respek/ respect them • hardloop weg van negatiewe mense/ run away from negative people • leave your problems at home • to laugh to have humour • get some coffee when you need it	• bid elke dag dat die Here jou krag gee • gesondheid, fisies en psigies • genoeg tyd om te rus en te ontspan • goed soos “me time” • stokperdjies • afskakel as ek by die huis is • goeie kommunikasie met die bejaardes en met die suster • spanwerk • kennis • geduld • om hulle te probeer verstaan die bejaardes, • moenie wat hulle sê ernstig of persoonlik opneem nie • kalm en rustig te bly nie terug te baklei nie • respek • weg te hardloop van negatiewe mense • probleme te hanteer soos dit opduik moenie dat dit „n berg word nie • jou probleme by die huis te los • humor • koffie • saam te huil en saam te lag • om prioriteite te stel dit wat die belangrikste is eerste af te handel • om te kan delegeer • om jou verwysingsisteme te gebruik

Focus group interview 1	Focus group interview 2	Focus group interview 3	Focus group interview 4
			- die bejaardes te probeer verstaan uit hulle leefwêreld, hulle verwysings raamwerk - om georganiseerd te wees - om te praat oor jou probleme
Worthwhile	Worthwhile	Worthwhile	Worthwhile
- humor en grappe - die dankbaarheid van die bejaarde maar ook die familie - die vertroue wat hulle in ons stel - om „n goed versorgde gelukkige bejaarde te sien - respek - liefde vir my werk - die geluk wat ek voorsien - to touch someones life knowing that I made a difference - to make a person smile - to make the older person happy from the bottom of my heart - diepe deernis - deel te wees van die laaste tree - eensaamheid te verlig - te luister na stories - om in „n span te werk - verligting te bring - nuwe goed te leer - blydschap as hulle my sien	- dankbaarheid van die bejaardes van hulle familie daai waardering wat mens kry, „n ou skewe glimlaggie hulle sê daai glimlaggie is “priceless” daar is niks wat daarby kom nie - humor om uit jou maag uit te lag saam met „n bejaarde maak dit die moeite werd - daai vertroue wat hulle in my stel - daai gee en neem van respek - om hulle gelukkig te maak en om gelukkige bejaardes te sien - my liefde my genot vir my werk - oop kommunikasie verhoudinge - om te weet ek het „n verskil gemaak ek het iemand se lewe aangeraak - om deel te wees van daai laaste tree - eensaamheid te verlig - om na stories te luister - deel van „n span wat omgee - verligting van pyne en skete - beterskap na siekte - om iemand te sien loop wat nie kon loop nie - om elke dag iets nuuts te leer	- die dankbaarheid/ because they are thankful for what we do - die dankbaarheid van die bejaardes en die familie/ the older person and the family, - hulle waardering/ their appreciation - die glimlaggies/ the smiles- they say the smile is priceless - humour to laugh not for them but with them, - die vertroue wat hulle in jou stel - Om gelukkige goed versorgde bejaardes te sien - die gee en neem van respek/ I respect you, you respect me - communication - touching someones life to know I made a difference - deel te wees van die laaste tree - eensaamheid verlig - listen to their stories - to be part of a team that care for one another - om verligting te bring/ if they have aches and pains when	- dankbaarheid van die bejaardes van hulle familie - daai glimlaggie al is dit so ou skewe glimlaggie wat “priceless” is - humor om uit jou maag uit saam met hulle te lag - die vertroue wat hulle in my stel - om hulle gelukkig te sien - om hulle goed versorgd te sien - die gee en neem van respek - my liefde en my genot vir my werk - kommunikasie - om iemand se lewe aan te raak - touching someones life knowing I made a difference - om ewigheidswerk te verrig - eensaamheid te verlig - om na al hulle stories te luister - om deel te wees van „n span wat omgee - om verligting te bring - om te leer by die bejaardes maar ook elke dag by die

Focus group interview 1	Focus group interview 2	Focus group interview 3	Focus group interview 4
• glimlag op hulle gesigte • „n wond wat genees • iemand wat loop na „n siekbed • die dankie en asseblief wat ek kry • skewe glimlaggie • they make me show I can love myself and love other people	• om te sien hulle is bly om my te sien die dag • om te voel ek het „n verskil gemaak • die drukkies • die streel oor hare • van jouself te gee • om van die Here te vertel	they are ill to make them better, • to see they are better after a sick bed • elke dag iets nuts te leer/ the fact that they learn something new everyday • dat hulle bly is om my te sien/ they are glad to see me • die drukkies, die streel van jou hare, om van jouself te gee • to tell them about the Lord	werk • daai blydschap op hulle gesig as hulle sien ek kom aan diens • om te voel ek het „n verskil gemaak • daai drukkies, om van jouself te gee • om van die Here te vertel • om hulle en die familie te help met sterwens begeleiding
Resilient	Resilient	Resilient	Resilient
• Gaan na die suster toe • beker koffie • Moenie kwaad word vir die ou mense nie • fisies en sielkundig gesond • empatie, plaas my in hulle skoene • being professional • allow patients decisions • ask if they don't understand • interested in new situations • give myself an opportunity to breath • never pressurize myself • don't stay angry at them they are like kids • have a big heart • hard work we work together	• dit is net deur die Here se genade • ek moet nooit ophou bid nie • ek bid elke dag dat die Here my meer veerkragtig maak • gesondheid • empatie • toewyding • spanwerk • ontspan waneer af • om daai balans te kry tussen werk en ontspanning • om nie werk huistoe te neem nie • humor • kennis • kalm bly • laat pasiënte ook toe om besluite te neem • vra as ek nie verstaan nie • nie te veel druk op jouself sit nie • om „n groot hart te hê • geestelike verryking van myself en	• deur God se genade/ because God helps me, by the grace of God • my fisiese en psigiese gesondheid/ my health • empathy to put me in their shoes • harde werk/ hard work • toewyding • to work in a team we as staff but also to work together with the older persons • ontspan/ to relax when you off duty • to have a balance between work and home • moet nie werk huistoe vat as jy kan nie/ try not to take work home • humour om vir jouself te kan lag	• deur God se genade • moet nooit ophou bid nie • my gesondheid, fisies en psigies • empatie • harde werk en toewyding • spanwerk • my passie vir die bejaardes • ontspan wanneer ek af is • om „n balans tussen werk en ontspanning te hê • moenie werk huistoe vat nie • humorsin • kennis • om kalm te bly • professioneel te bly • nie te veel druk op myself te plaas nie • om myself geestelik te verryk en ander • om positief te bly

Focus group interview 1	Focus group interview 2	Focus group interview 3	Focus group interview 4
• spanwerk • deur die Here se genade • I asked God to give me power to be more resilient when caring for older patient • dis „n opdrag van die liewe Heer dis my passie dis my voorreg • ontspan, ontspan wanneer af • hou „n balans tussen werk en ontspanning • humor • samel kennis in • geduld • liefde • caring • simpatie	• ander • positiwiteit	• kennis • om kalm te bly/ don't get cross or angry with the people • ask if you don't understand • moenie te veel druk op • jouself sit nie/ try not to put too much pressure on yourself • geestelike verryking vir myself vir die ouer person • om positief te wees/ to be positive, not negative • respect	• my nie aan skinderstories te steur nie • om te sorg dat ek uitrus • sorg dat ek nie siek word nie -dat ek gesond is • te besef ek gaan ook oud word • om langmoed te hê



ANNEXURE L

INTERVIEW SCHEDULE FOR FOCUS GROUP INTERVIEWS



Focus Group Interview

RESEARCH REGARDING "EXPLORING RESILIENCE IN NURSES CARING FOR OLDER PERSONS":

Thank you for your willingness to participate in this research. It is highly appreciated. You are all very welcome. Please make yourselves comfortable.

As you already know, the purpose of this research is to investigate the level of resilience in nurses caring for older persons. The intention is to explore their strengths and coping abilities in order to formulate guidelines from the findings to cultivate resilience in nurses caring for older persons.

All of you that participated in the first phase of the research were invited to participate in this second phase namely the focus group interview. Please ensure that you have all signed a consent form. Your participation is voluntary. Remember that you may decide to withdraw at any time without any consequences.

The focus group interview will be voice recorded and the recordings will be transcribed and analysed. You will receive no money for participating in this focus group interview.

The purpose of this focus group interview is to learn from all of you. I would like to learn from your strengths and coping abilities in order to formulate guidelines to develop resilience in nurses caring for older persons.

All of you will get an opportunity to participate in the discussion but no one will be pressured to talk. Please relax and feel free to participate. All contributions are valued and there is no wrong answer.

All that is said in the group is confidential. Do not use the name of the practical facility or your colleagues when you participate in the discussion. Please speak loudly and clearly.

Thank you very much for writing the letter to nurse Dawn in which you told her about your strengths, how you manage to cope, what makes it worthwhile and how you manage to be resilient while caring for older persons. Today I will give a short summary of the answers I received from the narratives. I want you to listen and confirm that I understood you correctly. You are also welcome to add anything else you would like. After that I will ask two more questions that we will discuss in more detail.

From narratives/ stories:

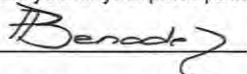
1. My **personal strengths** that enable me to care for older persons are / *My persoonlike sterk punte wat my in staat stel om ouer persone te versorg is.....*
2. This is how I manage to **cope** while caring for older persons / *Dit is hoe ek dit regkry om die versorging van ouer persone te hanteer.....*
3. The following makes it **worthwhile** for me to care for older persons / *Die volgende maak dit vir my die moeite werd om ouer persone te versorg.....*
4. This is how I manage to be **resilient** while caring for older persons / *Dit is hoe ek dit regkry om veerkragtig te wees terwyl ek ouer persone versorg.....*

New questions

5. Why do nurses caring for older persons need to be resilient? / *Waarom moet verpleegkundiges wat ouer persone versorg veerkragtig wees?*
6. What advice would you give these nurses to help them be resilient? / *Watter raad sal u aan hierdie verpleegkundiges gee om hulle te help om veerkragtig te wees?*

Please feel free to contact the researcher if you feel you need any emotional support as a result of participating in this research. Contact number 083 978 3562.

Thank you for your participation. Your contribution is held in high regard.



Mrs. P. Benadé (Researcher)



ANNEXURE M

EXAMPLE OF FIELD NOTES TAKEN FOR FOCUS GROUP INTERVIEW



FIELD NOTES FOR FOCUS GROUP INTERVIEW 3

- The participants were asked if they preferred to speak in Afrikaans or in English during the focus group interview. There was one English participant but she verbalised that she can follow the Afrikaans. They decided to speak Afrikaans.
- The questions on the interview schedule were typed in Afrikaans and in English. Each participant received an interview schedule. The interview schedule is included under Annexures as (Annexure L).
- Informed consent was obtained during phase one. The researcher confirmed at the beginning of the focus group that all the participants did sign a consent form by asking them. She checked their informed consent forms afterwards to confirm.

Descriptive notes

Participants:

- Five nurses participated in the focus group interview.
- Two professional nurses and three auxiliary nurses participated.
- One was English and four were Afrikaans.
- One was black and four were white.
- All five was female.

Setting:

- The focus group interview was conducted in a private hall on the premises of the Old Age Home.
- Everyone was comfortably seated on chairs around a table.
- The doors were closed and the setting was private and quiet.
- The participants participated well and there was good interaction between the participants.

Reflective notes

- Everyone was on time for the focus group interview.
- The researcher started by giving feedback regarding the results of the narratives, taking one question at a time.
- In the beginning the researcher had to probe a bit, later on they participated freely.
- Good eye- contact was maintained.
- The atmosphere was comfortable and relaxed.
- There was good interaction and input from all the participants. They were all willing to participate.
- The researcher started to experience data saturation during the focus group interview because the same themes were repeated.
- The researcher handled the focus group interview quite well although she realised that she still shared her own experiences too much and realised that she must be more careful not to share too much.

- The participants were excited about the research. One participant verbalised that they would like to get a copy of the research and that the researcher must put them on the “map”.
- The researcher experienced a positive attitude and realised that the research was uplifting for the participants. They were thankful to be able to participate in the research.

Demographic notes

- The focus group interview was conducted on Thursday 22 August 2013 at 15h00.
- This was focus group number three.
- The focus group was conducted in a private hall at an Old Age Home.
- The focus group lasted 52:38 min.
- The atmosphere was comfortable and relaxed.
- The setting was private.
- The researcher sat at the head of the table with the other nurses seated around the table. The one professional nurse sat at the right side of the researcher and an auxiliary nurse sat on her left side. Next to the auxiliary nurse sat another auxiliary nurse and next to her a professional nurse and next to her the other auxiliary nurse.
- The participants participated spontaneously and they were open, positive and comfortable with each other. There was a good balance in participation.
- The auxiliary nurse that spoke English, contributed in a positive way.
- Striking themes mentioned were patience, good interpersonal relationships, teamwork and a homely atmosphere.

(Botma *et al.*, 2010:218-219; Creswell, 2009:182-192)

Additional notes made on additional comments/ answers:

From narratives/ stories:

1. **My personal strengths that enable me to care for older persons are/ *My persoonlike sterk punte wat my in staat stel om ouer persone te versorg is.....***

Mobiel te hou – besig hou- nie verveeld – aktief hou – leer blomme hekkel by hulle.

Menswaardigheid behou

Empatie

Naels doen - naweke

Interpersoonlik - goeie kommunikasie

Oplettenheid hare, kler

Ooghare, neushare en oorhare knip as stil

Emosionale ondersteuning – kanker pasiënte behandeling

Waar gewerk – belangstelling – tyd gesels

“Wanted feel” dit is jou huis.

Eie ouers of self – huislike atmosfeer.

Topcoat naels

Man ontmoet - kommunikasie, luister, goeie verhoudinge

Goeie interpersoonlike verhoudinge – familie, kinders, pasiënt

2. This is how I manage to cope while caring for older persons/ Dit is hoe ek dit regkry om die versorging van ouer persone te hanteer.....

Dankbaarheid help jou cope – gelukkig en tevrede

Frons op gesig

Kwaad van huis af

Lig? Lag / Humor

Geduld – nie haastig nie- nie ongeduldig

“Eyecontact”

“Talk” vertel alles

“Turn the other cheek”

“Listen” kommentaar nie nodig

Baie keer seer

Goeie balans hou

Nie onderskeid maak nie - tussen inwoners nie – nie witbroodjies

3. The following makes it worthwhile for me to care for older persons/ Die volgende maak dit vir my die moeite werd om ouer persone te versorg.....

Huis - verlang na hulle- wens Sr bel – terugkom –help

Bad- waardering

Opleiding en kennis – in beroep siektes/ stimuleer

Kry beter menseverhoudinge

Verbeter jouself by ander te leer

Stagneer nie

4. This is how I manage to be resilient while caring for older persons/ Dit is hoe ek dit regkry om veerkragtig te wees terwyl ek ouer persone versorg.....

“Teamwork” – lekker groep

Huil saam en lag saam

Bord kos elke dag- Resilient

New questions

5. Why do nurses caring for older persons need to be resilient? / Waarom moet verpleegkundiges wat ouer persone versorg veerkragtig wees?

Lekker personeel – nie terugloop kyk werk gedoen

Soms uitputtend - Dr baie mooi - tevrede

Emosionele krag – tap. Byt, knyp jou onderlangs

Baie positief dan een of twee negatief.

Negatiewe gouer deurwerk. Nooit lekker kritiek te kry nie. Nie persoonlik neem – objektief

“Physical”- afhanklik van jou

Goed weg - maak bang.

Planne hê vir probleem.

Nie almal kan met bejaarde werk nie – geduldig en liefde hê.

Geaardheid- spesifieke geaardheid hê.

Verantwoordelike sin/ pligsbesef/ werksetiek - verantwoordelikheid teenoor bejaarde

Stemtoon – Bejaardes en Mede-kollegas

6. What advice would you give these nurses to help them be resilient? / *Watter raad sal u aan hierdie verpleegkundiges gee om hulle te help om veerkragtig te wees?*

Geduld – weereens

Mag nie haastig wees nie

Liefde

Positief

Verantwoordelik

Moet betrokke wees by bejaarde sonder om te betrokke te wees

Vrede – groot gedeelte van lewe gehad

“Give yourself credit” “I did it well”

Studente meer blootstelling medies en bejaardesorg

Groot gedeelte

Geriatric – studierigting aanmoedig- spesiaal

Vertroue

Bejaardes besighou – stimulasie van bejaarde

Kennis en vaardigheid

Interpersoonlike verhoudinge – Personeel en Inwoners

Moet kan deleger

Groot verantwoordelikheid – verpleegkundiges/ aptekers/ dokter assistent

Parkinsons en Alzheimers – kennis

Alzheimers pasiënte – aggressief

Vertrou - groot vertroue in ons

Spanwerk – “teamwork”

Demanding

Vloermoer- nie dissipline

Self gesond hou

Vriendelik – tande wys

Volhou vir dag

Gesig is spieël

? Sr. se gesig sien – drukkie gee- oplet mede-kollegas – moeder

Met hulle lag – humor

Toerusting om met bejaardes te werk (? Sal help dat vpk resiliënt is?) bv. lekker in bad sit – lift – heerlik onspan in borrelbad

“Hoist”- verpleegkundiges beseer met swaar pasiënte

Huislike omgewing skep/ atmosfeer

Huis/ Tehuis

Sr. noem in gang na afloop van fokusgroep – sensitief vir behoeftes van bejaardes wees

Hoor/ sien/ kou – aandag gee.



ANNEXURE N
**CONFIDENTIALITY DECLARATION TRANSCRIPTIONS OF
FOCUS GROUP INTERVIEWS**



I Nachelle Britz

Identity Number 650703 0117087

hereby declare that I will keep all the information that came under my attention while transcribing the focus group interviews of the research regarding "Exploring resilience in nurses caring for older persons" confidential.

Date: 23 | 08 | 2023

Signed: *Nachelle Britz*

Witness: *Benadi*



ANNEXURE O

EXAMPLE OF TRANSCRIPTION OF FOCUS GROUP INTERVIEW



I – Interviewer

R – Recipient

I Daarsy goeiemiddag baie welkom aan almal u kan uself maar net gemaklik maak ons is nou heel informeel you are all very welcome you can just relax I really appreciate your time I know it is very busy. Ek waardeer u tyd ek weet almal moet my hier inpas tussen julle besige skedules maar ek waardeer dit vreeslik baie. Eerstens wil ek net bevestig ons het gepraat oor die taal Afrikaans of Engels ons het nou beide Afrikaans en Engelse persone, so you are welcome to speak in your own language English and the others may speak in Afrikaans and I will try to do everything in both languages as far as possible. Hum you can look with me on the paper what we are going to do as you know the research is regarding exploring resilience in nurses caring for older persons. Thank you very much for your willingness to participate it is highly appreciated. U is almal baie welkom maak u gerus gemaklik, as you already know the purpose of the research is to investigate the level of resilience in nurses caring for older persons, the intention is to explore their strengths and coping abilities in order to formulate guidelines from the findings to cultivate resilience in nurses caring for older persons, hum almal van u het deelgeneem aan die eerste fase van die navorsing en hierdie is dan nou die tweede fase waantoe ons u genooi het. Ek wil net weer bevestig elkeen van u het 'n toestemmingsbriefie geteken nè, did you all sign a consent form. Okay and then your participation is voluntary dit is vrywilliglik u mag enige tyd onttrek, you may withdraw at any time without any consequences the interview will be tape recorded and we will transcribe it. Dit beteken ons skryf dit woord vir woord en ons kyk watter inligting wat kan ons leer uit die gesprek wat ons gehad het. So we write it word for word to see what can we learn from the information that we have discussed. Now the purpose of this focus group is to learn more from you about your coping about your strengths and I am also going to ask you two new questions today that we going to discuss a little bit more and we also going to validate the answers I got from the narratives. So you can just relax hum u kan almal deelneem we will not pressurize you to talk you can talk if you want to, if you don't want to talk it is also fine but all contributions are valued and there is no wrong answer okay. Alles wat ons in die groep sê is konfidensieel it is confidential try not to use one another's names or the name of the facility and can I ask that you please speak clearly and loudly then we can make sure we get everything on the taperecorder. Okay then firstly I want to thank you very much for that letter you wrote to Nurse Dawn, ek het wonderlike inligting gekry ek dink ek kan 'n hele boek skryf, thank you very much for that valuable information that you shared about your strengths your coping hum what makes it worthwhile hum how you stay resilient en wat ek vandag wil doen ek gaan

I – Interviewer
R – Recipient

daai afdelingtjies een vir een neem ek gaan vir u bietjie terugvoer gee oor wat ons geleer het van die hum inligting wat ons daar gekry het en dan gaan ek u vra om net te bevestig, klink dit vir u reg ervaar u dieselfde goed hum I am going to tell you what we have learnt from the narratives just in short there are so hum much information but just a few ideas I already got for each section I am going to ask you if you agree if it sounds right to you and if there is anything that you want to add sometimes when you think about something or when you hear what someone else says then you think about something you want to add and so we going to take those four sections and then the two new questions for today, die twee nuwe vragies nommer vyf en ses hum waarom moet verpleegkundiges wat ouer persone versorg veerkragtig wees. I am going to ask you why do nurses caring for older persons need to be resilient so you can think about that one your type of work the type of patient the type of working circumstances and then the last question, watter raad sal u aan hierdie verpleegkundiges gee dit is nou verpleegkundiges wat die ouer persoon versorg om hulle te help om veerkragtig te wees, what advice would you give these nurses to help them be resilient so that we can formulate this guidelines to help them. So the first one I am going to give you feedback about is the personal strengths, now what I heard from this is: My geloof in Jesus, my faith in Jesus, hum my love for the elderly, hum my liefde vir die bejaardes, my geduld, patience, empathy om my in hulle skoene te plaas to put me in their shoes, hum uithouvermoë to keep out to be able to go on, humor to laugh my ability to laugh, my friendliness, my vriendlikheid. My hulpvaardigheid that I am willing to help hum die feit dat ek kalm en rustig is, I am calm and I am restful I have time for the older person, my caring, my omgee, my soft heart, my sagte hart, respek vir die bejaardes, my fyn aanvoeling, I have a hum I am very senisitive for their feelings, my eerlikheid, honesty. Ek boesem vertrouwe in, they trust me, belangstelling, ek kan luister I listen to them hum dis 'n gawe van die Here, I am born to work with them, ek troos hulle maklik en hulle het selfs gesê ek het self in 'n liefdevolle familie grootgeword. So this is some of the personal strengths there is a lot more we are still busy getting new information in all the time. Do you agree do these things sound right to you the personal strengths?

R Hmm.

I Geloof, liefde vir die bejaardes, my geduld, my empatie, stem u almal saam nê klink dit vir u reg, wat kan u vir ons daarby voeg watter ander persoonlike,

I – Interviewer

R – Recipient

R Wat ek nie gehoor het nie mens probeer maar altyd die, die hum die inwoners 'n bietjie op mobiel te hou en te kyk of jy hulle kan besig hou soos by oefeninge te kry en dat 'n ou naaldwerkies doen en motiveer,

R Nie verveeld ja wees nie.

I Hulle besig te hou dat hulle nie verveeld is nie, goed so dis ook 'n sterk punt wat u het u het daai gawe om hulle besig te hou en aktief te hou nè. Goed nog enige iets wat u aan gedink het nog 'n sterk punt 'n persoonlike sterk punt wat u help om met hierdie ouer persone te werk? A personal strength anything else you can think about? Okay dink jy dit is redelik volledig al?

R Ja soos ek sê die vrae is nou want ek dink net altyd daaraan maar ek meen dis nie dinges wat jy het nie maar hum die feit dat mens hulle hulle menswaardigheid laat behou, jy moenie hulle afkraak nie.

R Ja.

R Dis belangrik ja.

R Empatiek.

I Menswaardigheid behou en empatie te hê.

R Jissie ons het eintlik nou alles. Jy weet as mens hier uitstap dan sê jy "Ek wou nou eintlik dit sê" dis gewoonlik so laat 'n mens hum.

R Byvoorbeeld as mens 'n ou kansie kry op 'n naweek die ou tannie se naels doen weet jy hulle geniet dit so.

I Jy sien dis ook 'n sterk punt

R Dis hulle menswaardigheid hulle.

R En daai interpersoonlike aksie wat jy dan met hulle het hum.

I Daai vermoë om te kommunikeer

R Ja goeie kommunikasie.

R Ja en oplettenheid ook hulle hare en stukkende klere en goed om hulle goed te lyk en goed te laat voel.

I – Interviewer

R – Recipient

R As mens die ou manne sien ek sê nou die ou manne maar dis nie wat ek bedoel nie ek sal nie sê jy is nou 'n ou man nie maar hum byvoorbeeld ons het nou min mans dan sal ons sê agge nee oom wat gaan aan met daai ooghare dan kry hy so bietjie skaam en dan as ek nou in die gang werk en ek is nou klaar met dit wat ek moes gedoen het dan vat ek nou maar die kam en die skêr en ek sê kom ons treat oom gou gou jy weet, wat noem 'n mens dit?

I Daai persoonlike versorging.

R Dan sal mens die ooghaartjies en neushare en oorhare, wat noem mens dit.

R Ja dis die persoonlike versorging.

R Ja.

R Wat is die woord daarvoor.

R Dit kom by daai caring en die omgee.

I Dis die persoonlike versorging hoor, dis honderd persent.

R En ek het nou agtergekom ook ek myself nou byvoorbeeld ons het nou 'n tannie wat bietjie kanker goedjies in haar gesig en dit het dan luister mens nou die verslag en as mens hoor iemand gaan nou byvoorbeeld tandarts toe of gaan nou 'n eksisie ondergaan dan gaan jy nou maar en sê sterkte tannie, sterkte oom dink aan jou onthou dit gaan nou seer wees maar nie vir lank nie. Wat noem mens dit?

I Ondersteuning. Emosionele ondersteuning nè.

R Ja emosionele ondersteuning.

R Ja ja daai emosionele ding is 'n ja.

I So daai is ook 'n persoonlike sterk punt jy is sensitief vir hulle behoeftes nè en emosies.

R Absoluut

I Okay nee goed dit is dit.

R Ek voel altyd ek wil graag hoor waar het hulle gewerk en al daai dinge dan.

R Belangstelling,

I – Interviewer

R – Recipient

R As ons nou tyd het suster weet dan gaan ons nou en gesels ons nou, byvoorbeeld ek het nou op oulike goed afgekom.

R Hulle moet wanted voel.

R Ja. Ja.

R Jy moet voel dis jou huis hierdie, dis jou tuiste.

R Ja dis wat ek ook net mens moet dink as jou eie ouers hier gewees het hoe sou jy wou gehad het,

R Of as jy self hier was ja, jou huislike atmosfeer.

R Hoe moet dit vir jou wees.

R Mens moet weggom van die hospitaal effek af.

R Ja.

R Ek was by iemand nou die naweek ook Tannie....., sit en gesels en sê ek onthou nou ons moet nog 'n top coat opsit op die naels dan sê sy "Wee jy ek wil jou nou 'n staaltjie vertel" dan sê sy nou vir my sy wil my nou vertel hoe het sy haar man ontmoet en hoe streng was haar pa en so. So wat noem 'n mens dit onder wat val dit?

R Ja.

I Ja dis jou kommunikasie jy het daai goeie daai vermoë om met hulle te kommunikeer en hulle vertrou jou.

R En ons het gelag, en ons het saam gehuil en 'n traan gestort.

R Ja.

I Jy luister, dis reg.

R Jy weet en mens bou 'n goeie verhouding met die families ook, met die kinders.

I Dis reg.

R Absoluut goeie interpersoonlike verhoudings.

R Goeie menseverhoudings.

I – Interviewer

R – Recipient

R Hmm.

R Ja almal kom altyd en hoor hoe gaan dit en knoop 'n geselsie aan en lag oor hulle ouers.

I Dis baie oulik hoor, dis baie oulik.

R Die tannie my gewys hoe om 'n blommetjie te hekel.

R Ons kan nie wag dat ons aktiwiteitskamer klaarkom nie.

R Sjoe ek kan nie wag nie want ek het baie geleer by die laslappies want toe ek hier begin verpleeg het deur die laslappies toe Meven Tanniehet ek baie goed geleer wat ek nie kon doen nie en ek onthou dit.

I Mens leer by hulle ook nè.

R Oh ja jy leer by hulle.

I Baie dankie goed ek dink ons het nou redelik baie oor die sterk punte kom ons gaan kyk hoe ek dit regkry om die versorging van ouer persone te hanteer, how I manage to cope while caring for older persons. Hum van die goedjies wat ek teruggekry het, bid elke dag dat die Here jou krag gee, pray that God gives you strength, my health fisiese en psigiese gesondheid. Enough time to rest and to relax, me time, stokperdjies, afskakel as mens by die huis is, hum try to rest when you off duty, communication, kommunikasie met die bejaardes met die suster, luister, spanwerk, deel die werk to work as a team, to divide the work between you, knowledge om ingelig te wees kennis te hê van die siektes die hulpmiddels en weer geduld, patience to understand their likes and their dislikes waarvan hulle hou of nie, moenie dit wat hulle sê persoonlik opneem nie, bly kalm en rustig, be calm, don't take it personally when they are maybe rude to you, betoon respek, respect them. Run away from negative people, hardloop weg van negatiewe mense, leave your problems at home and again to laugh to have humour and to get some coffee when you need it, that was one that came out, baie het gesê hulle het koffie nodig om te cope.

R Siestog.

I So wat kan u vir, hoe klink dit vir u klink dit vir u reg, of is dit ook goed wat u help om te cope?

R Dit klink reg, ja. Ja

I – Interviewer

R – Recipient

I En is daar nog iets wat u kan byvoeg?

R Ek weet ek kan ook nie onthou wat jy alles genoem het nie maar is daar dankbaarheid op van die inowner is.

R Hmm. ja

I Help dit u om te cope nê. Hulle dankbaarheid help u om te cope nê.

R Ja beslis.

R Ja daai, daai hum dit straal mos in party se gesigte hum

R Ai en party kan nie genoeg dankie sê nie.

R Ja.

R Dankie dat jy jou gesiggie hier om die deur wys elke dag.

R Dankie dat julle goed is vir ons.

R Hmm.

I So dit wat dit vir u die moeite werd maak help u ook om te cope aan die einde van die dag.

R Dit is wat dit die moeite werd maak hoor,

I Dis baie oulik.

R Dit help nie jy kom hum as jy nie hum ek sal nie sê goeie nag nie maar nou het jy nou hierdie fisiese ding waaroor jy nou dink jou probleem nou, hoor hier jy stap by 'n kamer in jy het skoon vergeet van jou probleem want daai inwoner het jou so in nou "en nou daai frons op daai gesig"

R Klaar opgesom.

R Jy weet jy voel so sleg dat jy nou dadelik vir jou moet regruk en vat weg nou hierdie frons van jou gesig af want kyk hoe sien hulle dit raak.

R Ja ek dink as 'n mens dalk kwaad van die huis af werk toe kom dan gaan dit nie vir jou lekker wees vir die dag nie.

I – Interviewer

R – Recipient

R Nee maar ek dink vat dit van 'n mens self meeste van ons was al in 'n siekbed gewees en as 'n verpleegster jou kom verpleeg en sy is nors of onvriendelik of is dan word jy eintlik nie gesond nie jy word sieker.

R Ja dit voel nie reg nie.

R Ek dink dit is ter wille van die inwoners moet mens dit lig hou.

R Lig hou hmm.

I Lig hou nè, goed en wat help u nog om te cope om uit te hou om dit alles te hanteer.

R Jy moet baie geduldig wees, absoluut.

R Altyd ja.

R Jy kan nie ongeduldig wees nie en jy moenie haastig wees nie, weet jy dis 'n baie verkeerde ding om haastig te wees en sê "kom kom sluk sluk sluk nou die pilletjies" liewerste terugkom of eithier doen jou gang klaar en jump weer in die kamer. Moenie ongeduldig wees nie hulle word so kwaad dat hulle wil gladnie geen pille dan drink nie.

I Drink nie, are you with us the Afrikaans you,

R Yeah I am trying to get there and there.

I Okay she said that you need to be patient you mustn't be in a hurry you must have time to spend with a patient.

R Yeah but sometimes having time it means when you talking just keep eyecontact so they can see if you really mean what you are saying or if you are just trying too..

I Oogkontak daarsy. That is good.

R Daai is baie belangrik daai.

R Ja dit is. Especially when two nurses work with one patient then they talk to each other and not with the patient, yeah. Dit is baie sleg ja.

R Baie mooija.

R This morning we were talking with the other old lady I didn't know that she raised her own kids without her husband just today we sit and talked and talked and she cried I felt like awe I am scraping old wounds now but we talking and talking.

I – Interviewer

R – Recipient

I Shame.

R And she told me how she coped, how she managed and it was so nice we talked.

I Yes, yes okay so they trust you hey she trust you to tell you everything, Nog enige iets something else.

R 'n Mens leer om die ander wang te draai.

I Yeah to turn the other cheek hey.

R Jy moet jou oorgee om te luister suster, om te luister jy praat nie terug nie jy luister net en dit is 'n baie groot waardering van die bejaardes.

I Okay,

R Jy hoef nie.

R Terug kommentaar te gee nie of wat nie.

R Jy moet net luister en hulle waardeer dit, luister net dit is al dit is een ding wat ek,

I Geleer het.

R Ja absoluut, absoluut.

R Want hulle het baie keer seer en opgekropte emosies nê maar mens moet altyd ja mens moet baie goeie balans hou, hum dat hulle probleme en hulle goeters jou nie oorweldig nie.

R Hmm.

R Hmm.

R So om 'n balans te hou jy moet balans hou,

R Daar is ook hier en daar een wat min kontak het met hulle kinders al wat hulle nog het is hulle kinders wat ver is en hulle het ook nie baie nie.

R Suster sal nie glo nie ons het nou vandag, susterwerk eintlik in daai gang hum oom ...,dis 'n man.

R Onthou ons noem nie name nie

I Ag toemaar dis doodreg suster.

I – Interviewer

R – Recipient

R Okay maar hy kom en hy bring so groot ding en ek dog dis 'n klip en ek sê "Oe ek kry al weer 'n klip vir my tuin" toe sê hy nee man dis 'n beesherkoutjie toe het hy en ek dink hy het net verlang om dit vir iemand te vertel en toe bring hy die skaapkoutjie en jy kon sien hy het dit verskriklik waardeer.

R En hy het by die slagpale gewerk, dan onthou hy en vertel ons die hele geskiedenis.

R Ja dit laat hulle belangrik voel.

R Ja,

R Ja.

R Mens daai dit kom weer by die menswaardigheid in.

I Menswaardigheid in nê en om dan so met hulle te help is daar daar nog iets wat u wil byvoeg by die coping hoe u dit hanteer,

R Moenie onderskeid maak nie, moenie onderskeid maak tussen inwoners nie dis baie moeilik maar jy mag dit gladnie doen nie.

I Okay.

R Almal regverdig behandel

R Onder dieselfde kam.

R Ja, ja.

R Nie witbroodjies hê nie as jy het dan sê jy dit daar by jou huis.

R Ja okay suster

I Okay kom ons gaan kyk na wat maak dit die moeite werd, what makes is worthwhile and here was a lot of things again, die dankbaarheid, because they are thankful for what we do, die dankbaarheid van die bejaardes en die familie hum the older person and the family, hulle waardering, their appreciation, die glimlaggies, the smile they say the smile is priceless, humour to laugh not for them but with them, die hum vertrouë wat hulle in jou stel. Om gelukkige goedversorgde bejaardes te sien, hum die gee en neem van respek, I respect you, you respect me. Communication, hum touching someones life to know I made a difference, hum deel te wees van die laaste tree, eensaamheid verlig, listen to their stories to be part of a team that care for one another, om verligting te bring if they have aches and pains when they are ill to make

I – Interviewer

R – Recipient

them better, to see they are better after a sick bed hum the fact that they learn something new everyday, elke dag iets hum nuuts dat julle bly is om my te sien, they are glad to see me en die drukkies, die streel van jou hare om van jouself te gee and to tell them about the Lord. So it is a lot of things they are still coming in now, how does this sound to you? Is it the same things that makes it worthwhile for you, wat is daar wat u vir ons kan byvoeg wat maak dit vir u die moeite werd, what makes it nice, why do you like it what makes it worthwhile to work with these people?

R As ek by die huis is dan dink ek ooh ek wens suster bel my laat ek terug kan kom.

I Ag wonderlik ag that is good.

R Ek verlang na hulle dit voel asof ek leeg is hier binne.

I Ja ja.

R Mens mis dit nogal as mens op verlof is.

R Ek wanneer sy op verlof is dan is dit vir altyd te lank dit lyk my sy geniet dit meer by haar werk as by die huis.

I So eintelik kry jy meer by hulle as wat jy gee want dit beteken vir jou net so baie nè, so actually it means a lot for you personally emotionally to work with them hey because they give a lot back, appreciation.

R Sometimes if you don't think about it when maybe you bathing them and they ask will you be here tomorrow and you say no tomorrow there will be someone coming and they say oh I hope she will wash me the way you are doing it.

I Awe that is nice and that makes it worth it hey.

R Worth it.

R Die waardering.

R Laat dit nie net 'n werk is nie nè en baie beslis nie net vir die geld is nie.

R Alhoewel sommige van hulle sien ook raak dat 'n mens hard werk en hulle gun jou jou af tydjie jou rus tydjie.

R Gaan rus nou maar lekker wanneer sien ons jou weer?

I Ag shame dan is dit ook vir mens lekker nè as mens sien hulle sien raak, they see what you do and they would also like you to have your rest. Enige iets anders wat dit

I – Interviewer

R – Recipient

die moeite werd maak? So actually there are a lot of things hey and actually it is a very special occupation because not all jobs really give you something back they only take all the time. So dis eintelik 'n voorreg.

R Jy weet die opleiding die meer kennis wat 'n mens kry ook deur. Jy kry baie better menseverhouding deur net vir die bejaardes te luister jy verbeter jouself deur by ander te leer en dan nou natuurlik die opleidings wat ons so nou en dan het wat jou help in jou beroep en so spesifiek siektetoestande en dinge, dit stimuleer 'n mens ja.

R Ja.

R Dis nie dat 'n mens net gaan stagneer nie, dit is vir my altyd ironies dat hospitale sal maklik vir iemand sê man jy wil nie werk nie gaan ouetehuis toe ek het dit al baie in my lewe gehoor en ek dink regtig hulle dink mens werk nie by 'n aftree-oord nie en ek dink inteendeel.

I Mens werk 'n bietjie harder dalk. Nee baie dankie so daar is 'n hele paar ekstra goedjies. Kom ons gaan kyk na die laaste vragie van die narratief, dis hoe ek dit regkry om veerkragtig te wees terwyl ek ouer persone versorg, this is how I manage to be resilient while caring for older persons. Van die sake wat hier baie uitgekom het weereens deur God se genade, because God helps me, by the grace of God, hum my health, my fisiese en psigiese gesondheid, empathy to put me in their shoes, hard work, harde werk, toewyding to work in a team. We as staff but also to work together with the older persons. Ontspan, to relax when you off duty. To have a balance between work and home, try not to take work home, moet nie werk huis toe vat as jy kan nie, again humour om vir jouself te kan lag, kennis het ook hier uitgekom, om kalm te bly, don't get cross or angry with the people, hum ask if you don't understand try not to put too much pressure on yourself, moenie te veel druk op jouself sit nie hum en dan geestelike verryking vir myself vir die ouer persoon om positief te wees, to be positive, not negative and respect. So it is a lot of things that we have already mentioned maar goed wat mens kan help om uit te hou en aan te hou and to be resilient hum do you agree with these kind of things? Okay

R Ja suster.

I Anything you would like to add here what else helps you to be resilient except these things?

R Jy weet as mens 'n goeie groep personeel het wat saam met jou werk en jou ondersteun om die werk te doen dan is dit ook lekker.

I – Interviewer

R – Recipient

R Teamwork suster.

I Baie lekker.

R Daai ekstra myl te stap.

R Ja dit is fantasties as jou groep lekker is suster hoor, absoluut suster hoor, ons hui saam almal en ons lag almal saam, ja nee dit is regtig.

I Anything else that helps keep you to be resilient to keep going on even if it is not easy always.

R You to quiet.

I No she is doing well. Enige ietsie wat?

R Ek sou se hierso by die aftree-oord die inspirasie van 'n bord kos elke dag.

R Ja.

R Dit is 'n groot voorreg.

I Dit is.

R Wat ons het die outjies of gelukkig het ek nie meer kindertjies by die huis nie of wat nie maar ek is bly want ek sou nie wou kos maak in die aande nie.

I So that helps you because you don't have to worry to cook a meal at home. So dit help 'n mens om resilient te wees.

R Dit help ons sak ook want ons betaal maar R40.00 'n maand vir dit.

I Sjoë dis wonderlik. Anything else that you want to add, did we cover everything? Goed kom ons gaan kyk na daai twee nuwe vragies baie dankie ek wou net bevestig het of daar enige ietsie is wat u nog wou gesê het, nou die nommer vyf vra ons die eerste vraag van die nuwes. Waarom moet verpleegkundiges wat ouer persone versorg veerkragtig wees, waarom wat maak u werk en u pasiënte en u omstandighede anders sodat dit nodig is om veerkragtig te wees. Hier kan u nou net praat dit is nou nuwe goed, wat se eise word aan u gestel?

R Ek dink ek kan weer terugkom na daai wat ek nou nou net gesê het van die lekker personeel en goeie team wat 'n mens dink ek.

I – Interviewer

R – Recipient

R Dat jy nie weer moet terugloop en gaan kyk is die werk gedoen nie ek geneig om altyd weer terug te loop.

I Dis reg en as u dink aan die ouer persone die bejaardes is dit moeilik om hulle te sorg is dit vir u uitputtend fisies emosioneel die tipe werk wat u met hulle doen?

R Dit is nie uitputtend nie suster,

R Dit is soms nogal uitputtend.

R Daar is enkeles.

R Veral as dit kom by die dag wat jy 'n dokter het en dis baie medikasie en skryfwerk en dit voel vir my nogal uitputtend.

I Ja, ja.

R Hum,

R Maar jy raak dit baas jy hanteer dit. Dat jy tevrede is as jy klaar is.

I Tevrede nè. Is dit emosioneel ook uitputtend om met hulle te werk? Tap hulle baie van u krag?

R Enkeles sal ek sê.

I Enkeles.

R As daar onaangename voorvalle is wat tog gebeur dit is menslik dit sal tog sekerlik gebeur dan is 'n ou maar moedeloos. Ou mense vergeet maar en hulle weet nie altyd wat hulle sê nie hulle byt jou ook maar en knyp jou onderlangs partykeer.

I Ag shame.

R Ja want die ding is ek sê altyd baie positiewe dinge hum dan kom daar een of twee negatiewe dinge en ongelukkig negatiewe dinge werk soveel gouer deur wat die positiewe dinge bietjie afkraak hum dit is nooit lekker om kritiek te kry nie en veral as dit negatiewe kritiek is maar dit kom weer daarop neer jy moet dit nie persoonlik opneem nie jy moet die saak hanteer, jy moet objektief na die situasie kan kyk jy moet die hele tyd waak daarteen om die goeters persoonlik vir jou hum aan te vat, ja. Om objektief na die goeters te kyk.

I – Interviewer

R – Recipient

I We are speaking about why you need to be resilient, what makes your work with the elderly emotionally draining, anything that makes it difficult why you need to be resilient.

R Anything that makes it difficult.

I Hmm.

R There is not much that I can think of unless maybe some days are better than the others the other days the work will be heavier then you won't have time to do some things like talking to the patients or sitting down cutting nails but the other days you can take extra time and give them as much as you can.

I And the physical work is it physically tiring, is dit fisies uitputtend does it make you tired to work are they dependent is hulle baie afhanklik is dit swaar om met hulle te werk?

R Hulle sê altydas jy vandag nie hier was nie dan weet ek nou nie, hoe kan ek nou sê?

R Hulle is afhanklik van jou.

R Ja ek is afhanklik van jou.

I Ja, ja.

R Kyk suster daar kom oggende wat ons lekker oggende het, ek bedoel nou niks lelaks daarby nie dit het goed gegaan, dan kom jy die volgende dag en dan hoor jy dit is weg, dit is weg dit maak jou bang dit want weet suster wat mens as 'n senior ek kan nie aanhoudend polisieman speel nie want ek het dinge wat ek moet doen wat ek moet afhandel en die medikasie in die plek is ontsettend belangrik van my pligte en hum mens moet senior wees by hulle dit is reg maar dit maak jou bang as jy hoor dit is weg, hoekom so, hoekom so, wat doen jy, jy moet twee keer gaan dink wat gaan jy doen om dit by te bring.

R So dit is emosioneel.

R Ja altyd wat 'n mens moet planne hê, eintelik altyd planne hê vir 'n probleem.

R 'n Plan B.

R Maar partykeer dan steek hulle die goed weg dan kry mens dit.

I – Interviewer

R – Recipient

I Ja.

R Vergeetagtigheid by die inwoners.

R Ja ouderdom.

R Dan sê ek altyd okay ouma dis alles reg.

R Ek sê natuurlik hum jy kan nie almal kan met bejaardes werk nie. Baie beslis nie, nie alle verpleegsters kan met bejaardes werk nie hum jy moet geduldig hê jy moet 'n liefde vir hulle hê. Jy kan nie met bejaardes gaan werk net omdat jy nie in 'n hospitaal of 'n kliniese omgewing wil werk nie, hum as jy ook nie die geaardheid het nie jy moet 'n spesifieke geaardheid hê anders is die inwoner ongelukkig dan begin hy snowball want jy wat as personeelid kom jy skep eintlik die atmosfeer of die milieu en dan is hierdie bejaarde dan ook ongelukkig en dit is dan wanneer hulle foutvinderig word ook en dan begin 'n mens nou hierdie amper opmakery teenoor mekaar kry en dit kan 'n bose kringloop word as mens dit nie vroegtydig stopsit nie.

I Okay nee baie dankie so daar is 'n hele paar goedjies waarom ons moet veerkragtig wees, dit is som uitputtend fisies en hum emosioneel hierdie goed as dingetjies wegraak hum nog enige iets.

R Verantwoordelikheid.

I Verantwoordelikheid nè.

R Pligsbesef, verantwoordlikheidsin en natuurlik het jy werketiek daai werksetiek is hum as jy nou die dag nou nie so wel voel nie nou nie net die foon op te tel en sê ek kom nie werk toe nie. Werksetiek beteken jy kom werk toe want jy het 'n verantwoordelikheid ook nie net teenoor jouself nie maar ook teenoor die bejaardes, hum.

I Teenoor die bejaardes nè, hmm is daar nog enige rede waarom u dink u moet veerkragtig wees, any other reason why you think you need to resilient to be able?

R Jou stemtoon moet reg wees teenoor die bejaardes en teenoor jou medekollegas teenoor wie jy werk as jou stemtoon net bietjie anders is wat hulle nie gewoond is nie dan is dit 'n groot probleem. Mens moet werk aan jou stemtoon.

I Dit is baie interessant. Goed dankie vir daai een ek dink van die goedjies gaan ons nou weer noem by die laaste vragie, watter raad sal u aan verpleegkundiges gee wat ouer persone versorg om hulle te help om veerkragtig te wees, as ons nou 'n jong

I – Interviewer

R – Recipient

verpleegstertjie het en ons wil graag hê sy moet nou haar hele lewe na bejaardes kyk. It is a young nurse we want to help her to empower her to be resilient so that she can care for older persons and hopefully when we are old she will still be willing to do it. What can we tell her what can she learn from us?

R Suster dit is weereens geduld.

R Ja.

R Dit is absoluut geduld jy mag nie haastig wees nie.

R Geduld, liefde, positiewe gesindheid, verantwoordelikheid.

R Ja absoluut hoor.

I Dit is nou baie van die goed wat ons nou al genoem het.

R Ja absoluut dit kom weer terug.

I Absoluut en u kan dit maar weer noem want dit is 'n bevestiging dat al hierdie goed wat u genoem het van u sterkpunte van u coping wat dit die moeite werd maak al hierdie goed is wat ons haar wil leer nê.

R Jy ek sal vir haar sê jy moet betrokke wees by die bejaarde sonder om heeltemal en ek dink dit is nou ek vat dit nou vir my as persoonlik ook ek het nou hum ek kon dit nooit regkry nie toe ek in 'n kliniese situasie was en as ek pasiënte verloor het het ek, ek was altyd so betrokke gewees by my pasiënte en die families dat ek het partykeer en ek kon dit net nooit regkry nie ek kon net nie daai emosionele ding regkry dat ek amper nie meer huil as die familie nie. Dit is my persoonlikheid gewees en dit is in 'n mate hoekom ek na bejaardesorg toe gegaan het, ek nie dat ek nou sê ja oumense kan nou doodgaan nie maar ek het in 'n mate vrede gekry want hulle het darem 'n groot gedeelte van hulle lewe gehad ek sal nou byvoorbeeld nooit in my lewe by pediatrie of onkologie of wat nie ek dink nie ek sal my self vernietig amper ek omdat ek nie onbetrokke is, ek kry dit nou amper eers bietjie reg na baie jare.

R Ek is ook so.

I So u sal vir haar kan sê sy moet kan daai professionele afstand hou nê.

R Sy moet en sy moet dit kan hê sonder om simpatiek, ja te betrokke te wees, ja dit is nogal 'n ding.

I Ja dit is baie belangrik.

I – Interviewer

R – Recipient

R Ek wil net, we must learn to give yourself credit, give yourself time to if you did something know it is right.

R Give yourself a star.

R Just say to yourself, just I did it well. If someone does not say it to you won't feel it so learn to give yourself credit yeah.

I Credit excellent yeah.

R Positiewe gesindheid en ja.

I What else will you tell her, wat ander advies, what other advice can you give her?

R Dis 'n moeilike een hierdie want dan kan julle my vertel wat kan ek doen so ek hier kom werk want my gesindheid is nou heeltemal anders as hare, maar jy kan dit op die tafel vir haar lê maar wat sy daarmee gaan maak.

I Dis reg ons kan dit net gee nê en elke ou gaan vat daarvan wat hy wil vat.

R Ja.

R En dit is sommer interessant gewoonlik vra ek vir die studente veral die studente wie van hulle gaan Geriatrie doen. Ek dink nie ons het al een gekry nie. Ons het nog nie en ons ja ons ek weet nie hoekom nie ek weet nie wat het hulle in gedagte nie het hulle hierdie kliniese het hulle die dokters het hulle die sjirurgie die ongevallen het hulle die aksie of ja ek dink altyd iemand wat met bejaardes werk moet regtig waar so gebore wees.

I En dit klink vir my dat mens moet in hulle opleiding hulle ook nou meer blootstel nê aan hierdie resilience maar ek hoor wat u sê hoor dit is so.

R Daar is 'n leemte in die opleiding amper hulle moet meer blootgestel wees aan medies, medies en bejaardesorg. Hum dit voel vir my of die bejaardes bietjie vergeet word want dit is klinieke en sjirurgie en dit is hum wat noem jy dit soos geboortes, Verloskunde en Psigiatrie maar nie Geriatrie nie sommer nie en ek dink dit vorm 'n groot gedeelte en dit gaan in die toekoms nog 'n groter gedeelte van die samelewing word.

I Dit is 'n baie belangrike ding hierdie ons probeer aan werk.

R Ek weet Dr Alta ek kan nou nie haar naam onthou nie maar sy is daar in Pretoria,

I – Interviewer
R – Recipient

I Altona.

R Ja Alsona Malan ek weet sy is dinamies daai vrou en hulle het gepraat dat hulle dit 'n studierigting wil maak soos Verloskunde, Geriatrie dan kan jy spesialiseer in Geriatrie en ek dink regtig waar ons moet hum dit baie aanmoedig dat 'n mens in 'n spesialisrigting kan studeer.

I Dit is reg want as hulle dan toegerus is met die kennis en die vaardighede gaan dit hulle ook help om resilient te wees nè, veerkragtig te wees nè, baie dankie. Nog enige raad wat u vir haar kan gee ons het geduld, moenie haastig wees nie, liefde, positief, verantwoordelik, betrokke wees sonder om te betrokke te wees, give yourself credit en as studente en in opleiding moet ons meer aandag gee aan bejaardesorg en alles wat hulle moet weet en kan doen.

R Ag soos Mey netnou gesê het daar kom baie uit die voriges uitgeneem en hierby gesit word.

I Iets spesifiek wat u aan kan dink van dit wat u haar sou wou vertel as u nou 'n kans het om vir haar alles te sê wat sy moet weet.

R Nee dis maar ook geloof en vertroue.

R Die bejaardes besig hou daai regig waar die stimulasie van die bejaardes.

R Kreatiwiteit.

R En nou baie keer hum nou kry jy jou maatskaplike werkers jy kry nou jou arbeidsterapeute waarvan ons bitterlik min het maar 'n verpleegster het gewoonlik fisioterapie, arbeidsterapie en maatskaplik in een terwyl die ander ja en ons moet dit eintlik ons moet dit ons doen dit alhoewel ons nou nie in daai spesifieke rigting opgelei is nie.

I Hmm, hmm.

R Kennis, kennis jy moet weet wie is jou diabete en watter alles spesiale versorgings en goed wat moet gedoen word.

R Dit gaan nou nie help ons speel vir haar klavier maar intussen gaan sy nou amper in 'n koma oor die suiker nie of ons bak lekker koekies en ons voer nou hierdie diabete nie ja.

I – Interviewer

R – Recipient

I So kennis is baie belangrik né goed enige iets wat u wil byvoeg nog enige raad of advies wat u aan verpleegkundiges kan gee wat ouer persone versorg, hulle te help.

R Suster as u nou hier uitstap sal ek sê ja ek wou dit vir u gesê het.

I Ja maar u het al wonderlike bydraes gelewer, baie goed.

R Ek dink persoonlike verhoudings met jou personeel en, en die inwoners.

R En jy moet kan, jy moet kan delegeer daar is groot verantwoordelikheid by ons verpleegsters hoor.

R Daar is groot verantwoordelikheid ja.

R Hum ek se nou ja ons is maatskaplike werkers, arbeidsterapeute, fisioterapeute maar eintelik is ons nog aptekers ook hum en jy is nou nog die dokter se assistent ook so ja kennis in al daai rigtings ook veral hum in jou Parkinsonisme en jou Alzheimers, hum ek het nie so baie ondervinding gehad nie en maar ek weet my heel eerste dag en ek is seker as ek nie gemaak was vir bejaardesorg nie dan het ek seker daai eerste dag want die eerste dag wat ek op Kestell ingestap het by 'n klein aftree-oordjie ek sien nou nog die tannie so sit met so goudgeel sweetpak en ek kom nog so met my pilletjies so na die tannie toe en ek sê more tannie en dis my heel eerste dag by die aftree-oord en ek bring die medisyne so en sy klap dit so uit my hand uit en sê vir my "voertsek, voertsek ek ken jou nie maak dat jy wegkom" en ek kruip daar op die vloer en ek het daai dag ek het so, ek het so ja as ek nou nie wou bejaardesorg doen nie moes ek daai dag my handsak gevat het en geloop het.

I En dit is die tipe goed wat hulle mee te doen kry wat moet maak dat hulle moet resilient wees nê, dat hulle kan aanhou terugkom.

R Ten spyte van.

R Dat hulle jou kan vertrou om en,

I Om 'n bietjie terug te spring is reg.

R Op die ou einde was sy baie lief vir my maar dit het sjoe.

R Hulle moet groot vertrou in ons hê om daai medikasie van ons te vat wat ons vir hulle gee wat hulle elke dag drink.

I Spanwerk, teamwork.

I – Interviewer

R – Recipient

R Ja hulle tel partykeer die pilletjies.

I Hmm.

R Ek sê altyd die verskil tussen bejaardes en kinders, 'n kind voordat die wet nou dalk deurgaans kom kan jy dalk 'n paar kloppe op die boud gee maar bejaardes kan jy nou nie.

R Kloppe op die skouer.

R As hulle nou 'n vloermoer gooi kan jy nie hulle oprys nie en hulle is baie demanding so jy moet regtig 'n langmoed hê. Het jy nie 'n langmoed nie gaan jy nie regkom met bejaardesorg nie.

I Hmm anything you would like to add?

R No.

I Did you follow what we talked about?

R Yes.

I Okay.

R Jy moet jouself gesond hou.

I Gesondheid nê.

R Ek kan onthou as jy self siek is, ek was hier inhospitaal en ek was self griepig en die tannie het die klokkie gelui net om haar sakdoek op te tel wat sy op die vloer laat val het en ek het nie daai geduld gehad nie omdat ek self siek was so hum ja mens moet vriendelik wees, vriendelik bly.

R Tande wys al die pad.

R Jy moet jou Colgate smile opsit suster jy moet hom opsit.

R 'n Werker het eendag vir my gesê jou gesig is 'n spieël so jy moet onthou watse beeld stuur jy uit.

I Uitstuur nê.

R Ja suster ons kan in die oggende net suster se gesig sien dan weet ons watse dag gaan ons hê.

I – Interviewer

R – Recipient

R Nee.

R Ek moet dit vir suster sê ek as persoon kyk altyd vir suster, hoe is die dag gaan dit oraaait wees of.

R Maar ek haal dit darem nie op julle uit nie.

R Nee, nee dis is nie hoe ek dit wil sê naby nie.

R Dan gaan ons maar kantoor toe suster dan gaan gee ons maar vir suster 'n drukkies en se ag suster smile 'n bietjie dan loop die ou traantjies af en dan smile ons weer.

I Ja want ek dink daar is baie druk nê, baie druk veral op mense in bestuursposisies en selfs u wat bevel neem, there is a lot of pressure on all of you and that we need one another.

R Mens moet oplet na jou mede-kollegas byvoorbeeld ek werk saam met suster ek en sy is 'n team en suster is ons moeder hierso.

R Ons name hierso,

R So ek hou haar ook dop want sy is die hand oor ons en as ek sien suster is nie lekker nie dan maak ons maar iets wat lekker is, mens is maar af jy het nie altyd jou sprankelende dae nie jy het jou af dae ook.

I Om daar te wees vir mekaar.

R Ja jy moet ja.

I Nee baie dankie nog enige iemand wat ietsie wil byvoeg?

R Het ons geskryf sy moet humor hê?

I Daarsy sy moet definitief humor hê.

R Nee want dit bly altyd daar vir hulle lag nie maar met hulle lag en as mens nie humor het nie gaan jy dit nie eintlik maak nie. Ek weet nou maar die kulture verskil maar nou ja.

I To laugh not for them but with them, humour. Goed maar baie dankie kortliks gaan ek dan net weer sê wat ons vandag gedoen het. Ons het na elkeen van die afdelings gaan kyk van die narratief ons het die sterk punte hersien wat ons gekry het ons het 'n paar bygevoeg ons het gekyk hoe u dit regkry om die versorging van ouer persone

I – Interviewer

R – Recipient

te hanteer, wat maak dit die moeite werd en hoe u dit regkry om veerkragtig te wees en dan het ons die twee nuwe vrae hanteer, waarom moet verpleegkundiges wat ouer persone versorg veerkragtig wees en watter raad sal u aan hierdie verpleegkundiges gee om hulle te help om veerkragtig te wees. Is daar enige iets wat ons gemis het, enige iets oor veerkragtigheid oor resilience? Anything we have missed anything you think we can still add to the guidelines we are going to formulate to empower them and to develop resilience in nurses caring for older persons?

R Jou toerusting.

R Toerusting om met die bejaardes te werk want dit verskil van ander situasies, 'n mens in Suid Afrika kyk hulle nie baie na die toerusting wat daar moet wees vir bejaardes nie ek meen ons besluit eintlik nou alle bejaardes moet stort maar hoeveel van hulle begeer dalk om in 'n lekker heerlike bad te sit maar omdat iemand besluit het almal moet stort nou haal hulle al die baddens uit ek moet eerlik sê as ek eendag ouetehuis toe moet gaan of aftree-oord wil ek bitter graag bad, so gee vir my 'n lift of 'n ding waar ek heerlik kan ontspan in 'n borrelbad.

R Borrelbad nogal.

R Ja jy lewe nog jy weet en toerusting soos 'n hoist maar dit is duur apparate en goeters toerusting om die verpleegsters te help.

I So dit gaan u ook kan resilient maak if you have enough equipment.

R Ja,

I It will make it easy it will help.

R Ja vir seker.

I It will make your work easy it will help you to be resilient hey.

R Vir seker.

R Ons het al swaar bejaardes gehad.

R Ja en waar die verpleegsters beseer word, ja.

R Baie swaar bejaardes.

R So toerusting is baie belangrik. Okay nie dat daai persoon nou gaan,

I – Interviewer

R – Recipient

I Hulle moet daarna kyk ja. Dis baie interessant. Anything else that you can think of anything that we have missed anywhere.

R Huislike omgewing skeep.

R Ja.

R Huislike atmosfeer dis hoekom ek altyd sê kom weg van hierdie kliniese wit hospitale ons is nie hospitale nie.

R Hmm, hmm.

R Ons is 'n tehuis vir bejaardes.

R 'n Huis met die klem op huis.

I Okay nog iemand ietsie? Maar baie dankie vir elkeen van u ek het waardevolle inligting by u gekry en so baie by u geleer elkeen van u ek waardeer u tyd ek waardeer u insette, thank you very much for your valuable contribution I have learned a lot from you and each one of your contribution will be used in some or other way I really pray that God gives me the insight to use all these knowledge because I got wonderful wonderful information from all of you that I can put something in writing that we can have as a guideline and can use for nurses so baie dankie ek waardeer dit en baie seën vir u werk en dankie suster ook vir al u moeite met al u skofte en al u reëlins, baie dankie hoor.



ANNEXURE P
PROTOCOL FOR QUALITATIVE DATA ANALYSIS



PROTOCOL FOR QUALITATIVE DATA ANALYSIS

Dear co-coder,

Hereby the protocol for the data analysis of the narratives (stories) and the transcriptions of the focus group interviews.

The purpose of this research is to investigate the level of resilience in nurses caring for older persons. The intention is to explore their strengths and coping abilities in order to formulate guidelines from the findings to cultivate resilience in nurses caring for older persons.

The specific objectives of the research are:

- To investigate the level of resilience in nurses caring for older persons.
- To explore and describe the strengths and coping abilities of nurses caring for older persons.
- To formulate guidelines from the findings to develop resilience in nurses caring for older persons.

The request to write the narrative is included as “Section C: Writing of narrative (story)” and the interview schedule for the focus group interview is included as “Focus Group Interview”.

According to Rossman & Rallis (cited by Creswell, 2009:186), coding is the process where the text is arranged into sections and then sense is made out of the information. During data analysis, the data can be coded by organising the data into sections of text before meaning is attached to the information (Creswell, 2009:186). Portions of the text can be arranged into categories and these categories can be labelled with a term often based on the original words used by the participant (Creswell, 2009:186).

According to Tesch (1990) (cited by Creswell, 2009:186), there are eight steps in the coding process that can be used to code the data.

The narratives may be analysed first and then the transcriptions of the focus group interviews. The same steps can be followed for both data sets.

1. A feeling for the complete data set can be obtained by first reading through all the data and by writing down thoughts and facts as they emerge (Creswell, 2009:186).
2. Select one paper and after going through it, try to determine its fundamental meaning and write ideas that come to mind in the border of the page (Creswell, 2009:186).
3. Do this for a number of papers and then make a list of all the topics, while grouping similar topics together. These topics can now be fashioned into columns and arranged as main topics, exceptional topics and excess topics (Creswell, 2009:186).
4. This list can now be taken back to the data where the topics may be shortened as codes, and the codes can be written in the sections of the text where it fit. This initial organising system may be used to see if new categories and codes materialize (Creswell, 2009:186).

5. The topics may be described by the most eloquent words and then turned into categories. Topics that relate to one another may be grouped together in order to reduce the total list of categories. Lines may be drawn between categories to illustrate relationships (Creswell, 2009:186).
6. A final decision needs to be made regarding the acronym for each category and the codes must be arranged in alphabetical order (Creswell, 2009:186).
7. The data that fits into each category can be gathered in one place and an initial analysis may be performed (Creswell, 2009:186).
8. The existing data may be recorded as needed (Creswell, 2009:186).

You are also welcome to write your own reflection and interpretation.

Feel free to contact me if needed.

Kind regards

Mrs. P. Benadé



ANNEXURE Q
**CONFIDENTIALITY DECLARATION CO-CODING OF
NARRATIVES AND FOCUS GROUP INTERVIEWS**



I Belinda Scrooby
Identity Number 7309110023080

hereby declare that I will keep all the information that came under my attention while co-coding the narratives and transcriptions of the focus group interviews of the research regarding "Exploring resilience in nurses caring for older persons" confidential.

Date: 23/09/2013
Signed: Belinda Scrooby
Witness: [Signature]



ANNEXURE R

TABLE A:

**INITIAL THEMES AND SUB-THEMES THAT EMERGED FROM
ANALYSIS OF NARRATIVES**

TABLE B:

**INITIAL THEMES AND SUB-THEMES THAT EMERGED FROM
ANALYSIS OF FOCUS GROUP INTERVIEWS**



Table A: Initial themes and sub-themes that emerged from analysis of narratives.

THEME 1: PERSONAL STRENGTHS	THEME 2: COPING	THEME 3: WORTHWHILE	THEME 4: RESILIENT
Sub-theme 1.1: Personal - Patience (T20)(7HR) - Loving (T18)(4HR) - Caring (T16)(6HR) - Friendly (T11)(3HR) - Respect (T9)(6HR) - Perseverance (T6) (4HR) - Empathy and sympathy (T7)(1HR) - Positive attitude (T5)(2HR) - Passion (T5)(2HR) - Good health (T4)(2HR) - Motivated (T3)(2HR)	Sub-theme 2.1: Personal - Personal (love (T11)(3HR), respect (T9)(4HR), patience (T7)(4HR), friendly (T6)(2HR), humor (T5)(0H), empathy and sympathy (T3)(2HR), caring (T2)(1HR) - Professional (T1)(0HR) (organized (T4)(2HR), prioritize (T2)(0HR), perseverance (T2)(1HR), passion (T2)(2HR) - Communication (T14)(3HR) (listen) - Positive attitude and motivated (T5)(2HR) (don't take personally)	Sub-theme 3.1: Personal - Personal (love (T13)(6HR), humor (T9)(3HR), enough time/patience (T5)(2HR) respect (T4)(2HR), good health (T1)(1HR)) - Professional role model (T5)(2HR), passion (T4)(1HR) responsible (T2)(1HR) - Communication (T8)(2HR) - Education/knowledge (T2)(0HR)	Sub-theme 4.1: Personal - Personal (patience (T:8)(6HR), love (T8)(4HR), own health (T8)(3HR), positive attitude (T6)(3HR), humor (T6)(1HR), friendly (T5)(2HR), respect (T3)(2HR), caring (T3)(1HR), sympathy(T1)(1HR) and empathy (T2)(1HR) - Professional (T1)(0HR) (responsible (T8)(2HR), passion (T6)(1HR), balance (T1)(0HR)
Sub-theme 1.2: Professional - Advocacy (responsibility (T2)(1HR), safety, environment (T2)(1HR) patient unique (T1)(1HR) - Previous experience and education (T5)(1HR) - Learn from patient (T5)(1HR) - Communication – listen, feedback (T18)(7HR) - Support – family and colleagues (T4)(3HR) - Humor (T6)(3HR)	Sub-theme 2.2: Education Basic knowledge and experience (know patient and their needs (T10)(4HR), what learned (T8)(2HR)	Sub-theme 3.2: Patients and their families - Dependency of patient (T9)(2HR) - Improvement of patient (T5)(2HR) - Appreciation from patient and family (T19)(9HR) - Learning life lessons from patient (T8)(4HR)	Sub-theme 4.2: Environment - Communication (T5)(2HR) - Education/ Training (T4)(0HR) - Multi-professional team (teamwork) (T9)(3HR) - Support (T3)(0HR)

THEME 1: PERSONAL STRENGTHS	THEME 2: COPING	THEME 3: WORTHWHILE	THEME 4: RESILIENT
Sub-theme 1.3: Spiritual - Religion (T14)(1HR) - Treat others as want to be treated (T6)(1HR)	Sub-theme 2.3: Support - Physical (good health, rest and hobbies (T5)(2HR), medication (T1)(0H) - Multi-professional team (T12)(5HR) (teamwork)	Sub-theme 3.3: Environment - Multi-professional team (part of team (T4)(1HR), trust (T1)(1HR) - Support (T3)(1HR)	Sub-theme 4.3: Spiritual - Religion (T17)(5HR) - Treat others as want to be treated (T4)(1HR)
	Sub-theme 2.4: Spiritual - Religion (T16)(6HR) - Treat others as want to be treated (T5)(2HR)	Sub-theme 3.4: Spiritual - Religion (T4)(1HR) - Bereavement counseling (T2)(0H)	

Table B: Initial themes and sub-themes that emerged from analysis of focus group interviews (fg).

THEME 5: WHY NEED TO BE RESILIENT?	THEME 6: ADVISE HOW TO BE RESILIENT
Sub-theme 5.1: Personal - Balance (fg 1, 2, 4) “balance in life” (fg 1, 2, 4) “batteries charged” (fg 2) - Emotions (fg 1, 3, 4) “sometimes discouraged” (fg 3) “emotional” (fg 1, 3, 4) - Work ethics (fg 3) “responsibility and sense of duty” (fg 3)	Sub-theme 6.1: Personal and professional - Personal (fg 1, 2, 3, 4) (humor, love, caring, positive attitude, empathy and sympathy, respect, patience, good health – physical, spiritual, emotional, social, meds) - Professional (fg 1, 2, 3, 4) (professional distance, role model, trust, communication, wholeness of pt, advocacy, responsible, prioritized and delegate, passion)
Sub-theme 5.2: Work environment - Staff shortage (fg 1, 2, 3, 4) “few staff” (fg 1, 2, 3, 4) “accompaniment of students” (fg 4) - Physical work (fg 1, 2, 3, 4) “energy loaded working circumstances” (fg 1, 2) “hard work” (fg 1, 2, 3, 4) - Dependency of pt (fg 1, 3, 4) “Patients require a lot of help and attention” (fg 1, 3) “aggressiveness” (fg 3, 4)	Sub-theme 6.2: Education - Basic (fg 1, 3, 4) - Specialized geriatric care (fg 3) - To stay updated (fg 2)
	Sub-theme 6.3: Community involvement - Support (fg 1, 3) - Volunteers (fg 1)
	Sub-theme 6.4: Resources - Multi-professional team (fg 1, 3, 4) - Create homely environment (fg 1, 3, 4) - Equipment (fg 3)



ANNEXURE S
QUOTES FROM NARRATIVES AND FOCUS GROUP INTERVIEWS



Quotes from narratives and focus group interviews organised according to Table A and Table B in Annexure R.

The number of the narrative that contains the quote is placed in front of each quote. The level of resilience of the nurse that wrote the words is indicated according to a color code. The different levels of resilience according to Wagnild (2011:72) are “Very Low: 25-100”, “Low: 101-115”, “On the Low End: 116-130”, “Moderate: 131-145”, “Moderately high: 146-160” and “High: 161-175”.

The total number of times that a theme or sub-theme was mentioned by a participant in a narrative, is indicated with a “T” and the total number of participants with a high level of resilience that mentioned a theme or sub-theme, is indicated with “HR”.

Example: Patience (T20) (7HR)

The following key can be used:

T = Total number of quotes that mentioned patience	HR = Number of quotes of participants with a high level of resilience that mentioned patience
T20	7HR

“In total 20 participants mentioned patience as strength, seven of these participants had a high level of resilience”.

If the theme or sub-theme was mentioned in a focus group interview, it is indicated as “fg” with the number of the focus group next to it. For example if the quote was from focus group interview 3, then it is indicated as fg3. The participants in the focus group interviews, had mixed levels of resilience.

Theme 1: Strenghts

Sub-theme 1.1: Personal

- **Patience** (T20)(7HR)

2 “Jou geduld” (Your patience)

6 “veral geduld” (Especially patience)

7 “baie geduld het” (to have a lot of patience)

8 “Ek het baie geduld en ... om met ouer persone te kan werk” (I have a lot of patience and .. to work with older persons)

9 “n Mens het eerstens baie geduld nodig. Om dit te beklemtoon “Geduld”, “Geduld”, “Geduld” (A person needs a lot of patience. To accentuate “Patience”, “Patience”, “Patience”)

12 “geduldig wees” (to be patient)

13 “Moet die gedilt weer met die ouer Persone” (Need to have patience with the older persons)

14 “Patience and tolerance has helped me a long way for with older patients to make it you have to have patience and...”

17 “Baie geduld” (A lot of patience)

18 “om geduldig te wees” (to be patient)

19 “My personal strengths to care for older person is patient. To have the strength to take care with the older person you need to be patient and..”

20 “Ek moet soms baie geduld aan die dag lê – bejaardes kan baie selfsugtig en vermoeiend wees. Gelukkig het ek baie geduld – Einde van die dag, alles die moeite werd”. (I sometimes need to have a lot of patience - the elderly can be very selfish and tiresome. Fortunately I have a lot of patience - End of the day, all worth it.)

24 “Baie geduldig” (Very patient)

26 “Geduld omdat ouer mense alles stadig doen” (Patience because older people do everything slowly)

27 “geduld” (patience)

32 “geduld” (patience)

34 “Ek as Verpleegkundige probeer altyd geduldig wees” (I as nurse always try to be tolerant)

40 “Ek probeer altyd geduldig, en verdraagsaam, met ouers te wees” (I always try to be patient, and tolerant, with elders)

42 “geduld” (patience)

43 “geduld”; (Patience); “Oud=Geduld” (Old=Patience)

- **Loving** (T18)(4HR)

5 “Deur Hom vloei Sy Liefde deur my na mense” (Through Him His love flows through me to people)

6 “Groot liefde vir die bejaarde of ouer persoon” (Big love for the elderly or older person) ;

8 “baie liefde vir ouer persone wat nie meer in staat is om die dinge vir hulleself te kan doen wat hulle kon doen toe hulle jonger en gesond was nie” (a lot of love for the older persons that are not able to do the things for themselves that they were able to do when they were younger and healthy)

9 “En ook my liefde vir bejaarde persone”. (And also my love for elderly people)

10 “I love to much the older people”

11 “tonne liefde” “My Liefde aan hulle gee my die krag om hulle elke dag te versorg”. (“tons of love”; My love for them gives me the strength to care for them every day)

14 “the strongest of them all is love”

18 “Om „n liefdevolle en saggearde gees te hê” (To have a loving and gentle spirit)

19 “have love”

21 “I also love old person because to have that strengths you must start have love in your heard”

25 “Groot liefde te toon in jou werk en met bejaardes”. (To show great love in your work and with the elderly)

27 “Lief vir mense – ek is „n mens-mens.” (Love people - I'm a people's person)

28 “Ek is lief om hulle te help” (I love to help them)

29 “Ek is lief vir bejaardes, want hulle laat jou nodig en waardevol voel”; “Ek het baie liefde wat ek aan die ouer persoon kan gee (veral ouer persone wat nie kinders of familie het wat omgee nie)” (I love the elderly, because they make you feel needed and valuable ; I have a lot of love that I can give to the older person (especially older persons who do not have children or relatives who care)

32 “Baie liefde” (A lot of love)

33 “There I started to realize how much love do old people have towards us”.

38 “Liefdevol” (Loving)

43 “Liefde” (Love)

- **Caring** (T16)(6HR)

6 “Omgee vir die bejaardes” (Caring for the elderly)

10 “so, I like to give them all my strength, power and gave them all the love, care I have”

11 “En te wys jy gee om” (to show you care)

12 “as die persoon hulp nodig het probeer jou bes om hom of haar te help so bou jy „n goeie verstandhouding op met die ouer persoon wat jy mee te doen het” (If the person needs help do your best to help him or her, in this way you build a good relationship with the older person you are dealing with)

16 “give them all the help they deserve”

17 “ „n Goed versorgde bejaarde voel sommer dan gelukkig ook” (A well cared for elderly person feels happy)

18 “My omgee vir die bejaarde (My care for the elderly)

19 “caring”. “always you must have the soft heart for them”.

21 “Since I was young I was care for my older grandmother”;

28 “Ek is hier om hulle te help. Ek help graag as hulle my vra om iets te doen.” (I am here to help. I like to help if they ask me to do something)

29 “Deernis” (Compassion)

31 “I tell them about you how good you are to me”. “You get so close to them as like your grandmother or father”.

33 “I was born in a caring and loving family”.

37 “Gee om vir bejaardes”. (Care for the elderly)

39 “hulpvaardig” (helpful)

32 “Deernis met hulle omstandighede” (Compassion with their circumstances)

- **Friendly** (T11)(3HR)

1 “jy moet vriendelik wees” (you must be kind)

2 “altyd vriendelik wees”(always friendly)

12 “Om met ouer persoon te werk moet jy eerstens baie bedagsaam, **vriendelik** en geduldig wees” (To work with the older person you firstly need to be very thoughtful, friendly and patient)

15 “Ek moet vriendelik en behulp saam wees” (I need to be friendly and helpful)

26 “Vriendelikheid, altyd” (friendliness, always)

29 “Ek is vriendelik” (I am friendly)

30 “Be as friendly as you can cause these are older people they cannot be afraid of you, they must feel free around...”

37 “Vriendelikheid” (Friendliness)

38 “Vriendelik” (Friendliness)

39 “vriendelik te wees” (to be friendly)

40 “vriendelik” (friendly)

- **Respect** (T9/ 6HR)

- 3 “Behandel elkeen met respek” (Treat everyone with respect)
- 8 “Die grootste van almal is om respek te hê vir jouself sodat jy respek kan hê vir ouer persone” (The biggest of all is to have respect for yourself in order to have respect for older persons)
- 11 “Hulle met respek te behandel” (Treat them with respect)
- 16 “Someone who will treat them with respect and dignity”
- 23 “Vertoon respek” (Show respect)
- 32 “respek” (respect)
- 34 “ook sy keuses te respekteer” (also respect his decisions)
- 39 “wees eerbiedig” (be respectful)
- 40 “hul te respekteer” (to respect them)

- **Perseverance** (T6)(4HR)

- 7 “Uithou en aanhou” (Hang on and hold on)
- 8 “Ek het baie geduld en uithouvermoë om met ouer persone te kan werk” (I have a lot of patience and endurance to work with older persons)
- 26 “Deursettingsvermoë – Maak altyd klaar wat ek aanpak” (Perseverance – always finish what I undertake)
- 34 “Uithouvermoë is ook nodig” (Endurance is also needed)
- 42 “Deursettingsvermoë” (perseverance)
- 43 “My deursettingsvermoë” (My perseverance)

- **Empathy and sympathy** (T7)(1H)

- 4 “Met „n knippie empatie maar baie simpatie”. (With a pinch of empathy but a lot of sympathy)
- 7 “ Ek verstaan waardeur ouer mense gaan as hulle van hul bekende omgewing na „n te huis vir bejaardes moet gaan” (I understand what the older persons go through when they need to go from their familiar surroundings to a home for the aged)
- 18 “My empatie en simpatie wat ek kan betoon” (My empathy and sympathy that I can show)
- 18 “ Om myself is hulle skoene te plaas” (To put myself in their shoes)
- 20 “ ... en empatie is van my grootste voordele”. (And empathy is of my biggest advantages)
- 29 “ kan empatie betoon” (can show empathy)
- 38 “empatie” (empathy)
- 42 “empatie” (empathy); “simpatie” (sympathy)

- **Positive attitude** (T5)(2HR)

- 2 “Jou kop moet positief ingestel wees vir verpleging om met bejaardes te werk” (You must have a positive mindset regarding nursing to be able to work with the elderly)
- 3 “jy moet opstaan met „n positiewe houding en uitsien om te kom werk” (you need to get up with a positive attitude and look forward to come to work)
- 27 “Probeer altyd positief kyk en positief bly” (Always try to look positive and stay positive)

27 “Probeer die positiewe saamneem vorentoe en die negatiewe (slegte) agterlaat” (Try to take the positive forward and leave the negative behind)

27 “Ek weet dat ek iets goeds/positief het om terug te gee aan ander met wie ek werk” (I know I have something good/ positive to give back to those I work with)

35 “My werk positief uit te leef” (To live out my work positively)

42 “positief” (positive)

- **Passion** (T5)(2H)

14 “Helping willingly and wholeheartedly”.

17 “Ek sê altyd dit is my passie om met bejaardes te werk” (I always say it is my passion to work with the elderly)

21 “If you care for old person you must have good heart”

26 “Passievol – lief vir dit wat ek doen om mense te kan help in hulle behoeftes”. (Full of passion – love what I do to help people with their needs)

27 “Dit wat ek hier doen, sien ek nie as my werk nie, maar as my passie en my voorreg” (That what I do here, I do not see it as my work but as my passion and my privilege)

- **Good health** (T4)(2HR)

3 “Eerstens moet jy goeie gesondheid beleef” (Firstly you need to experience good health)

7 “stamina” (stamina)

30 “keep healthy course your going to need more of your energy than you thought” 30 “eat healthy”

42 “energiek” (energetic)

- **Motivated** (T3)(2HR)

7 “Goed gemotiveerd” (Good motivation)

26 “Gemotiveerd, lus vir dit wat jy doen” (Motivated, liking what you do)

36 “gemotiveer en opreg” (motivated and genuine)

Sub-theme 1.2: Professional

- **Advocacy**

responsibility (T2)(1HR)

They say:

27 “Ek is „n verantwoordelike persoon wat streef na perfektheid” (I am a responsible person that strives to perfection)

31 “I am a responsible woman because of them.”

safety, environment (T2)(1HR)

They say:

4 “Met my beskermende gevoel verseker ek hulle veiligheid” (With my protective feeling I ensure their safety)

23 “Veiligheid vir die wat omgee” (Safety for those who care)

(fg 2:15)

R En hulle te kan beskerm. (*And to protect them.*)

(fg 4:17)

R Mens se omgewing moet reg wees, bedoelende ja alles wat veiligheid aanbetref, los matte los drade wat nie moet rondlê nie en al sulke goeters want anders gaan jy heeldag loop en mense optel. (*One's environment must be right, meaning yes all that concerns security, loose carpets, loose wires that should not be lying around and all those things because otherwise you are going to be picking up people the whole day.*)

pt. unique (T1)(1HR)

They say:

3 “Elke ouer persoon is vir my uniek of sy eie maniere” (Every older person is unique to me with his own manners)

(fg 3:10)

R Moenie onderskeid maak nie, moenie onderskeid maak tussen inwoners nie dis baie moeilik maar jy mag dit gladnie doen nie. (*You must not distinguish, don't distinguish between the residents, it is difficult but you may not do it.*)

I Okay.

R Almal regverdig behandel (*Treat everyone fairly*)

R Onder dieselfde kam. (*The same*)

R Ja, ja (*Yes, yes*)

R Nie witbroodjies hê nie as jy het dan sê jy dit daar by jou huis. (*Don't have favourites, if you have you say it at your house.*)

- **Previous experience and education (T5)(1HR)**

4 “Deur my “omswerwing” deur my beroep, waarop ek myself “boots and all” ingeloop het, het ek wel met Bejaardes van alle Rasse te make gehad”. (*During my “wandering” through my career, which I walked in “boots and all”, I did have to do with elderly of all races*)

7 “Ek het die Geriatriese kursus suksesvol deurloop” (*I have completed the Geriatric course successfully*)

24 “Het die kennis van Geriatrie. Werk reeds 11 jaar met bejaardes.” (*I have knowledge of Geriatrics. Have been working for 11 years with the elderly*)

25 “Om eerstens kennis te hê van geriatriese versorging” (*Firstly to have knowledge of geriatric care*)

27 “Ek kan my vorige ervaring uitbeeld en gebruik met bejaardes + hul kinders / families” (*I can portray and use my previous experience with the elderly and their children and families*)

- **Learn from patient (T5)(1HR)**

9 “Hulle het soveel om aan jou te vertel. Lewenslesse wat mens lewenslank saam met jou dra” (*They have so much to tell you. Life lessons that you can carry with you as long as you live*)

- 18 “Om bereid te wees om by enige iemand iets te leer” (To be willing to learn something from anyone)
- 20 “Ek sien bejaarde mense as „n bron van kennis – ek leer daaglik iets meer van die lewe, om met bejaardes te werk. Almal van hulle was “iemand” in die lewe, of dit „n professionele persoon was of net iemand wat sy deel gedoen het in die Samelewing – die mense het almal ondervinding en ervaring wat nie gekoop kan word nie. Hulle my leermeester van die lewe! Wat „n voorreg!” (I see elderly persons as a source of knowledge – I learn daily more from life, to work with the elderly. All of them was “someone” in life, a professional person or someone that did his part in society – the people all have experience and skills that cannot be bought. They are my tutor of life! What a privilege!)
- 23 “leer baie by bejaardes” (learn a lot from the elderly)
- 27 “Probeer leer uit elke situasie” (Try to learn from every situation)

- **Communication** – listen, feedback (T18)(7H)

- 5 “Deur Hom maak Hy my ore + oë oop om dieper te kyk en te luister na mense wat oor my pad kom.” (Through Him, He opens my ears + eyes to look deeper and to listen to people that come my way.)
- 7 “Ek praat en gesels met hulle. Ek luister na hulle, want hulle het „n behoefte daarna.” (I talk and chat with them. I listen to them because they need it.)
- 9 “Jy moet „n oor hê om te kan luister as hul die dag voel om hul harte uit te praat” (You need to have an ear to listen the day they feel the need to talk from their hearts)
- 10 “They must ...feel free to talk...”
- 12 “Ek het „n oor om na hulle te luister want soms wil hulle iets met jou deel. Gee hulle ook „n kans om te praat want baie persone bly alleen en as daar iemand kom is hulle honger vir gesels, wees rustig en luister..” (I have an ear to listen to them because sometimes they want to share something with you. Give them a chance to speak because many people live alone and if someone comes, they are hungry to talk, be quiet and listen..)
- 15 “Ek moet belang stel en luister wat hulle behoefte is “ (I should be interested and listen to what they need)
- 17 “luister graag na hul klagtes waaraan aandag gegee moet word. Praat altyd mooi en duidelik met die bejaardes.” (like to listen to their complaints that need attention. Always talk nicely and clearly to the elderly)
- 24 ““n goeie luisteraar” (a good listener)
- 25 “te luister as hul praat” (listen when they talk)
- 27 “Kommunikasievermoë” (Ability to communicate)
- 29 “Goeie luisteraar” (Good listener)
- 30 “be opened to communication”
- 36 “kommunikeer altyd lekker met hul” (always communicate nicely with them)
- 37 “Gesels en luister” (Talk and listen)
- 39 “luister wat die bejaarde vir jou sê” (Listen to what the elderly tells you) Knoop geselsies aan met die bejaarde (Start chatting with the elderly)
- 40 “Moet Luister waarom hul kla en probeer help” (Must listen what they complain about and try to help)
- 42 “goeie kommunikasievaardighede” (Good communication skills)

43 “jy moet kan luister” (you have to be able to listen)

- **Support** – family and colleagues (T4)(3HR)

9 “Soms word van die bejaardes deur hul kinders verwerp. Dan maak hulle staad op jou. Party gaan deur moeilike tye. Jy is hulle Regter hand en oë in lewe om te help.” (Sometimes the elderly are rejected by their families. Then they depend on you. Some go through difficult times. You are their righthand and eyes in life to help.)

33 “I gained that strength from home to my parents and grandparents”; “One thing that gave me more strength was that when I was in bad times I used to tell them and they really comforted me at all times. To me they are like parents and grand parents, And to them I am like their daughter.”

34 “Sy probleme in te sien en oplossings te probeer vind en ondersteuning te gee” (To see his problems and try to find solutions and to give support)

42 “spanwerk” (teamwork)

- **Humor** (T6)(3HR)

18 “Om vir myself te kan lag” (To be able to laugh for myself)

21 “Most of time I am smiling when I am busy with old people because when you are smiling you make them feel comfortable.”

23 “Glimlag – beteken vir bejaarde baie - en voel goed dat daar iemand is wat omgee” (Smile - means a lot to the elderly - and feels good that there is somebody that cares)

31 “They make me laugh when I am heartbroken.”

34 “Sien humor in situasies en te lag met „n bejaarde en nie vir hom nie.” (See humor in situations and laugh with an elderly and not for him)

38 “Goeie Humorsin” (Good sense of humor)

Sub-theme 1.3: Spiritual

- **Religion** (T14)(1HR)

2 “Jy moet die Here ken.” (You must know the Lord)

5 “Sonder die Krag, Wysheid, Insig, Liefde + Genade wat ek put uit my Geloof in Jesus is ek niemand en niks.” (Without the power, wisdom, insight, love and grace that I obtain from my belief in Jesus, I am nobody and nothing)

6 “Mens kry jou krag uit godsdienstige oortuigings.” (A person gets his power from religious beliefs)

9 “Dit moet „n gawe van God ook wees.” (It must also be a gift from God)

11 “Ek voel hulle is die goud van die wêreld en Jesus het ons almal op die aarde geplaas met „n doel en missie. Myne om daar te wees vir hulle wat my nodig het.” (I feel they are the gold of the world and Jesus put us all on the earth with a purpose and mission. Mine to be there for those who need me.)

14 “Pray is also one of my strongest points for it enables me to face anything in life because christianity has taught me that I don’t have to fight anything alone when my Redeemer lives.”

22 “Ek weet die Here gee my ook baie krag om met hulle te werk” (I know that God also gives me a lot of power to work with them)

25 “Geloof wat jou dra deur die dae met versorging van bejaardes, van hulle is dierbaar, maar van hulle is ook moeilik.” (Faith that carries you through the days of caring for the elderly, some of them are lovable, but some of them are also difficult)

26 “Geloof- sonder dit kan jy nie jou werk doen nie.” (Faith – without it you cannot do your work)

27 “12 Jr byHospitaal het my geleer dat daar altyd „n besondere seën/ iets goeds is in elke mens met wie ek te doen kry – ek moet dit net soek + raaksien en uitbou daarop.” (12 Years atHospital taught me that there is always a blessing / something good in every man I have to deal with - I should just search + see and build on it.)

29 “Ek is „n Christen/ Instrument in God se hand.” (I am a Christian, an instrument in the hand of God)

35 “Dit is vir my belangrik om my Skepper (God) te ken in my dag taak. Dit stel my in, om my medemens behulpsaam te wees wat hulp nodig het. Alles is vir „n doel hier op aarde. Ons kry die krag, lig en leiding om dit uit te leef. Deur na om te sien na die wat broos is weens swak gesondheid, siekte, ouderdom en alles wat daarmee gepaard gaan. „n Bydrae tot verbetering tot die einde.” (It is important to me to know my Creator (God) in my daily duty. It allows me to assist my fellow man in need. Everything is for a purpose here on earth. We get the power, light and guidance to live it out. To take care of the frail due to ill health, illness, old age and all that comes with it. A contribution to improve until the end.)

38 “Gelowig.” (Faithful)

43 “Ek sê dankie Here vir die Geduld waarmee u my geseën het.” (I say thank you Lord for the patience that you have blessed me with)

- **Treat others as want to be treated** (T6)(1HR)

5 “My eie beleid = Doen aan ander soos jy wil hê ander moet aan jou doen!!” (My own policy = Do to others as you would like them to do to you!!)

16 “We must tolerate them..”

22 “As ek eendag oud word hoop ek ander sal met ons ook mooi werk” (If I grow old someday, I hope others will also work well with us)

29 “Ek laat ouer persone ook menswaardig voel – Deur hulle betrokke te maak oor besluite neem oor hul toekoms en versorging. Stel die ouer persoon se behoeftes eerste.” (I let older persons also feel dignified – through their participation in decisionmaking regarding their future and care. Put the needs of the older person first)

34 “Myself in die plek van die bejaarde stel met al sy siektes en gebreke” (Put myself in the place of the elderly with all his illnesses and disabilities)

38 “Empatie” (Empathy)

Theme 2: Coping

Sub-theme 2.1: Personal

- **Personal**

love (T11)(3HR)

2 “ Met tye te sê ek is lief vir jou of jy is spesiaal vir my” (To say at times, I love you, you are special to me)

- 3 “Wees liefdevol teenoor ouer mense”. (Be loving towards older persons)
- 4 “Om elkeen life te hê soos jouself.” (To love each one as yourself)
- 11 “En versorg hulle met geduld en baie Liefde en gee my alles.” (And care for them with patience and a lot of love and give my everything)
- 15 “ Ek doen dit uit Liefde vir die ouer persoon wat nie meer dit kan doen wat hul altyd self gedoen het nie.” (I do it out of love for the older person that cannot do that what they always could do, for themselves anymore)
- 16 “If you do your work with love and peace and again understand firstly why you are in that Environment you will cope without any hesitation.”
- 19 “When caring the older person you must have love..”
- 25 “Gee liefde en drukkies hul voel ook soms alleen en verstote.” (Give love and hugs, sometimes they also feel lonely and rejected)
- 31 “Tell them you love them know the older persons weak point what does he/she likes.”
- 33 “To cope is all about patency and loving care.”
- 38 “Bejaardes aan die ander kant gee soveel liefde en omgee ook vir jou as verpl. dat dit jou dra deur moeilike tye en jou help om krisisse een vir een te hanteer.” (The elderly on the other side, give so much love and caring to you as a nurse, that it carries you through difficult times and help you to handle the crisis’s one by one)

Respect (T9)(4HR)

- 4 “ Hulle met respek en eerbied te hanteer, wat hulle verdien, en om hulle so te versorg asof dit jou eie ouma, oupa, moeder, vader is.” (To handle them with respect and regard, what they deserve, and to care for them as if it is your grandma, grandpa, mother and father.)
- 5 “Deur ouer mense te sien as seniors wat hulle merk in die lewe gemaak het en respek te betoon – genereer dit wedersydse respek.” (To see older persons as seniors that have made their mark in life and to display respect - generate mutual respect)
- 8 “Soos wat ek wil hê my ouers moet behandel word behandel ek ander ouer persone en respekteer hulle gevoelens en waardes.” (The way I would like my parents to be treated, I treat older persons and respect their feelings and values)
- 15 “Ek doen dit uit respek vir die ouer person.” (I do it out of respect for the older person)
- 17 “Hulle het almal al harde bene gekou en vêr gestap.” “They all had hard times and have walked a long way)
- 18 “Om ouer mense en ander te respekteer, bv. hul privaatheid.” (To respect older persons and others, for example their privacy)
- 23 “..met respek behandel word” (...be treated with respect)
- 38 “Bejaardes is mense wat „n vol lewe gelei het en al is hulle nou moeilik, gedisorienteerd of net baie swak, verdien hulle al die respek en sorg om hul laaste lewensdae te vergemaklik. Dit help my om te “cope” as ek myself aan bg. herinner.” (Older persons are people that have lived a full life and even if they are now difficult, disorientated or only very weak, they deserve all the respect and care to make their last days as easy as possible. It helps me to cope if I remind myself of this)

39 "My geloof help dat ek ouer persone respekteer vir wie en wat hul is." (My religion / faith helps me to respect older persons for whom and what they are)

patience (T7)(4HR)

9 "Hier is weereens geduld en liefde. Kan dit nie genoeg beklemtoon nie." (Here again is patience and love. Cannot stress it enough)

16 "Patience is the mother of success."

23 "Geduldig" (Patient)

31 "Be pastient don't get angry very quickly."

32 "Baie geduld" (A lot of patience)

33 "Something that made me manage to care for older person is patency. Old patients always need patency when you care for them because they are more or less like babies."

34 "Geduld met bejaardes" (Patience with the elderly)

friendly (T6)(2HR)

1 "Vriendelik kom eerste" (Friendliness comes first)

2 "Altyd „n vriendelike gesig" (Always a friendly face)

9 "Om een dag te deurmaak sonder „n glimlag, is jou dag nie gemaak nie." (To go through one day without a smile, your day is not made)

19 "Always be friendly with them show them the love."

26 "Vriendelikheid – wees altyd so want dit maak oumense rustig en kalm." (Friendly – be always like this because it makes the old persons peaceful and calm)

36 "Altyd vriendelik" (Always friendly)

Humor (T5)(0H)

7 "Ek sien ook die koddige en mooi van „n situasie en „n ouer person raak. Ek huil en lag saam met hulle al is dit to 2x per dag." (I also see the funny and the beautiful of a situation and an older person. I cry and laugh with them even if it is twice a day)

18 "Om te kan lag." (To be able to laugh)

19 "To cope to manage to caring for older person always you must be happy with them then you will manage to caring them."

27 "Ek huil saam en ek lag saam vlg die situasie." (I cry and I laugh according to the situation)

43 "humor" (humor)

empathy and sympathy (T3)(2H)

24 "Het empatie en simpatie met bejaardes" (Have empathy and sympathy with the elderly)

25 "Om jou in hul plek te stel, as hy/sy moeilik sou loop of doek te dra is vir sommige „n groot verleentheid, is om empatie te hê, en begrip te toon ook vir ouer mans wat deur vroue verpl. personeel versorg word, die grootste geduld hê en aan die dag lê." (To put yourself in their place, if he or she should walk with difficulty, or wear a nappy, are to some a big embarrassment, to have empathy, and to

show understanding for older men that need to be cared for by female nursing staff, to have the biggest patience)

34 “Empatie” (Empathy)

Caring (2)(1H)

21 “And try to comfort them make them feel save while I am caring for them.”

33 “Sometime we do have problems at work or from home but when we come to our work we have to forget or let problems go because sometimes the old people may be problems by themselves. By doing this you may cope caring for the older person.”

- **Professional (T1)(0H)**

They say:

18 “Om professioneel te wees.” (To be professional)

organized (T4)(2HR)

7 “Om take stelselmatig te pak en af te handel. Om ge-organiseerd te wees, nie hier gryp en daar los nie.” (To tackle tasks systematically and successfully. To be organized, not to grab here and let go there)

26 “Beplanning- Werke moet vooraf beplanning hê.” (Plan – work must be planned in advance)

27 “Ek hou van roetine en, sover moontlik te werk „n vaste roetine ook goed vir bejaardes.” (I like a routine and as far as possible to work in a routine, also good for the elderly)

31 “I can manage my time at home and at work.”; “ make time for everyone”

prioritize (T2)(0H)

7 “Ek hanteer elke oumens se situasie volgens dringendheid. Ek bepaal wat belangrik is en minder belangrik en tree daarvolgens op. Elke situasie op meriete asook elke geval op meriete te hanteer.” (I treat every old person's situation according to urgency. I determine what is important and what is less important and act accordingly. Each situation on its merits and to handle each case on its merits)

“Ek delegeer van my nie professionele pligte aan my versorgers en kooksters wat ek weet die vermoëhet om die take te kan doen.” (I delegate some of my non-professional duties to my caregivers and cooks that I know have the ability to perform these tasks. ”

38 “deur dinge te prioritiseer en belangrike dinge eerste te doen” (prioritize things and do important things first)

Perseverance (T2)(1H)

26 “Deursettingsvermoë moet altyd wees omdat oumense soms nie iets wil doen nie.” (Perseverance must always be because older people sometimes do not want to do anything.)

35 “Ek is „n persoon wat volhard in wat ek doen want dit het „n doel in die lewe om iemand se lewe beter te maak wat nie instaat is om dit self te kan doen nie. Mens kry moeilike gevalle maar aanhou wen.” (I

am a person who persist in what I do because it has a purpose in life to make someone's life better who are unable to do it themselves. One gets difficult cases but if you keep going on, you can win.

passion (T2)(2H)

26 *"Passievol – Moet dit doen omdat jy dit wil doen." (Passionate - Must do it because you want to do it.)*

39 *"Omdat ek „n baie sagte plek het vir bejaardes, en omdat hulle soms niks vir hulself kan doen nie, is dit „n voorreg in my beroep om hulle altyd van hulp te wees." (Because I have a very soft spot for the elderly, and because they sometimes cannot do anything for themselves, it is a privilege in my career, to always be of help to them.)*

• Communication (listen) (T14)(3HR)

2 *"mooi + praat + luister" (talk + listen carefully)*

9 *"As hulle die dag op jou skel, of gooi hulle iets. Wees net kalm en rustig. Praat bedaard. Loop vertrek uit en gaan later weer terug as hulle kalm is. Praat weer mooi. Hulle sal jou sê wat verkeerd is." (If they scold you, or throw something at you, just be calm and peaceful. Speak calmly. Walk out of the room and go back later when they are calm. Talk nicely again. They'll tell you what is wrong.)*

11 *"Om met hulle te sit en gesels geniet soms hulle sêgoed." (Enjoy to sit and talk with them sometimes enjoy the things they say.)*

12 *"Moet nooit hoogdrawend wees met hulle nie, praat met hulle in die taal wat hulle verlang. As ek met „n ouer persoon iets of „n prosedure gaan doen sal ek eers aan die persoon verduidelik wat ek gaan doen hoe ek dit gaan doen en die persoon eers laat ontspan." (Never be pompous with them, talk to them in the language they prefer. If I am going to do something or a procedure with an older person, I will first explain to the person what I'm going to do, and how I am going to do it, to let the person relax first.)*

14 *"Proper language use is also of utmost importance because one's approach tells if you are a team worker. So I speak properly to my co-worker as well as the older person I am caring first."*

16 *"Give them reassurance and communicate with them it helps a lot."*

17 *"Kommunikeer genoeg met die bejaarde en gee aandag aan sy behoeftes." (Communicate enough with the elderly, and pay attention to his needs).*

18 *"Om met hulle te kommunikeer, oor kinders, behoeftes en versugtinge." (To communicate with them about children, needs and aspirations.)*

21 *"When they are angry you must speak politely with them and try to make them to understand. When they speak listen properly and answer them in short."*

23 *"Stel jou self voor en verduidelik die prosedure. Moet nie net op inwoner afstorm en begin met die prosedure nie."; "Hulle as mens voel dit aan as jou lyftaal nie reg is vir hulle nie, Voel bang en vreesagtig." (Introduce yourself and explain the procedure. Do not just charge to the resident and start with the procedure. "; " They as person feel it if your body language is not right for them, They feel scared and fearful.)*

27 *"Moet myself soms weer herinner/ dwing om weer te luister, geduldig te luister. Moet meer luister as praat – en as ek praat, met groot liefde en omsigtigheid." (Have to remind myself sometimes / forced to listen again, to listen patiently. Do more listening than talking, and when I talk, with great love and care.)*

35 “Goed kommunikeer met ander en die lewe die moeite werd maak tot die einde.” (Communicate well with others and make life worth to the end.)

40 “veral die met Alzaimers moet nie teen hul praat nie, maak of jy saam met hom is en verstaan dat hul kan kalmeer.” (especially those with Alzaimers do not talk against them, fake that you agree with him and understand in order for them to calm down.)

43 “Vat sag Praat sag „n Sagte woord keur die grimmigheid.” (Touch softly, talk softly, A soft word prevents fury.)

- **Positive attitude and motivated** (don't take personally) (T5)(2HR)

16 “As an Auxiliary nurse you must not take things that old people say to you very personally in that way I cope to my work and my old people.”

20 “Ek neem altyd leiding om my personeel positief te hou.” (I always take the lead to keep my staff positive)

31 “They like children. They like to complain don't get stress. Some of them are testing.”

32 “moet niks ernstig opneem as hulle iets sleg sê verdra alles.” (don't take it seriously when they say something bad, tolerate everything)

40 “Staan op en sê vir myself vandag gaan ek probeer „n Beter mens te wees en „n/nie ongeduldig met oues te wees nie” (Stand up and say to myself today I will try to be a better person and not to be impatient with old one's)

Sub-theme 2.2: Education

- **Basic knowledge and experience**

know pt and their needs (T10)(4HR)

1 “jy moet hulle ken jou mense” (you must know your people)

3 “Elke ouer persoon het verskillende behoeftes om na om te sien.” (Every older person has different needs to look at)

10 “If she / he fight with me, I try to become calm and understand what he want to say”

16 “When working with old people you must firstly understand what is their like and dislike so that we can work together in everything we do.”

18 “Om hul behoeftes raak te sien en iets daaromtrent te doen.” (Seeing their needs and doing something about it)

21 “First when I am working with older person I start to know the person like and dislike.”

27 “Sien die bejaarde as „n komplekse wese en poog om in al sy / haar behoeftes te voldoen.” (See the elderly as a complex being and endeavor in all his / her needs)

29 “Moet nooit die gedrag of voorkoms teen die ouer persoon hou nie – maar kyk na die mens as geheel.” (Never hold the behavior or appearance of the older person against him - but look at the person as a whole.)

33 “Sometimes you may get an older person who is disorientated, you have to cope for his or her disorientation.”

41 “Die versorging van ouer persone is mens doen maar wat hulle verlang.” (The care of older persons is one do but what they want)

what learned (T8)(2HR)

2 “Die persoon altyd eerste + die belangrikste te laat voel” (To make the person always feel the first and most important)

6 “Om te leer oor hulle siektetoestande. Win inligting in oor hulle geskiedenis en familie, daardeur kan mens meer weet hoekom tree hulle op soos wat hulle doen. m.a.w. kennis en inligting.” (To learn about their illnesses. Gather information about their history and family, thus one can understand why they act as they do, in other words knowledge and information)

7 “Ek is gedurig aan die uitvind en vra en lees oor metodes en hulpmiddels om my take te vergemaklik.” (I constantly find out, ask and read about methods and tools to make my tasks easier.)

17 “Ondervinding leer jou om dit te hanteer.” (Experience teaches you how to deal with it)

18 “Om bereid te wees om opleiding te ontvang. Om medepersoneel indiensopleiding te gee oor hoe om met bejaardes te werk. Om die Wet op verpleging en die Wet op bejaardes te ken en toe te pas.” (To be willing to receive training. To provide in-service training to fellow-staff on how to work with the elderly. To know the Nursing Act and the Older Persons Act and how to apply it.)

20 “Ek maak staat op my uiters bevoegde personeel. Ek het hul na my hand opgelei, ek verwag van hulle om die mense te versorg soos wat ek dit sou doen.” (I rely on my very competent staff. I have trained them to my hand, I expect them to take care of the people as I would do it.)

27 “Ek het die nodige kennis en probeer daaglik my kennis uitbrei. Lees graag op oor nuwe navorsing/ medikasie/ strategieë wêreldwyd rondom versorging van bejaardes.” (I have the necessary knowledge and try on a daily basis to expand my knowledge. Enjoy reading about new research / medication / worldwide strategies about care of the elderly.)

34 “Ingelig te wees oor nuwe hulpmiddels en moontlike medikasies om bejaardes se situasies te verbeter.” (Informed about new resources and possible medications to improve elderly people's situations)

Sub-theme 2.3: Support

- **Physical**

good health, rest and hobbies (T5)(2HR)

6 “Wanneer jy nie by die werk is nie, moet jy ontspan en na jouself kyk. Kry „n stokperdjie, besoek jou vriende. Moet nie dat daar niks oorbly vir jou geliefdes, vriende, familie en bo-al vir jouself nie. Jy moet tyd maak vir “me time”. (When you are not at work, you need to relax and look after yourself. Get a hobby, visit your friends. Do not allow that there is nothing left for your loved ones, friends, family and above all for yourself. You must make time for “me time”)

17 “Goeie gesondheid – probeer gesond eet en genoeg rus tussen werkstye. Probeer ook om „n stokperdjie te beoefen tuis.” (Good health - try to eat healthy and rest enough between shifts. Also try a hobby at home.)

30 "Give myself enough time to rest. I just give myself a break when ever I need. I don't overload myself with work. When ever I'm off duty I give myself a peace of mind and try to forget a little beat about my patients. Eat and live as healthy as I can cause I need the strength."

34 "Fisiese en geestelik probeer ek ook altyd gesond wees, sodoende kan „n mens krag hê om bejaardes te versorg." (Physically and mentally I always try to be healthy, in that way one can have the power to care for the elderly.)

43 "Eerstens moet jy aandag aan jou eie gesondheid gee. Sorg dat jy gesond bly. Oumens is weerloos steek vinnag aan." (Firstly you need to pay attention to your own health. Make sure you stay healthy. Old person has a low resistance and gets easily infected.)

Medication (T1)(0HR)

6 "Soms is dit nodig om „n kalmeerpilletjie (Prozac) te drink (nie aan te beveel nie)." (Sometimes it is necessary to drink a tranquilizer (Prozac) (not recommended). "

• Multi-professional team (teamwork) (T12)(5HR)

7 "Ek gee erkenning aan my personeel as hulle dit verdien dit spoor hulle ook aan om my te help." (I acknowledge my staff if they deserve it, it also encourages them to help me)

9 "Wees bereid om raad te gee as hul of familie sou raad vra." (Be prepared to give advice if they or family would ask advice)

14 "Teamwork comes a long way for it enables me to cope under stress because if we share the workload the stress levels decrease as we help each other."

16 "When working with old people you must firstly understand what is their like and dislike so that we can work together in everything we do."

26 "Samewerking – sonder dit bereik mens niks – en soner hulp van personeel om te help wanneer nodig." (Cooperation - without which you will reach nothing- and without help from staff to help when needed.)

27 "Ek skroom nie om hulp te vra of hulp te aanvaar soos nodig as ek voel ek kan „n situasie / persoon nie hanteer nie. Ek ken my verwysingsisteme en ondersteuningsisteme en maak gebruik van die mense om my om in alle behoeftes van „n bejaarde te kan voldoen." (I do not hesitate to ask for help or assistance as necessary when I feel I cannot handle a situation or person. I know my reference systems and support systems, and uses all the people around me to meet all the needs of an elderly person.)

29 "werk in multidissiplinêre span verband" (work in a multidisciplinary team)

31 "If the person is divicalte talk to him or go to the suster in charge."

34 "Ondersteuning deurlopend" (Support ongoing)

38 "Verpleegspan ondersteun mekaar en as een bejaarde met jou aanhou en jy moedeloos raak vra jy „n ander lid van die span om te gaan hoor wat inwoner pla, sonder dat dit nodig is om gate uit lessenaar te byt." (Nursing team supporting each other and as one elderly keeps on with you and you give up, you ask another team member to find out what bothers the resident, without the need to bite holes out of the desk.)

40 "As een ou mens moeilik is, probeer agterkom wat probleem is, as nie kan help gaan na senior SR in bevel." (If one old person is difficult, try to figure out what the problem is, if cannot help, go to senior SR in charge)

42 "Kyk na die bejaarde en sy familie as „n eenheid, want jy gaan baie nou met sy familie saamwerk." (Look at the elderly and his family as a unit, because you're going to work very closely with his family)

Sub-theme 2.4: Spiritual

- **Religion** (T16)(6HR)

4 "Ek laat my deur die "Gees" lei om met elke bejaarde te werk." (I let the "Holy Spirit" leads me to work with each elderly person)

5 "Deur deur te breek deur skanse is genade van Bo! en bring heling en wys dan die regte mens!" (By breaking through barriers is the grace of God! and brings healing and appoints the right person!)

6 "Wanneer jou vertikale lyn met jou Skepper reg is, sal die horisontale lyn met kollegas, personeel en inwoners in plek wees. (When your vertical line with your Maker is in order, the horizontal line with colleagues, staff and residents will be in place.)

7 "Die belangrikste is dat Jesus die pad saam met my loop en my allergrootste steunpilaar is." (The most important is that Jesus is walking the road with me and He is my greatest pillar.)

11 "Ek vra God elke oggend om my die gedult en Krag te gee vir die dag en daar te wees vir die Oumense." (I ask God every day to give me the patience and power for the day and to be there for the Elderly.)

12 "in die oggend voor ek in aanraking kom met „n ouer persoon raak ek eers stil en praat met "Ons Vader". Ek vra vir leiding en geduld en ek vra dat Hy die pad vir my oopmaak om die ouer person te kan benader sodat hy/sy op hulle gemak kan wees as ek met hulle werk." (In the morning before I come into contact with an older person, I get still and talk to "Our Father ". I ask for guidance and patience and I ask that He opens the way for me to approach the older person so he / she can be at ease when I work with them.)

15 "Ek doen dit omdat ek glo my Hemelse Vader verwag dit van my." (I do this because I believe my Heavenly Father expects it from me)

17 "Jy as versorger kry soms net die Krag van bo om aan te gaan. Baie hartseer wat jy soms moet probeer wegsteek." (As a caregiver, you sometimes only get the Power from above to continue. A lot of sadness that you sometimes try to hide)

26 "Geloof –sonder geloof in dit wat jy doen."? (Religion without faith in what you do."?)

28 "By die Here daarbo. Die Here vir jou krag om dit te kan doen. Jy moet elke dag vra dat die Here vir jou krag gee om dit te kan doen." (With the Lord above. The Lord gives your strength to do it. You should ask God every day to give you strength to be able to do it)

29 "My geloof speel ook „n belangrike rol." (My faith also plays an important role.)

30 "Most important I ask God to be with me and my staff, to give us strength, to show us the way."

31 "You have to pray to God and ask him to cope."

33 "ask God to give you strength of coping while caring for older persons"

37 "Die Here gee my die vermoë om dit te kan doen." (God grant me the ability to do it.)

39 “My geloof help dat ek ouer persone respekteer vir wie en wat hulle is.” (My faith helps that I respect older people for who and what they are)

- **Treat others as want to be treated** (T5)(2HR)

3 “Jy moet altyd tot die besef kom dit kan jou Ma of Pa wees wat jy versorg. Onthou ook jy gaan ook ouer word en dan sal jy graag wil hê ander mense moet jou hanteer en behandel soos jy graag sou behandel wil word.” (You always have to realize it could be your mom or dad that you care for. Also remember you will also get older and then you would want other people to handle you and treat you the way you would want to be treated)

4 “Elke dag na hulle en behoeftes te omsien soos jy aan jouself gedoen wil hê. Om elkeen lief te hê soos jouself!! (Every day to look after them and their needs as you want to be done to yourself. To love everyone as yourself!!)

8 “Ek kry dit reg om ouer persone te versorg omrede ek self ouers het en ookself ouer word en ook met respek en liefde versorg te word.” (I get it right to care for older people because I also have parents and I also get older and also want to be cared for with love and respect. "

15 “Ek doen dit omdat my ouers ook bejaard is en ek dit vir hulle sal wil doen. Ek wil ook eendag met respek en liefde behandel word as ek oud is.” (I do it because my parents are elderly and I would like to do it for them. I would also like to be treated with respect and love when I am old.)

29 “Leef altyd die stelling uit: Doen aan ander wat jy aan jouself gedoen wil hê. Dink altyd aan dat dit dalk my ma/pa of oma/oupa kan wees na wie gekyk moet word. Dan sal ek net die beste wil hê.” (Always live the statement: Do unto others as you want done to yourself. Always think that perhaps it may be my mother / father or grandmother / grandfather who need to be looked at. Then I will only want the best.)

Theme 3: Worthwhile

Sub-theme 3.1: Personal

- **Personal**

love (T13)(6HR)

3 “Ek is ,n liefdevolle mens en hou daarvan om liefde uit te straal en te gee vir ouer persone.” (I am a loving person and likes to radiate love and care for older persons)

8 Die liefde vir mense en die liefde vir my werk maak dit vir my die moeite werd om ouer persone te versorg...” (The love for people and the love for my work make it worthwhile for me to take care of older persons..)

9 “Die liefde wat die Bejaarde uitstraal is so wonderlik.” (The love that the elderly radiates is so wonderful)

11 “En baie van hulle soek baie liefde en aandag.” (And many of them want lots of love and attention)

16 “The love that I have for my work it makes it worthwhile for me to care for my older persons.”

17 “Die liefde wat jy ontvang van hulle.” (The love you receive from them)

19 “When you have love for the older person that will makes me to be worthwhile.”

21 "I love or enjoying working with older person that is what makes it worthwhile for me to care for older person."

23 "en hou daarvan om Liefde te gee aan hulle. Voel goed as jy jou hele hart en siel aan iemand anders kan oordra." (and likes to give love to them. Feel good when you can transfer your whole heart and soul to someone else.)

30 "The love and friendship I gaine from the elderly and their family. Loving what I do and doing it with love."

31 "They make me so how I can love myself and love other people."

33 "I like to work with older persons because their care share everything they have with you, including love. They are very much loving people when you are crying they are crying with you."

43 "2 ronde oogte wat vir jou loer onder grys wimpers uit vol hoop wat bedel vir bietkie Liefde di drukkies di streel oor die hare." (2 round eyes that lurk from behind grey eyelashes that begs hopefully for a little bit of love, the hug, the stroke over the hair.)

humor (T9)(3HR)

14 "Simply making the person smile makes it all worthwhile it is a priceless feeling that no money can buy."

15 "Die blydschap as hulle my sien." (The joy when they see me). "Die glimlag op hulle gesigte." (The smile on their faces)

16 "Happiness that I provide to my older person."

19 "they laugh with me again"

20 "Daar soms baie humor betrokke met die versorging van bejaardes." (Sometimes a lot of humor is involved with the care of elderly)

28 "Die ou mense die grappe en as jy vir hulle sê nie so jy doen dit so." (The old people, the jokes and if you tell them not like this you do it like that)

31 "they make me laugh even when times are not good."

33 "When I am not with the I miss them, their smile, their laughter, their appreciation and everything that make my heart feels good."

38 "Elke glimlaggie, elke drukkies, elke gelukkige bejaarde – maak dit als die moeite werd." (Every smile, every hug, every happy elderly - makes it all worthwhile)

• enough time/patience (T5)(2HR)

5 "Om te luister na stories, so tyd te spandeer wat troostend is." (To listen to stories, to spend time that is comforting)

13 "Jy moet die geduld weer toon die ouer Persone." (You must show patience to the older persons)

23 "Jy hou van versorging van bejaardes – omdat jy dit graag wil doen – moet dit nie doen as jy ongeduldig of haastig van persoon is nie." (You love caring for the elderly - because you want to do it- do not do it if you're impatient or a hurried person)

25 "Wys jy stel belang in hulle as mens en behoeftige." (Show that you are interested in them as people and needy)

28 “Om hier te wees.” (To be here)

respect (T4)(2HR)

8,.... asook die respek wat ek vir ander mense en vir myself het.” (.... as well as the respect that I have for other people and for myself)

16 “Respect that I offer them and the respect that they give it to me as young person.”

18 “Om hul menswaardigheid te behou onder alle omstandighede.” (To retain their human dignity in all circumstances)

31 “It teaches me how to treat older persons to respect them to have some responsibility and to makes my own disigain.”

- **good health (T1)(1HR)**

3 “Omdat ek goeie gesondheid geniet.” (Because I enjoy good health)

Professional

- **Rolemodel (T5)(2HR)**

They say:

23 “Mens kan nog „n verskil in die lewe van die bejaarde maak, al is hulle in „n gevorderde ouderdom.” (You can still make a difference in the life of the elderly, even if they are of an advanced age)

27 “Om elke aand te kan weet dat ek vandag „n verskil in iemand se lewe gemaak het.” (To know every night that today I have made a difference in someone's life)

29 “Dat ek weet ek kan „n verskil maak in die ouer person se laaste hoofstuk van sy/haar lewensverhaal.” (That I can know I can make a difference in the last chapter of the older person's life)

38 “Ek kan in die aand huis toe gaan en weet ek het vandag iets beteken vir iemand wat nie meer as vir homself kan doen nie. Ek kon help om iemand gemaklik te maak, pyn te verlig of vreedsaam te sterf.” (I can go home at night and know I have meant something to someone today who no longer can do it for themselves. I could help make someone comfortable, relieve pain or to die peacefully.)

42 “Werksbevre diging – harde werk vir min erkenning maar die wete dat jy –al is dit net vir een persoon iets beteken of gedoen het wat die dag vir hom makliker of beter laat wees het.” (Job satisfaction - hard work for little recognition but knowing that you – even if only for one person did something that made their day easier or better)

passion (T4)(1HR)

4 “Dit gee sin en betekenis aan my lewe om elke aand aan te trek en werk toe te gaan. Om in Versorgings Eenheid in te stap, deur almal met blye verwagting ontvang te word, en weet die volgende 12 ure kan ek al my liefde uitstort op elke bejaarde. Dis vir my „n voorreg om elke bejaarde se lief en leed van die dag te deel.” (It gives meaning to my life to dress up and go to work every night. To step into the Care Unit, to be received by all with joyful expectation and to know for the next 12 hours I may pour out all my love on each elderly. It gives me great pleasure to share the ups and downs of every elderly's day with them.)

14 "Touching someone's life makes it all worthwhile for me, knowing that I have made a difference in an older persons life." ; "Beyond all doing my job to the best of my ability makes all the difference in the world..."

23 "Ek hou van bejaardes – en hou daarvan om Liefde te gee aan hulle." (I love the elderly and like to give love to them)

35 "Dat ek self iets vir ander positief kan beteken deur van jouself te gee." (That I can mean something positive to someone else by giving of myself)

responsible (T2)(1HR)

6 "Ons het ,n verantwoordelikheid teenoor ons bejaardes wat die land opgebou het. Hulle het die boom geplant waaronder ek en jy sit vandag." (We have a responsibility towards our elderly people who have built the country. They planted the tree under which you and I sit today.

31 "It teaches me how to treat older persons to respect them to have some responsibility and to makes my own disigain."

- **Communication (T8)(2HR)**

9 "Om na al hul grootword stories te luister." (To listen to all the stories about when they grew up)

12 "So wees vriendelik met elke persoon en help maar altyd waar jy kan." (So always be friendly to everyone and help where you can)

17 "Die dag wat dit met jou nie goed gaan nie gee hulle baie raad en bemoedigende woorde." (The day that it was not going well with you, they give a lot of advice and encouraging words.)

19 "Some of them can ask you very nice if they want you to do something to do for them that makes me worthwhile for me for older persons."

25 "om met familie te kommunikeer en vriende te maak met familie." (to communicate with family and to make friends with the family)

30 "The trust and open communication. Getting to know them well."

35 "Soos spontaan te kommunikeer." (Communicate spontaneously)

40 "sometyds is hul maar lelik maar praat maar weer mooi."; "partykeer as kans kry met hul sit en vra van hul jong dae en waar gewerk en uit vra oor familie." (sometimes they are nasty but talk again nicely. ";" sometimes if get opportunity, sit down and ask about their young days and where they worked and ask about their family.)

- **Education / knowledge (T2)(0H)**

18 "Om kundigheid toe te pas in die werksplek." (To apply expertise in the workplace)

30 "Learning to work through difficult times or situations."

Sub-theme 3.2: Patients and their families

- **Dependency of pt. (T9)(2HR)**

1 "As julle siek en as julle nie wil nie eet nie. As die persoon wil nie was nie die kom moeite werd." (When you are ill and do"nt want to eat. If the person doesn't want to wash then it is worthwhile)

5 “Diepe deernis vir ouer persone wat hul onafhanklikheid verloor het.” (Deep compassion for older persons that have lost their independence)

7 “Ek help graag om hul nood te verlig al is dit net „n ou drukkies „n mooi en vriendelike glimlag of om die rug of lyf te smeer met “deep heat”. (I like to help to relieve their need even if it is only a hug or „n nice friendly smile or to rub their back or body with “deep heat”)

10 “Everyday when I wake up I think of doing one thing that will make my day. E.g. exercise in bed, rubbing, helping her/him to stand and walk is either by crutches.”

11 “Ek besef so baie van hulle is alleen daarom is ek daar om hulle te kan help en te voel hulle nie alleen op die aarde is nie.” (I realize to many of them are alone that is why I am there to help them so that they don’t feel alone on earth)

14 “by making your oldest happy from the bottom of your heart showers blessings in your life.”

16 “Help and safety of my older persons”

35 “Medikasie, voeding en versorging te volhard en selfs verbeter in hulle basiese behoefte so ook geestelik.” (Medication, nutrition and care to endure and even improve in their daily needs also spiritual)

39 “Omdat ek weet die bejaarde is afhanklik van iemand is dit lekker om met hul te werk.” (Because I know the elderly is dependant on someone, is it nice to work with them)

- **Improvement of pt. (T5)(2HR)**

15 “As „n wond gesond is na „n lang behandeling.” “As iemand weer kan begin loop na „n siekbed.” (If a wound heals after a long treatment. If someone starts to walk again after a sickbed)

18 “Om te sien dat aan hul behoeftes voldoen is. Om hul goed en gemaklik versorg te sien.” (To see that their needs are met. To see them well cared for and comfortable.)

34 “Oplossing of verbetering van bejaarde se situasies – siektes en fisieke probleem. „n Goedversorgde, gelukkige bejaarde.” (Solution or improvement of the elderly’s situation – illnesses or physical problem. A well-cared-for, happy elderly.)

37 “Hou daarvan om hulle gelukkig en tevrede te sien as jy vir hulle alles doen wat jy kan om dit vir hulle lekker te maak.” (Like to see them happy and satisfied if you do all that you can to make it pleasurable for them)

39 “ Om toe te sien hoe „n siek pasient wat niks kan doen nie weer iets vir hulself kan doen.” (To see how a sick patient that could not do anything for himself, can do something for himself again)

- **Appreciation from pt and family (T19)(9HR)**

6 “Dankbaarheid en Dankies van familie en bejaardes.” (Gratitude and thank you from family and elderly)

7 “As die kinders en familie vir ons dankie sê vir wat ons vir ouer persone doen waar nodig. Opregte waardering en eerlikheid wedersyds –positiewe kritiek. Die dankbaarheid soms op die ou gesig as daar „n pyn is en „n pynpilletjie is gegee –ek self kan nie pyn verduur nie.” (If the children and family thank us for what we do for older people where necessary. Sincere appreciation and honesty mutually - positive criticism. The gratitude sometimes on the old face when there is pain and a pain tablet was given - I can not endure pain myself.)

9 “En hulle agterna vir jou dankie sê, hulle voel beter.; „n Glimlag op „n bejaarde gesig beteken jy het hulle gelukkig gemaak.; Elke liewe ding wat jy vir hulle doen is hulle so dankbaar voor.; Die ouer se waardering wat jy op daai oomblik vir hulle doen, spreek boekdele.” (And they thank you afterwards and tell you they feel better.; A smile on an elderly face means you have made them happy.; Every single thing you do for them, they are so grateful for.; The elderly’s appreciation for what you do at that moment for them, speaks volumes.)

17 “Dankbaarheid”; “Daardie woordjie Dankie en asseblief.”; “Soms is dit net die skewe glimlaggie wat die verskil maak.” (Gratitude; That word Thanks and please.; Sometimes it's just the crooked smile that makes the difference.)

18 “Hul dankbaarheid wat hulle uitspreek.”; “Om hulle gelukkig te sien.” (The gratitude they express. To see them happy.)

20 “Meeste bejaardes is dankbaar vir al die hulp en liefde wat hul ontvang vanaf my en my personeel.” (Most elderly are grateful for all the support and love they receive from me and my staff.)

22 “Ek hou daarvan om hulle te stort dan sê hulle baie dankie dan voel my hard baie goed en help hulle om te loop hulle waardeer dit so baie en ek voel baie goed.” (I like to shower them and they say thank you then I feel very good and help them to walk, they appreciate it so much and I feel very good.)

24 “Die dankbaarheid wat hulle toon, vir dit wat vir hulle gedoen word hier waar hulle versorg word.” (The gratitude they show, for what are done for them here where they are cared for)

26 “Altyd waardeer wat vir hulle gedoen word al is dit die minimum.” (Always appreciate what are done for them even if it is the minimum)

27 “Daardie “liggie” in die bejaarde se oë of effe glimlaggie al het ek net aan die persoon geraak en nog niks vir haar / hom gedoen nie.”: “Dit is en voel goed om „n dankie te kry vir wat ek gedoen / beteken het.” (That “light” in the eyes of the elderly or a little smile if I just touched the person and did not even do something yet for him / her.; It's feels good to get a thank you for what I've done / meant)

29 “Die dankbaarheid op „n ou verrimpelde gesig te sien straal.”; “Die drukkies van ouer persone asook hul familie / kinders nadat jy iets vir hul gedoen het – wat hul lewenskwaliteit kan verbeter.” (To see an old wrinkled face beam with gratitude.; “The hugs of older persons and their family / children when you have done something for them - that can improve their quality of life.)

32 “Jy verwag ook nie altyd „n dankie nie net „n glimlag van tevredenheid.” (You do not always expect a thank you, just a smile of satisfaction)

33 “You sometime find older persons who always appreciate when you take good care of him or her. We as care givers we usually appreciated because older persons also appreciate what we do for them. They always appreciate everything you are doing for them. Even their families are going to share with you because of the older persons you are caring for.”

34 “Dankbaarheid van bejaardes.” (Gratitude from the elderly)

36 “Dit is altyd vir my lekker om „n mooi glimlag te kry van dankbaarheid en die groot Dankie wat ek kry.” (It is always my pleasure to get a beautiful smile of gratitude and the big thanks I get)

39 “Om die dankbaarheid wat by party van hul teenwoordig is te kan beleef en te besef dat bejaardes ook dankbaar is vir dit wat jy vir hul doen.” (To experience the gratitude that is present in some of them and to realize that the elderly can also be grateful for what you do for them.)

40 “Dit is lekker as jy sien hy waardeer wat jy vir hom doen..”; “Is lekker as jy „n glimlag van waardeer kry nadat jy vir al is dit „n klein ietsie gedoen het.” (It's nice when you see he appreciates what you do for him ..”; “is nice when you get a smile of appreciation after you did something even something small)

41 “Dankbaarheid vir baie dinge wat jy vir hulle doen.” (Gratitude for many things that you do for them.)

43 “Dankie my Kind” se sy sag “ek wardeer dit” Dit is en voel goed om te weet ek staan op en gaan doen my “Werk” en dit word uit „n mens wat „n lang pad geloop het gewardeur.” (“Thank you my child, I appreciate it”, says she softly. It is and feels good to know I get up and go do my “Work” and it is appreciated by a person who have walked a long way.)

- **Learning life lessons from pt.** (T8)(4HR)

6 “Mens kan soveel lewenswysheid en lewenservaring by hulle leer, wat nie in boeke opgeskryf is nie.” (One can learn so much wisdom and life experience from them that is not written in books.)

17 “By bejaardes kan jy baie leer kalmte, vriendelikheid, bedagsaamheid en wyse woorde.” (You can learn a lot from the elderly, calmness, kindness, patience and wise words.)

20 “Dit bly „n voorreg om met bejaarde mense te werk. Hul is só vol lewenservaring en kennis dat mens daaglik iets nuuts leer.” ; “Ten spyte dat hul besef dat dit hul laaste stop – van die trein is – van die lewe, probeer almal nog om positief te voel oor die dinge om hulle. Mens kan baie leer van dit, sodat ons nie hoef soms negatief te raak omtrent ons eie lewens nie.” (It remains a privilege to work with elderly people. They are so full of life experience and knowledge that one learns something new every day. Despite their realization that this is the last stop – of the train - of life, all of them still tries to feel positive about the things around them. One can learn a lot from it, in order for us not to feel negative about our own lives.)

24 “„n Mens leer baie by die ouer persone omdat hulle alreeds „n lang pad geloop het.” (You learn a lot from the older people because they have walked a long way already.)

26 “Oumense het altyd stories om te vertel van die verlede.” (Old people always have stories to tell of the past.)

29 “Dat ek ook baie lewenslesse by ouer persone kan leer.” (So that I can also learn many life lessons from older people.)

32 “Jy kan baie by hulle leer.” (You can learn a lot from them)

34 “Bejaardes kan „n mens baie leer van hulle vorige ondervindings.” (The elderly can learn a person a lot from their previous experiences.)

Sub-theme 3.3: Environment

- **Multi-professional team**

part of team (T4)(1HR)

5 “Om deel te wees van „n span wat omgee.” (To be part of a team that cares)

10 “All of them they love me because we work together.”

27 “Ook om deel te kan wees van „n span en te weet ek kweek deur my eie voorbeeld en optrede „n liefde vir bejaardes by kollegas, versorgers, besoekers en studente.” (Also to be part of a team and to

know that with my own example and action I instill a love for the elderly amongst colleagues, carers, visitors and students.)

38 “Verder is die span wat die versorging behartig nie net „n verpleegspan nie. Ons is soos „n familie wat mekaar ondersteun en elkeen se laste help dra, al is dit net om te luister.” (Furthermore is the team that handles the care not only a nursing team. We are like a family that support each other and help to carry each others burdens, even if it is just to listen)

Trust (T1)(HR1)

34 “Vertroue” (Trust)

- **Support** (T3)(1HR)

27 “Ek weet en ervaar ook dat ek „n behoorlike ondersteuningsstelsel het in my seniors en die bestuur van die eenheid.” (I know and experience that I have a proper support system in my seniors and the management of the unit.)

38 “Ek kan daar wees vir die familie om gerus te stel dat ons hier is om die bejaarde te versorg of hulle te ondersteun by die verlies van „n ouer – al is dit net daar wees - „n drukkie gee of „n warm koppie tee.” (I can be there for the family to reassure that we are here to take care of the elderly or to support them with the loss of a parent – even if only to be there- to give a hug or a warm cup of tea.)

39 “Om goeie verhoudings met my bejaarde te mag hê.” (To have good relationships with my elderly)

Sub-theme 3.4: Spiritual

- **Religion** (T4)(1HR)

2 “..vrede het as ek sien die persoon is ver van die Here af en ek vertel van die Here en ek sien as vorder. “ (to have peace when I see the person is far away from the Lord and I tell them about the Lord, and I see the progress)

7 “My christelike beginsels en toegewydheid teenoor ouer persone.” (My Christian principles and commitment to older persons)

18 “Om hulle geestelik te begelei.” (To guide them spiritually)

23 “Dit wat jy as persoon kan oordra aan jou medemens – kom van bo-af.” (That what you can transfer to your neighbor - comes from Above)

- **Bereavement counseling** (T2)(0HR)

4 “En dan soms tot dikwels: sterwensbegeleiding te doen, wanneer die doodsengel intree, die ondersteuning aan diegene wat agterbly, en helaas die laaste diens aan die oorledene, die versorging, die begeleiding met Begrafnis Onderneem na die lykswa, die laaste afskeid van „n geliefde oumatjie/ oupatjie, „n lewe wat afgesluit is vir ewig, een hom/haar beskore as „n volwaardig mens, nou net liggaam sonder gees!” (And then sometimes to often: bereavement counselling, when the death angel intercedes, the support to those left behind, and the last service to the deceased, the caring, the assistance with the undertaking of the funeral, to the hearse, the last farewell of a beloved granny / grandpa, a life which ended forever, one granted to him / her as a complete person, now just body without the spirit!)

18 “Om hulle en hul families by te staan ten tyde van dood - sterwensbegeleiding.” (To assist them and their families at the time of death, bereavement counselling.)

Theme 4: Resilient

Sub-theme 4.1: Personal

- **Personal**

patience (T8)(6HR)

1 “Ek het langmoed ek is vriendelik by die person dis hoekom ek werk met die person.” (I have “langmoed” / patience and I am a friendly person that's why I work with the person)

7 “Geduld, Geduld want jy werk met mense wat „n sandkorreltjie verstand het.” (Patience, Patience because you work with people who have a grain of sand for a brain.)

8 “Baie geduld is hoe ek dit regkry om veerkragtig te wees terwyl ek ouer persone versorg.” (A lot of patience that is how I manage to be resilient while caring for older people)

26 “Geduldig te wees omdat oumens stadig dinge doen en soms praat.” (Be patient because old person does things slowly and talk slowly sometimes.)

28 “Jy moenie kwaadword vir die oumense nie jy moet die hele dag net aangaan.” (You must not get angry with the elderly you just need to go on the whole day)

33 “I manage to be resilient while caring for the older person because I was always patient. For you to be resilient you need to be patient, loving and caring at all times.”

36 “geduld is „n groot genade” (patience is a big grace)

40 “geduldig” (patient)

love (T8)(4HR)

8 “Ek verstaan dat ouer persone weer kind word en baie liefde en aandag nodig het.” (I understand that older people become like children again, and need a lot of love and attention)

9 “Ek het groot liefde vir Bejaardes.” (I have great love for the Elderly)

11 “My liefde vir die Oumense om te weet hulle het ons nodig.”; “Hulle het so baie Liefde gegee. Nou moet ons dit aan hulle terug gee.” (My love for the Elderly knowing they need us. They gave so much love. Now we have to give it back to them.)

18 “Om by caregivers „n liefde te kweek vir bejaardes asook die studente wat hul praktiese opleiding hier kom doen.” (To cultivate a love for the elderly with the caregivers as well as the students that do their practical training here.)

21 “Love what you are doing or your work is that would make you manage to be resilient.”

26 “Liefdevol –wees altyd lief vir ouer mense en personeel.” (Loving - always be loving towards older people and staff.)

31 “You must love them sing to them”

33 “For you to be resilient you need to be patient, loving and caring at all times.”

own health (T8)(3HR)

25 “Persoonlik dink ek mens moet uitgerus werk toe kom, nie siek nie, jou probleme tuis los” (Personally, I think one has to come to work rested, not sick, leave your problems at home)

28 “Drink „n beker kofie en dan voel jy weer die hele dag fris.” (Drink a cup coffee and then you feel fresh all day.)

30 “Give myself opportunity to breath. I never pressurises myself in any situation’s.”

34 “Self gesond te wees fisies en sielkundig.” (To be healthy yourself, physically and psychologically)

35 “Ek self moet gesond en positief wees en probeer dit volhou.” (I must be healthy and positive myself and try to sustain it.)

36 “om „n gesonde Lewens wyse te hê”; “genoeg rus” (to have a healthy life style ; plenty of rest)

37 “Die Here gee vir my gesondheid en krag om te kan volhou.” (The Lord gives me health and strength to be able to sustain it)

43 “Asb: mut nie werk huistoe vat nie.” (Please do not take work home)

positive attitude (T6)(3HR)

31 “You become a very positive thinker you become soft persone.”

33 “The older persons also made me resilient by showing me the positive attitude towards me.”

35 “Negetiwiteit te bekamp” (Combat negativity)

37 “Ek sien nie die negatiewe raak nie, kyk na die positiewe en probeer hulle daarop te laat konsentreer. Jy kan nog loop al is dit met „n kiere ens.” (I do not see the negative, I look at the positive and try to let them concentrate on it. You can still walk even if it is with a cane etc.)

39 “Dink net altyd positief.” (Just always think positive)

38 “Dankbaar vir elke dag wat mens kan opstaan en nog iets vir ander kan beteken.” (Grateful for every day that you can get up and still mean something to others.)

humor (T6)(1HR)

6 “Sien humor ook raak, verlore is die dag waarin jy nie gelag het nie.” (Also see the humor, lost is the day in which you have not laughed.)

18 “Om „n goeie sin vir humor te behou.” (To maintain a good sense of humor.)

27 “Ek hou van lag en hier vind so baie gebeure plaas wat humor bevat en ek kan vir myself ook lag.” (I love laughing and so many events take place here that contains humor and I can laugh at myself also)

35 “selfs vir jouself kan lag” (even laugh at yourself)

40 “Jy kry die snaaks en moeilik party dae, maar as vir jy prentjie maak en die snaaks sien en te kan Lag oor alles soLank jy saam met hul Lag en nie vir hul nie.” (You get the funny and tough some days, but if you make a picture and see the funny and can laugh about anything as long as you laugh with them and not for them)

43 “Lag Lag Lag as jy lag lag almal.” (Laugh Laugh Laugh if you laugh everybody laughs.)

friendly (T5)(2HR)

2 “my passie geduld + liefde vir ouer mense” (my passion patience + love for older people)

12 “gaan voort met jou werk op „n vriendelik bedagsaam en duldige manier” (continue with your work in a friendly, thoughtful and patient way)

15 “As ek ook die klein dingetjies met „n glimlag vir hulle kan doen.” (If I can also do the little things with a smile for them.)

26 “Vriendelikheid te wees” (Friendliness)

40 “vriendelik wees”; “vriendelik met familie te wees” (friendly ; to be friendly with family)

respect (T3)(2HR)

11 “Die Krag wat Jesus my gee om aan te gaan en hulle met respek te behandel.” (The power that Jesus gives me to go on and treat them with respect.)

31 “They give you your dignity back.”

39 “Respekteer altyd ouer persone” (Always respect the elderly)

caring (T3)(1HR)

21 “I manage my resilient while I am caring for older person because I am caring person what I am doing it comes from deep down in my heard.”

22 “ek sorg ook dat hulle baie vloeistof drink kyk dat hulle eet en help waar hulle deurmekaar is as ek gaan slap weet ek hulle is versorg.” (I ensure they drink plenty of fluids and see that they eat and help where they are confused and when I go to sleep, I know they are cared for.)

33 “When caring for the older patient is like when you are caring for your mother or grandmother or grandfather.” ; “For you to be resilient you need to be patient, loving and caring at all times.”

Sympathy (T1)(1HR) and Empathy (T2)(1HR)

20 “Ek plaas myself baie in die skoene van bejaardes – empatie en besef dat hulle so min het om voor te lewe.” (I place myself often in the shoes of the elderly - empathy and realize that they have so little to live for.)

33 “You also need to be sympathetic towards other people especially older persons.”

34 “Empatie te hê” (Have empathy)

• Professional (T1)(0HR)

16 “Being professional to your work makes you as a person to treat the patients in a way they feel satisfied.”

responsible (T8)(2HR)

15 “As ek die ekstra myl kan loop om dit vir hulle die Lewe gemaklik te kan maak.” (If I can go the extra mile to make life comfortable for them.)

18 “Om bereid te wees om baie hard te werk.”; “Om bowenal bereid te wees om te dien, en diensbaar te wees.” (To be prepared to work very hard ; To be above all willing to serve, and to serve.)

22 “Ek bid elke dag Here maak my hande sag so dat ek vandag my plig kan doen.” (I pray every day God make my hands soft so that I am able to do my duty.)

26 “Bereidwilligheid om meer te doen as alle daaglikse take en reëlinge.” (Willingness to do more than daily tasks and arrangements).

27 “Ek weet al kan ek nie elke dag vir elke persoon alles doen wat hy/sy nodig het vlg behoefte nie-ek het vandag „n verskil in iemand se lewe gemaak.” (I know even if I cannot do every day for each person what he /she needs according to their needs, - I did make a difference in someone's life today.)

29 “Die wete dat mens regtig „n verskil maak aan die ouer persoon se laaste dae / jare om dit vir hom / haar so maklik as moontlik te maak.” (Knowing that you really make a difference to the older person's last days / years to make it as easy as possible for him / her).

38 “Die verantwoordelikheid wat jy moet nakom. Dis nog altyd vir my belangrik dat almal moet weet ek is te alle tye beskikbaar.” ; Soms voel ons nie lekker nie of loop ons kruppel, maar dit bly „n voorreg om met bejaardes te werk. Doen ons bes om dit met „n huppel in ons stap te doen.” (The responsibility that you have to follow. It has always been important to me that everyone should know I'm always available.; Sometimes we do not feel good or walk lame, but it remains a privilege to work with the elderly. Do our best to do it with a spring in our step.)

40 “Ek probeer vir hul doen wat hul vra of net iets ekstra te doen. As sien het aandag nodig wat daar nie elke dag voor tyd is nie doen ek dit met graagte.” (I try to do what they ask or just something extra. If I see needs attention what there is not every day time for, I do it with pleasure)

passion (T6)(1HR)

5 “Verpleging is „n Holistiese Werk! Nooit vervelig nie, Altyd vervullend! Na liggaam, siel en gees! (Nursing is a holistic Work! Never boring, always rewarding! To body, soul and spirit!)

7 “My passie om die gemeenskap te dien” (My passion to serve the community)

20 “Dis my passie. Dis „n voorreg. Dankie Heer! “(It's my passion. It is a privilege. Thank you Lord!)

26 “Passievol – lief te wees vir my werk vir dit wat ek doen.” (“Passionate – to love my work and that what I do.)

29 “My passie vir ouer persone hou my positief en gee my rede om aan te hou.” (My passion for old people keeps me positive and gives me reason to continue.)

38 “Bejaardes moet uit jou elke dagse optrede en handeling weet dis vir jou lekker om hier te wees.” (The elderly must know from your daily behavior and actions that it's nice for you to be here)

Balance (T1)(0HR)

6 “Ontspan, ontspan wanneer jy af is. Jy moet „n balans hou tussen werk en ontspanning. Indien mens nie „n balans hou nie kan mens net uitgebrand word.” (Relax, relax when you are off duty. You need to keep a balance between work and leisure. If you do not keep a balance, one can get burned out.)

Sub-theme 4.2: Environment

• Communication (T5)(2HR)

7 “Luisterkuns, Kommunikasie. Goeie interpersoonlike verhoudings. Om mense eerste te stel.” (Art of listening, Communication. Good interpersonal relationships. To put people first.)

9 “As persoon moeilik is die dag. Jou gooi met als, jou skel, jou wil slaan of skop. Wees dan net kalm. Ek staan dan terug, praat mooi met persoon en ook sagte dog vriendelike stem. Probeer hul kalmeer. Dan stap ek uit. Gaan weer later terug met groot glimlag op my gesig.” (If a person is difficult the day. Throwing you with everything, harsh, want to hit or kick you, then just be calm. I stand back then, talk nicely with person with a gentle yet friendly voice. Try to calm them. Then I step out. Go back later with big smile on my face.)

16 “Make them to feel free by being open to them with everything that concerned them.”

31 “If you shout they will tell you, you make noise so I learn to talk soft.”

33 “They did welcome me and allow me to talk to them, to sing with them and to dance with them.”

- **Education/ Training (T4)(OHR)**

6 “Samel kennis in oor persoonlikhede, siekte toestande e.d.m. Moet nie in „n groef val nie.” (Gather knowledge about personalities, diseases etc. Do not fall into a rut.)

7 “Om dinamies te wees en nie te stagneer nie.” (To be dynamic and not to stagnate)

30 “I ask if I don’t understand. I’m always interested in situation that are new to me. I’m always open for discussion about the elderly. I want to know better about the elderly.”

35 “Baie op lees en tred hou met nuwe verwikkels.” (Read a lot and keep up with new developments)

- **Multi-professional team**

teamwork (T9)(3HR)

7 “Om goeie, gewillige, goed opgeleide personeel te hê wat die versorging van bejaardes verstaan – jy kry dit nie vir sommige versorgers is asem haal te veel.” (For good, willing, well-trained staff who understands the care of the elderly - you do not get it, for some caregivers breathing is too much)

10 “We work together with them.”

14 “If I don’t understand something I am not ashamed to go to my seniors and ask”

18 “Om „n goeie werksverhouding met my medewerkers te hê.; Om my mede kollegas te begelei en te motiveer.” (To have a good working relationship with my co-workers. To guide and motivate my fellow colleagues.)

19 “If the older person don’t what to do something I just report to the sister to come and assist me.”

26 “Samewerking alle tye deur ouer mens en personeel.” (Cooperation at all times by older person and staff.)

28 “As ek nie kan uithou nie dan gaan ek na die suster toe om my te help.” (If I cannot bear it any more, I go to the sister to help me.)

29 “Die wete dat mens in „n multidissiplinêre span saam werk – maak stress en druk ook makliker hanteerbaar; Weeklikse professionele vergadering waarin terugvoer en inligting uitgeruil word.” (Knowing that you work in a multidisciplinary team - make stress and pressure easier to handle; Weekly professional meeting where feedback and information are exchanged.)

30 “I help when I can.”

- **Support** (T3)(0H)

9 “Want dis hul familie wat jou ook nodig het met meegevoel en soms daai drukkie gee.” (Because it’s their family that also needs you with compassion and sometimes that hug)

27 “My gesin se volgehoue ondersteuning.; Iemand om mee te praat wat nie in die omgewing as ek werk nie – hetsy in terapie of net informeel om my te help perspektief behou.; Die ondersteuning / liefde / omgee van my mede-werkers; Die feit dat ek in „n omgewing werk wat vir my sekuriteit / geborgenheid/ veiligheid bied om my werk ten beste te kan doen en my die geleentheid bied om myself te wees + besluite te kan neem.” (My family’s continued support.; Someone to talk to who are not in the same environment I work in - whether in therapy or just informally to help me keep perspective; The support / love / care of my fellow-workers ; the fact that I work in an environment that provides me with security / safety to do my work to the best of my ability and providing me with the opportunity to be myself + make decisions.)

29 “Die wete dat mens met vrymoedigheid met jou senior (vlak bo jou) jou stress en bekommernis kan deel. By ons instansie - oop deur beleid. – Dit help baie.”; Mens beleef soms op een dag baie botsende emosies bv. jy is nou by „n sterfbed dan uur later vertel ouer persoon vir jou hy het oupa / oumagrootjie geword – dan moet jy weer vrolik en bly wees. Dit tap baie van jou energie – wat dan help is dat ek kan ontlont by my kollega. Ons instansie se professionele personeel is baie ondersteunend!” (Knowing that you can feel free to share your stress and worry with your senior (above you). At our institution - open door policy. It helps a lot; Sometimes you experience many conflicting emotions in one day, for example you are now next to a deathbed and then a hour later an older person tells you he became grandfather / grandmother, then you need to rejoice and be glad. It takes a lot of your energy- what helps then is that I can defuse with my colleague. Our institution’s professional staff is very supportive!) "

Sub-theme 4.3: Spiritual

- **Religion** (T17)(5HR)

5 “Daar is net een Rede hoekom ek al van 1959 begin verpleeg het en nog steeds verpleeg en dit is dat deur God se Genade is dit my Roeping en sonder God se Wysheid, Insig, Liefde, Vrede, Vreugde wat Hy deur my laat vloei EN Sy Heilige Gees wat my versterk en Vertrou sou ek nie kon uithou en aanhou nie! (There is only one reason why I have started nursing since 1959 and still practice nursing and that is because through God’s grace it is my Calling and without God’s Wisdom, Insight, Love, Peace, Joy, which He runs through me AND His Holy Spirit that strengthens and Comforts me, I would not be able to keep on and keep going!)

6 “Natuurlik is my Godsdiens waar ek my krag vandaan kry, om aan te hou ten spyte van.” (Of course my religion is where I get my strength from, to continue in spite of.)

7 “Deur krag van Bo; Om gedurig in gebed jou afhanklikheid aan God te erken.” (“Through the power from above ; To constantly acknowledge your dependence on God in prayer.)

13 “Moet regkry toon Presenc kry en Krag te kry! (To be able to show Presenc and get Power!)

18 “Om my krag in God te soek.” (To find my strength in God.)

20 “Ek besef daagliks dat dit wat ek doen, (om met bejaardes) te werk, is „n OPDRAG wat die Liewe Heer aan my opgelê het. Dis hoekom ek die instansie begin het. Die Heer verwag dit vanaf my en dit is

my doel, glo ek hier. Al voel ek soms als nie die moeite werd nie, weet ek dat ek die Liewe Heer nie mag teleurstel nie. Dis my passie. Dis „n voorreg. Dankie Heer!” (“I realize that what I do every day (working with the elderly), is an assignment that the Dear Lord imposed on me. That's why I started the institution. The Lord expects it from me and it is my purpose, I believe. Even if I sometimes feel as if it is not worth it, I know that I should not disappoint the Dear Lord. It's my passion. This is a privilege. Thank you Lord!)

22 “Ek bid elke dag Here maak my hande sag so dat ek vandag my plig kan doen” (I pray every day God make my hands soft so that I can do my duty today)

23 “Al die Eer en Liefde van ons Hemelse Vader.” (All the honor and love of our Heavenly Father)

27 “Krag van Bo – my Skepper – daarsonder sou ek dit nooit kon nie; Genade, Vrede, Heilige Gees wat my metgesel is elke dag, maak dit vir my moontlik.” (Power from Above - my Creator - without it I would never have made it ; Grace, Peace, Holy Spirit who is my companion every day, making it possible for me.)

29 “My geloof speel weereens „n belangrike rol.” (My faith again plays an important role)

33 “All I ask from God is that He must give me power to be more resilient while caring for older patient.”

35 “Geestelike verryking en ook vir ander.” (Spiritual enrichment and also for others)

36 “geduld is „n groot genade” (patience is a big grace)

37 “Die Here gee vir my gesondheid en krag om te kan volhou.” (The Lord gives me health and strength to be able to sustain.)

40 “Bid jy en vra die Here om jou krag te gee” (You pray and ask God to give you strength)

41 “Ons almal ontvang maar net genade van Bo.” (We all just receive grace from above)

43 “Moet nooit ophou bid nie.” (Never stop praying.)

- **Treat others as want to be treated (T4)(1HR)**

3 “ Ek gaan ook oud word, „n Ouma wees en dan sal ek graag wil hê my kinders en kleinkinders moet ook versorg soos ek dit gedoen het.” (I'm also going to grow old, be a grandmother, and then I want my children and grandchildren to care as I did.)

7 “Om ander te behandel soos jy self behandel wil word.” (To treat others as you want to be treated yourself.)

21 “You must treat them the way you would like the others to treat you if you are old take yourself and put yourself as if you are old and whow would you like to be treated when you are old.”

30 “I try to be as fare as I can.”

Theme 5: Why need to be resilient?

Sub-theme 5.1: Personal

Balance (fg 1, 2, 4)

“balance in life”

(fg 1:6)

R: “en balans in ons lewe te hê. Dit is baie moeilik.” (**and to have balance in our lives. It's very difficult.**)

(fg 2:12-13)

- R “Jy moet kan aanpas ek was op eendag in die ouetehuis met twee situasies te doene gewees dit was net ek op die vloer op die derde vloer van die bejaarde huis van die ouetehuis aan die een kant het die dokter gesukkel om vir die tannie tande in te sit die seun wil nou hê sy moet tande hê. Sy is so lank skraal ou tannie so nou sukkel jy met die tande en so lang kakebeen so nou sukkel jy nou met die tande en dit was nou verskriklik “hillerious” om ek ons het so gelag vir die hele ding en nou op die ander kant van die vloer is daar „n tannie wat op sterwe lê en nou is haar kinders daar so jy is so dik van die lag as jy in die middel kom moet jy eers stop asemhaal jouself bykom jouself te laat bedaar want jy moet nou by die, jy kan nie nou daar inkom en verskriklik lag oor net want die familie gaan dink jy lag oor die sterwende persoon, so jy moet balans hou.“

(You should be able to adjust, one day I was in the old age home with two situations to deal with, it was just me on the floor, on the third floor of the elderly home of the old age home, on the one side, the doctor struggled to put teeth into a lady's mouth, her son wanted her to have teeth. She is such a tall skinny old lady so now you struggle with the teeth and such a long jaw, so now you're struggling with the teeth and it was terribly "hillerious" so we laughed at the whole thing and now on the other side of the floor, there is a lady who was dying and her children is there, so you are so thick with laughter, when you come in the middle, you must first stop to breathe, gather yourself and calm down, because you cannot go in there and laugh terribly because the family will think you laugh at the dying person, so you need to keep a balance.)

- I Baie eise wat op een dag op jou gestel word nè. *(Many demands that are placed on you in one day huh.)*

- R En balans kan hou op jou eie gevoelens. Want jy kan nie hier met die tannie hier wat so skop en spoeg en die sterwende persoon dit is en as jy nou daar uitstap en jy weet dis nou enige oomblik dis hartseer en jy weet die kinders huil jy voel hartseer saam met die familie en nou kom jy daar en voor die dokter jy kan nie daar gaan staan en huil want jy moet hom nou help.

(And to keep a balance on your own feelings. Because you cannot here with the lady here that kicks and spits and the dying person, and when you walk out there and you know that it is any moment, it's sad and you know the children cry, you feel sad together with the family and now you get there and in front of the doctor and you cannot stand there and cry because you need to help him now.)

- R Jy moet „n balans kan hou.
(You have to keep a balance.)

(fg 4:11)

- R “Mens moet „n baie goeie balans hê.”
(One must have a very good balance.)

“batteries charged”

(fg 2:11)

Rso as jy nie gaan veerkragtig wees nie gaan dit „n gaping laat in jou opleiding vir die bejaardes om hulle te kan help en te kan ondersteun. So jy moet sorg dat jou battery maar altyd gelaai is om te kan uithou en aangaan.” (*..... so if you're not going to be resilient, it will leave a gap in your training for the elderly, to be able to help and support them. So you must make sure that your battery is always charged to be able to keep going and keep on).*

- **Emotions** (fg 1, 3, 4)

“sometimes discouraged”

(fg 3:14)

R As daar onaangename voorvalle is wat tog gebeur dit is menslik dit sal tog sekerlik gebeur dan is „n ou maar moedeloos. (***If there are unpleasant incidents, that happens, it is human, and it will surely happen, then you get discouraged.***

R Ja want die ding is ek sê altyd baie positiewe dinge hum dan kom daar een of twee negatiewe dinge en ongelukkig negatiewe dinge werk soveel gouer deur wat die positiewe dinge bietjie afkraak hum dit is nooit lekker om kritiek te kry nie en veral as dit negatiewe kritiek is maar dit kom weer daarop neer jy moet dit nie persoonlik opneem nie jy moet die saak hanteer, jy moet objektief na die situasie kan kyk jy moet die hele tyd waak daarteen om die goeters persoonlik vir jou hum aan te vat, ja. Om objektief na die goeters te kyk.
(***Yes because the thing is I always say a lot of positive things hum, then there come one or two negative things, and unfortunately negative things work through so much quicker and denigrate the positives things a little bit, hum it's never good to get criticism, and especially not if it is negative criticism, but it comes down again to the fact that you should not take it personally, you must handle the case, and look at the situation objectively, you need to guard against it all the time to take the stuff personally for yourself hum, yeah. To look objectively at the stuff.***)

“emotional”

(fg 3:15)

R “Kyk suster daar komoggende wat ons lekkeroggende het, ek bedoel nou niks leliks daarby nie dit het goed gegaan, dan kom jy die volgende dag en dan hoor jy dit is weg, dit is weg dit maak jou bang dit want weet suster wat mens as „n senior ek kan nie aanhoudend polisieman speel nie want ek het dinge wat ek moet doen wat ek moet afhandel en die medikasie in die plek is ontsettend belangrik van my pligte en hum mens moet senior wees by hulle dit is reg maar dit maak jou bang as jy hoor dit is weg, hoekom so, hoekom so, wat doen jy, jy moet twee keer gaan dink wat gaan jy doen om dit by te bring.” (***Behold sister there come mornings that we have our good mornings, I mean nothing nasty by it, it went well, then you come the next day, and then you hear that's gone, that's gone, it makes you scared because you know what sister, me as a senior I cannot play policeman continuously because I have things I must do, what I must***

*complete and medication in this place is extremely important of my duties and hum you have to be senior to them, it is right, but **it makes you scared when you hear that's gone**, why so, why so, what do you do, you need to think twice what are you going to do to bring it together.)*

- R "So dit is emosioneel."
(*So it's emotional.*)

(fg 4:6-7)

- R "Jy raak emosioneel betrokke, genuine jy raak." (***You get emotionally involved, genuine you do.***)
- R "Soos as een van hulle doodgaan jy treur net so hard soos hulle en jy moet regtig jou cool hou jy kan nie harder as die familie gaan huil nie partykeer voel jy jy wil harder as die familie huil." (***As when one of them dies, you grieve just as hard as them, and you really need to keep your cool, you cannot cry harder than the family, sometimes you feel that you want to cry harder than the family.***)
- R Soos Oom Jakobs. (*Like Uncle Jacobs*)
- R O jinne Oom Jakobs toe hulle my sms toe huil ek gelukkig was ek by die huis en ek kon huil. Dit is so jy moet sterk wees die hele tyd. (*Oh jinne Uncle Jacobs when they text me, I was crying, luckily I was at home and I could cry. It is like that, **you need to be strong all the time.***)
- R Of partykeer dan vat die familie hulle weg.
(***Or sometimes the family take them away.***)
- R Dit laat jou "bad" voel want dit laat jou voel jy was nie goed genoeg nie. (***It makes you feel "bad" because it makes you feel like you were not good enough.***)
- R Al het jy jou bes probeer.
(***Even if you did try your best.***)

(fg 4:13)

- R Maar die ergste is in verpleging is dis die familie ek sê altyd ek is nie hier om die familie te please nie ek is hier om te doen wat vir my pasiënt wat die beste vir hom is. (***But the worst in nursing is the family, I always say I'm not here to please the family, I'm here to do what is best for my patient.***)
- R Ja. (***Yes***)
- R Ja kyk die familie moet tevrede wees maar as jy doen wat reg is vir jou pasiënt sal die familie tevrede wees. (***Yes see the family should be satisfied but if you do what is right for your patient the family will be satisfied.***)
- R Ja daar moet „n mens nogal baie geduld hê. (***Yes there one should have quite a lot of patience.***)

(fg 1:7)

- R En ek dink die familie die familie hum daar is sekere omstandighede waar familie veeleisend kan wees. (*And I think the family, the family hum there are certain circumstances where the family can be demanding.*)
- R Waar hulle druk op ons uitoefen. (*Where they pressurize us.*)
- R Ja dat „n ou ekstra aandag aan die persoon moet gee, so ja die familie oefen druk uit dit is so. (*Yes, that you should give extra attention to the person, so yes, the family exert pressure, so be it.*)

Work ethics (fg 3)

“responsibility and sense of duty”

(fg 3:16)

- R Verantwoordelikheid. (Responsibility.)
- R Pligsbesef, verantwoordlikheidsin en natuurlik het jy werketiek daai werksetiek is hum as jy nou die dag nou nie so wel voel nie nou nie net die foon op te tel en sê ek kom nie werk toe nie. Werksetiek beteken jy kom werk toe want jy het „n verantwoordelikheid ook nie net teenoor jouself nie maar ook teenoor die bejaardes, hum. (*Sense of duty, sense of responsibility and of course you have work ethics, that work ethics is hum, if you do not feel so well the day, not just pick up the phone and say I do not come to work. Work ethics means you come to work because you have a responsibility not only to yourself but also to the elderly, hum.*)

Sub-theme 5.2: Work environment

Staff shortage (fg 1, 2, 3, 4)

“few staff”

(fg 1:6)

- R Ek dink dit is omdat ons min personeel is en ek dink omdat ons nie genoeg hande het om by almal uit te kom soos wat ons dit graag wou wou gedoen het nie en dit laat skuldgevoelens ontstaan en dit is „n bouse kringloop op die ou einde. (*I think it's because we are a few staff and I think because we do not have enough hands to get to everyone as we would have liked to do it, and it causes guilt feelings and it is a vicious circle in the end.*)

(fg 2:11-12)

- R Ja want ek **kyk by die bejaardes is ons maar min mense** by die hospitaal is daar mense wat skofte werk wat jou aflos so jy kry elke dag amper met dieselfde situasie te doen so dan daar is iemand wat jou aflos... (*Yes, because I see, with the elderly we are only a few people, at the hospital there are people who work shifts, that relief you, so you get to do with almost the same situation every day, then there is someone that reliefs you*)

(fg 3:15)

R ...*some days are better than the others the other days the work will be heavier then you won't have time to do some things like talking to the patients or sitting down cutting nails but the other days you can take extra time and give them as much as you can*

(fg 4:11)

R Weet jy in „n ouetehuis is dit bietjie moeilik want mense kom en gaan so vandag het jy te min hande en môre is daar te veel. (*You know in a old age home, it is a bit difficult because people come and go so today you have too few hands and tomorrow there is too much*)

“accompaniment of students”

(fg 4:11)

R Veral as die studente hier is. (*Especially if the students are here.*)

R Ja as die studente hier is dan het ons nou weer te veel. (*Yes if the students are here then we have too many.*)

R Van dieenso as hulle almal hier instap dan is dit te veel. (*From theandso if they all walk in here then it is too many.*)

R Totaal te veel. (*Totally too many.*)

R Twee is net genoeg. (*Two are just enough.*)

R En dan kan „n mens hulle leer. (*And then you can learn them.*)

R Dan het jy ook tyd om hulle mooier te wys en elkeen „n beurt te gee om „n ding te doen. (*Then you have time to show them better and to give everyone a turn to do a thing.*)

Physical work (fg 1, 2)

“energy loaded working circumstances”

(fg 1:6)

R Ek dink dit vat so ongelooflike hum dis so „n energie belaaide werksomstandighede waarmee ons te doen kry dat dit vir ons nodig is om veerkragtigheid in ons lewe te hê (*I think it takes so incredibly hum it's such an energy loaded working environment, that we have, that we need to have resilience in our lives*)

(fg 2:11-12)

R Ons werk met menselebens nie met masjiene nie.
(*We work with people's lives not with machines.*)

R As jy iets verkeerd doen of jy te moeg is daai persoon kan sterf onder jou hande en dit is nogal „n baie belangrike. (*If you do something wrong or you're too tired that person can die in your hands and it is quite important.*)

“hard work”

(fg 1:7)

R Om bejaardes te versorg is harde werk. (*To care for the elderly is hard work.*)

(fg 2:13)

- R Ek wil net sê nie altyd nie maar daar is tog want omdat ons missie, visie hier by die sentrum is dat jy die bejaarde so lank as moontlik in sy eie omgewing verpleeg so met ander woorde hulle bly tot op die laaste by die huis en dan het jy nie al daai toerusting wat jou in die hospitaal kan help nie so dan verg dit nogal baie fisiese aktiwiteite. (*I just want to say not always, but there is sometimes because our mission, vision here at the elderly center is that you nurse the elderly as long as possible in their own environment, so in other words **they stay until the last at home and then you do not have all that equipment that can help you in the hospital, so then it requires a lot of physical activities.***)

(fg 3:14)

- R Dit is soms nogal uitputtend. (***Sometimes it is quite exhausting***)

(fg 4:9-10)

- R Fisies en psigies. (***Physically and psychologically***)
- R Fisies is basies mos nou die optel en die bad en die storte en die skoonmaak. (***Physically is basically the lifting and the bath and showers and the cleaning.***)
- R Ja jy moet, jy moet sterk wees. (*Yes you should, you have to be strong.*)
- R Maak „n bed vier keer „n dag op, dieselfde bed wat die Alzheimer pasient kom en pak hom af. Dit is sulke en psigies is nou maar net die wipplank wat hulle emosies ry, ry joune ook. (*Make a bed four times a day, the same bed that the Alzheimer patient come and undo. It is such and **psychologically is just the see-saw that their emotions ride, and yours with them.***)
- R Want nou huil hy oor sy kind en môre het hy nie „n kind nie huil oor sy boetie en jy moet die heelyd troos. (*For now he cries over his child, and tomorrow he does not have a child and cry over his brother and you need to provide comfort all the time.*)
- R Of die ma of die pa. (*Or the mother or the father.*)
- R Ja. (*Yes.*)
- R Wat baie jare al oorlede is. (*Who died many years ago.*)
- R En jy het die stryd partykeer wat hulle staan op en loop want hulle is laat vir kerk of hulle is laat vir werk en om hulle te oorreed is nie maklik nie. (***And you have the struggle sometimes they get up and walk because they're late for church or they are late for work and to persuade them is not easy.***)
- R Nee dit is nie. (*No it's not.*)
- R En jy word maar „n paar keer geskel ook, maar dit vat ons somer. (*And you are scolded a few times, but that we take lightly.*)
- R Ja fisies en psigies. (***Yes physically and psychologically.***)

(fg 4:10)

- R Kyk die ouer persone wat bedlêend is, is minder werk. (***See the older people who are bedridden, are less work***)

- R Minder werk ja. (**Less work yes.**)
- R Dis minder werk. (**It's less work**)
- I Okay maar as hulle nog rondloop. (*Okay but if they're walking around.*)
- R As hulle rondloop is dit kom ons gaan stap en jy moet stap en dan is dit hier af in die gang en hulle wil nie, dis baie meer werk daar.
(**When they walk around it is let's go for a walk and you have to walk and then it is going down here in the corridor and they do not want to, its much more work there.**)
- R Ja. (Yes)
- R Hulle versamel almal se goed en steek dit weg dan soek ons. (**They collect everyone's things and hide it, and then we need to look for it.**)
- I Hmm.
- R Nee bedlêend ou mense is jou minste werk, (*No bedridden elderly is your least work*)
- R Ja as daai wat beweeg. (*Yes as those that move.*)
- R Dit is baie werk maar imagine nou net. (*It is a lot of work but imagine just now.*)

Dependency of pt (fg 1, 3, 4)

"Patients require a lot of help and attention"

(fg 1:7)

- R Ja dis nie eintlik „n pasiënt nie dis eintlik iemand, iemand wat baie hulp en aandag nodig het. (**Yes it's not actually a patient it's actually someone, someone who needs a lot of help and attention.**)
- R Ja dis asof hulle absoluut afhanklik jy moet „n bietjie loop jy weet saam met hulle.
(*Yes it's as if they are absolutely dependent, you need to walk a little, you know with them.*)

(fg 1:7-8)

- R Daar is baie wat afhanklik is. (**There are a lot that is dependent.**)
- R Baie is afhanklik. (**A lot is dependant.**)

(fg 3:15)

- R Hulle sê altyd ...as jy vandag nie hier was nie dan weet ek nou nie, hoe kan ek nou sê? (**They always say ...if you were not here today I do not know now, how can I say?**)
- R Hulle is afhanklik van jou. (**They depend on you.**)
- R Ja ek is afhanklik van jou. (**Yes I depend on you.**)

"aggressiveness"

(fg 3:14)

- R Ou mense vergeet maar en hulle weet nie altyd wat hulle sê nie hulle byt jou ook maar en knyp jou onderlangs partykeer.
(*Old people forget and they do not always know what they are saying, they bite you and pinch you sometimes underhand*)

(fg 4:7)

- R Die Alzheimer pasiënte is baie moeilik. (*Alzheimer patients are very difficult.*)
- R Ja hulle is. (*Yes they are.*)
- R Hulle is baie moeilik daar moet jy kan werk met hierdie een en jy moet dadelik omdraai en weer met „n ander een kan werk en gelukkig het ons nou besluit gaan ons „n bus kry en elke Saterdag gaan hulle almal waarheen? (*They are very difficult, there you need to work with this one and you should immediately turn around and work again with another one, and luckily we have decided we are going to get a bus and every Saturday they all go?*)

(fg 4:8)

- R Die goorste ding van hulle as hulle dwaal en wil wegloop dis mos die grootste ding van hulle. (*The nasty thing of them is when they wander and they want to walk away that's the biggest thing of them.*)
- R Ja altyd hulle wil altyd loop. (*Yes always they always want to walk away.*)

(fg 4:8-9)

- R Partykeer word hulle aggressief. (*Sometimes they get aggressive.*)
- I Word hulle aggressief nê (*They get aggressively hey*)
- R Hulle word aggressief. (*They get aggressive.*)
- R Ja dis amper die moeilikste deel. (*Yes it's almost the most difficult part.*)
- R En hulle rand ons fisies aan. (*And they assault us physically.*)
- R Ja. (Yes)
- I Doen hulle partykeer. (*Do they sometimes.*)
- R Partykeer doen hulle ja hulle rand ons fisies aan. (*Sometimes they do yes, they assault us physically.*)
- R Gryp ons. (*Grab us.*)
- R Oumahet haar nou die dag gegryp bo-oor die kot getrek. (*Grandmothergrabbed her the other day and pulled her over the cot.*)
- R Ons hanteer dit maar, obviously weet ons nou maar. (*We handle it, obviously we know it.*)
- R Is so wat kan mens anders doen? (*So what can we do differently?*)
- I Maar hoe laat dit julle voel laat dit julle onveilig voel of aanvaar julle maar. (*But how does it make you feel? does it make you feel unsafe or do you accept it?*)
- R Nee wat. (*Nah.*)
- R Ons aanvaar dit. (*We accept it.*)

Theme 6: Advice how to be resilient

Sub-theme 6.1: Personal and professional

Personal (fg 1, 2, 3, 4)

Humor

(fg 1:8)

- R Hulle mag nie lag vir die ou mense nie. (*They may not laugh at the older people*)

- I Okay nie lag vir hulle nie. (Okay not laugh at them.)
- R Jy kan saam met hulle lag nie vir hulle nie. (***You can laugh with them not for them.***)
- R Jy kan saam lag nie vir hulle nie hulle soek iets dan die ander mense lag vir hulle. (*You can laugh with them, they are looking for something, then the other people laugh at them.*)

(fg 3:22)

- R Het ons geskryf sy moet humor hê? (***Did we write that she needs humor?***)
- I Daarsy sy moet definitief humor hê. (*That's it, she should definitely have humor.*)
- R Nee want dit bly altyd daar vir hulle lag nie maar met hulle lag en as mens nie humor het nie gaan jy dit nie eintlik maak nie. Ek weet nou maar die kulture verskil maar nou ja. (*No because it is always stays there, **not to laugh for them, but to laugh with them and if you do not have humor, you are actually not going to make it.** I know now that the cultures are different but in any case.*)

(fg 4:14)

- R En maak grappe die heel dag. (***And make jokes all day long.***)
- R Ja dis waar. (***Yes it's true***)
- R Die ou mense lag al as ek inkom, ou mense my sien dan lag hulle al vir my. (***The old people laugh when I come in, if the old people see me, then they all laugh at me.***)
- R Sien jy met die humor kom jy deur alles. (***You see with the humor, you get through everything.***)
- R Sien die humor in alles. (***See the humor in everything.***)
- R Geduld en humor dit is rereg so. (***Patience and humor, it is really so.***)

love

(fg 2:13)

- R Wel eerstens moet sy lief is vir bejaardes. (***Well firstly she needs to love the elderly.***)
- I Ja. (Yes)
- R Dis „n baie belangrike punt. (***It's a very important point.***)

(fg 2:14)

- R Sy moet „n liefde hê vir hulle. (***She must have a love for them.***)

(fg 3:20)

- R Op die ou einde was sy baie lief vir my maar dit het sjoe. (***In the end she was very fond of me but wow.***)

caring

(fg 1:8)

R Ek glo eers hulle moet gesond wees om die werk te kan doen en hulle moet kan omgee, (*I believe firstly that they must be healthy to do the job and that **they need to care***)

(fg 4:12)

R Doen alles wat jy doen met deernis. (***Do everything you do with compassion.***)

(fg 4:13)

R Ja dit is net groot babatjies dit is al wat dit is, dis groot babatjies hulle kan net leef op liefde, kos en water. (*Yes it's just big babies that's all it is, it's big babies, they can live on only love, food and water.*)

R Versorging ja dit is so. (*Caring yes it's true.*)

positive attitude

(fg 2:14)

R Positief. (***Positive.***)

R Ja, (***Yes***)

R Positiewe gesindheid en ja. (*Positive attitude and yes.*)

empathy and sympathy

(fg 2:14)

R En sy moet kan empatie hê. (***And she needs to have empathy.***)

I Ja aan hulle skoene kan stel plek kan stel. (*Yes to place yourselves in their shoes, place.*)

Respect

(fg 1:8)

R Hulle moet respek vir hulself hê om respek vir die ou mense te hê. (***They need to have respect for themselves to have respect for the older persons.***)

(fg 1:8-9)

R Respek, ons moet respek hê, (*Respect, we must have respect*)

I Ja vir die ouderdom. (*Yes for the old age.*)

R Al dink ons partykeer hierdie mense verdien dit nie is dit reg so om vir hulle respek te betoon want dit kom altyd terug na jou toe op een of ander stadium dan kom dit terug na jou toe as jy respek teenoor hulle betoon. (***Even though we sometimes think these people do not deserve it, it is okay to show respect for them because it always comes back to you at some stage then it comes back to you if you are expressing respect towards them.***)

(fg 1:11)

R Hulle privaatheid moet ook gerespekteer word. (***Their privacy must also be respected.***)

I Dis reg wat bedoel u alles met die privaatheid? (*That's right what do you all mean by privacy?*)

- R As jy byvoorbeeld met een werk moet hom nie ontbloot waar ander in die nabyheid is en dit. (*For example, if you work with one, not to expose him when others are in the vicinity and it.*)
- R Ja, ja. (*Yes, Yes*)
- R Want hy voel ook sy liggaam is syne en nie almal moet. (*For he also feels that his body is his and not all must.*)

patience

(fg 2:13-14)

- R Geduld. (***Patience.***)
- R Ja. (***Yes***)
- R Daai geduld kan mens nie genoeg uitspel nie, (***That patience you cannot spell it out enough.***)

(fg 2:14)

- R En baie kalm hanteer. (***And handle very calmly.***)

(fg 3:17)

- R Suster dit is weereens geduld. (***Sister again its patience***)
- R Ja. (*Yes*)
- R Dit is absoluut geduld jy mag nie haastig wees nie. (***It is absolutely patience, you may not be in a hurry.***)
- R Geduld, liefde, positiewe gesindheid, verantwoordelikheid. (***Patience, love, positive attitude, responsibility.***)

(fg 4:12)

- R Defnitief weer tel tot by tien. (***Definitely again count to ten.***)
- R Geduld. (***Patience***)
- R Geduld is jou grootste ding. (***Patience is your biggest thing.***)

(fg 4:13)

- R Dis maar die basies daai, geduld dis die hoof, (***It's basically that, patience that the main.***)

good health – physical, spiritual, emotional, social, meds)

– physical

(fg 1:8)

- R Ek glo eers hulle moet gesond wees om die werk te kan doen....., (***I believe they must be healthy first to do the job.....***)

(fg 3:21)

- R Jy moet jouself gesond hou. (***You have to keep yourself healthy.***)
- I Gesondheid nè. (***Health hey.***)

R Ek kan onthou as jy self siek is, ek was hier in Potch hospitaal en ek was self grieperig en die tannie het die klokkie gelui net om haar sakdoek op te tel wat sy op die vloer laat val het en ek het nie daai geduld gehad nie omdat ek self siek was so hum ja mens moet vriendelik wees, vriendelik bly. *(I can remember when you are sick yourselves, I was here in ... hospital and I was affected by the flu myself and the lady rang the bell just to pick up her handkerchief that she had dropped on the floor and I did not have that patience because I was sick myself so hum yeah you need to be friendly and stay friendly.)*

(fg 4:15)

R Gesonde eetgewoontes. *(Healthy eating habits.)*

-spiritual

(fg 1:11)

R Ek dink vir myself is dit primêr my afhanklikheid van God wat my veerkragtig maak. *(I think for myself it is primarily my dependence on God that makes me resilient.)*

R Defnitief. *(Definitely)*

(fg 1:12)

R Ja. *(Yes)*

R En as „n mens in hierdie hum moet ons bereid wees om dienaars te wees om nie enige iets terug te verwag in die proses nie ons moet bereid wees om te dien en nie om bedien te word nie. Gedien te word nie. *(And as a human in this hum we must be willing to be servants not expecting anything in return in the process, we must be willing to serve, and not to be served. Not to be served.)*

R Ja daar is van die oumensies wat glad nie eers in die aande in „n Bybel kan lees nie, hulle kan nie. *(Yes there are some of the old persons that cannot even read in a Bible at night, they cannot.)*

R Hmm.

R Ja. *(Yes)*

R As hulle vir jou vra gee net my Bybel aan of lees net vir my „n stukkie. Knyp daai klein rukkies af lees twee of drie versies dan is hulle tevrede want hulle kan nie meer nie. *(If they ask you just pass on my Bible or read a bit to me. Pinch that little while off and read two or three verses, then they are happy because they cannot anymore.)*

(fg 2:14)

R Mens moet gelowig ook wees want die meeste van die bejaardes is gelowige mense alhoewel ek al een gekry het wat „n antichris was en dit is baie moeilik om met hulle te werk. *(One should be a*

believer also because most of the elderly people are religious people although I have found one that was an antichrist and it is very difficult to work with them.)

(fg 4:18)

R En ek "dank die Here ek is by my huis". (***I "thank God that I'm at my house."***)

(fg 3:19)

R Nee dis maar ook geloof en vertroue. (***No its but faith and trust.***)

(fg 3:18)

Emotional

R ***I just want to, we must learn to give ourselves credit, give yourself time to if you did something know it is right; Give yourself a star; Just say to yourself, just I did it well. If someone does not say it to you won't feel it so learn to give yourself credit yeah.***

- **Social-** Enough rest

(fg 4:14)

R En dan natuurlik slaap ek my ure, etenstyd, (***And then of course I sleep my hours, mealtimes,***)

(fg 4:15)

R Skakel af, skakel heeltemal af. (***Relax, relax completely.***)

(fg 4:18)

R Jy vat „n boek en jy lees hom of jy kyk Televisie, (***You take a book and you read it or you watch television.***)

R Net afskakel. (***Just relax.***)

(fg 4:17)

R Jy moet daai stilte hê. (***You need that silence***)

(fg 4:15)

R Om „n gemaklike omgewing te hê om in te werk, (***To have a comfortable environment to work in,***)

-meds)

(fg 4:14)

R Bioplus.

I Bioplus.

R Ja bioplus ja nee ons moet iets drink. (***Yes bioplus yes no we need something to drink.***)

I Bietjie vitamienes. (***Some vitamins.***)

(fg4:4)

R „n Valium (*A Valium*)

- **Professional strengths** (fg 1, 2, 3, 4)

professional distance

(fg 2:14)

R Mens moet nie alles ter harte neem wat hulle vir jou sê nie. (*One should not take to heart everything they tell you.*)

(fg 3:17)

R Jy ek sal vir haar sê jy moet betrokke wees by die bejaarde sonder om heeltemal en ek dink dit is nou ek vat dit nou vir my as persoonlik ook ek het nou hum ek kon dit nooit regkry nie toe ek in „n kliniese situasie was en as ek pasiënte verloor het het ek, ek was altyd so betrokke gewees by my pasiënte en die families dat ek het partykeer en ek kon dit net nooit regkry nie ek kon net nie daai emosionele ding regkry dat ek amper nie meer huil as die familie nie. Dit is my persoonlikheid gewees en dit is in „n mate hoekom ek na bejaardesorg toe gegaan het, ek nie dat ek nou sê ja oumense kan nou doodgaan nie maar ek het in „n mate vrede gekry want hulle het darem „n groot gedeelte van hulle lewe gehad ek sal nou byvoorbeeld nooit in my lewe by pediatrie of onkologie of wat nie ek dink nie ek sal my self vernietig amper ek omdat ek nie onbetrokke is, ek kry dit nou amper eers bietjie reg na baie jare.

(You I will tell her you have to be involved in the elderly without completely and I think that now I take it for me personally, I've erm I could never do that when I was in a clinical situation and have lost patients I, I have always been so involved in my patients and the families that I have some time and I could never succeed I just could not get that emotional thing right that I almost not cry more than the family. This was my personality and that have been to some extent why I went to caring for the elderly, I do not I am not saying yes elderly persons can die now but I have found a degree of peace because they had a large portion of their life's already I'll never in my life in pediatrics or oncology or what not I do not think I will destroy myself I almost because I am not indifferent, I get this now almost a little bit right after many years.)

R Ek is ook so. (*I'm the same.*)

I So u sal vir haar kan sê sy moet kan daai professionele afstand hou nè. (*So you will tell her she should keep that professional distance hey.*)

R Sy moet en sy moet dit kan hê sonder om simpatiek, ja te betrokke te wees, ja dit is nogal „n ding. (*She should and she must be able to have it without being sympatetic, yes to be too involved, yes so it's quite a thing.*)

Rolemodel

(fg 1:9)

RDie voorbeeld wat jy stel om vir hulle te wys hoe om met mense soos byvoorbeeld „n Alzheimer persoon om te gaan, die manier waarop jy, daai voorbeelde om vir ons caregivers dit te

kan gee dit is belangrik (...**The example you set for them to show how to deal with people, such as an Alzheimer person, the way you those examples you give to our caregivers it it's important.....**)

(fg 3:21)

R Tande wys al die pad. (**Show teeth all the way.**)

R Jy moet jou Colgate smile opsit suster jy moet hom opsit. (**You must put on your Colgate smile sister, you must put him on.**)

R „n Werker het eendag vir my gesê jou gesig is „n spieël so jy moet onthou watse beeld stuur jy uit. (**A worker once told me that your face is a mirror so you have to remember what kind of image you send out.**)

R Ja suster ons kan in die oggende net suster se gesig sien dan weet ons watse dag gaan ons hê. (**Yes sister we can only look at sister's face in the mornings then we know what kind of day we are going to have.**)

R Nee. (**No**)

R Ek moet dit vir suster sê ek as persoon kyk altyd vir suster, hoe is die dag gaan dit oraait wees of. (**I have to tell sister I personally always look at sister, how is the day will it be all right or.**)

R Maar ek haal dit darem nie op julle uit nie. (**But at least I don't take it out on you.**)

trust

(fg 3:20)

R Dat hulle jou kan vertrou om en, (**That they can trust you to and,**)

R Hulle moet groot vertroue in ons hê om daai medikasie van ons te vat wat ons vir hulle gee wat hulle elke dag drink. (**They must have great confidence in us to take those medications that we give them what they drink every day.**)

Communication

“Jou stemtoon moet reg wees teenoor die bejaardes en teenoor jou medekollegas teenoor wie jy werk as jou stemtoon net bietjie anders is wat hulle nie gewoond is nie dan is dit „n groot probleem. Mens moet werk aan jou stemtoon.” (**Your tone of voice should be right towards the elderly and to your colleagues with whom you work with, because if your tone of voice is just a little different than what they are used to, then it is a big problem. You should work on your tone of voice.** (fg 3:16))

(fg 3:20)

R Ek dink persoonlike verhoudings met jou personeel en, en die inwoners. (**I think personal relationships with your staff, and the residents.**)

wholeness of pt

(fg 2:14)

- R Dat sy die persoon as geheel moet sien nie net as „n fisiese sien nie net as „n probleem nie sy moet die persoon holisties sien en benader. (***That she see the person as a whole, not just as a physical, not only as a problem, she must see and approach the person holistically.***)

Advocacy

Responsible

(fg 3:20)

- R En jy moet kan, jy moet kan deleger daar is groot verantwoordelikheid by ons verpleegsters hoor. (***And you have to, you have to be able to delegate there is big responsibility with our nurses you hear.***)
- R Daar is groot verantwoordelikheid ja. (***There is big responsibility yes.***)

prioritized

(fg 1:9)

- R “Ja en dat daar „n jy moet kan prioritiseer wat is belangrik nou en wat is nie belangrik nie” (***Yes and that you have to prioritize what is important and what is not important now***)

(fg 4:15)

- R Jy begin net dadelik dis asof jy inskop jy gaan in „n roetine in jy doen eers dit en dit is belangrik en dan doen jy dit en dan dat. (***You just start immediately, it is as if you kick in, you go into a routine, you first do this, and this is important and then you do this and then that***)

Delegate

(fg 3:20)

- R En jy moet kan, jy moet kan deleger daar is groot verantwoordelikheid by ons verpleegsters hoor. (***And you have to, you have to be able to delegate, and there is big responsibility with our nurses you hear.***)

passion

(fg 4:19)

- R Ja want jy moet „n passie hê vir ou mense om met hulle te kan werk. (***Yes because you need to have a passion for old people to work with them.***)

(fg 3:18)

- Rek dink altyd iemand wat met bejaardes werk moet regtig waar so gebore wees. (***....I always think someone who works with the elderly really needs to be born like that.***)

Sub-theme 6.2: Education

- **Basic** (fg 1, 2, 3)

(fg 1:9)

R Ek dink opleiding is verskriklik belangrik.en hulle moet kennis hê rondom, jy weet basiese kennis rondom siektetoestande. (***I think education is extremely important.and they should have knowledge about, you know basic knowledge regarding diseases.***)

(fg 3:19)

R Kennis, kennis jy moet weet wie is jou diabete en watter alles spesiale versorgings en goed wat moet gedoen word. (***Knowledge, knowledge you need to know who are your diabetics and what special care and well everything that should be done.***)

R Dit gaan nou nie help ons speel vir haar klavier maar intussen gaan sy nou amper in „n koma oor die suiker nie of ons bak lekker koekies en ons voer nou hierdie diabete nie ja. (***It will not help if we play the piano to her but in the meantime she's almost in a coma because of the sugar or we bake delicious cookies, and we now feed this diabetics.***)

(fg 4:17)

R Ons moet elke ou se toestand verstaan en ken, fisiese beperkings. (***We must understand each person's condition and physical restrictions.***)

R En sy behoefte. (***And his needs.***)

R En waar is seer en waar is nie seer nie en daarvolgens hanteer. (***And where it hurts and where it does not hurt and handled accordingly.***)

- **Specialized geriatric care** (fg 3)

(fg 3:18)

R En dit is sommer interessant gewoonlik vra ek vir die studente veral die studente wie van hulle gaan Geriatrie doen. Ek dink nie ons het al een gekry nie. Ons het nog nie en ons ja ons ek weet nie hoekom nie ek weet nie wat het hulle in gedagte nie het hulle hierdie kliniese het hulle die dokters het hulle die sjirurgie die ongevalle het hulle die aksie of ja***And it's just interesting I usually ask the students especially the students whom of them are going to do Geriatrics. I do not think we've got one so far. We did not yet and yes I do not know why I do not know what they have in mind this clinical, the doctors do they have the surgical the casualties do they have the action or yes.....***)

R Daar is „n leemte in die opleiding amper hulle moet meer blootgestel wees aan medies, medies en bejaardesorg. Hum dit voel vir my of die bejaardes bietjie vergeet word want dit is klinieke en sjirurgie en dit is hum wat noem jy dit soos geboortes, Verloskunde en Psigiatrie maar nie Geriatrie nie sommer nie en ek dink dit vorm „n groot gedeelte en dit gaan in die toekoms nog „n groter gedeelte van die samelewing word. (***There is a gap in the training almost they must be more exposed to medical, medical and elderly care. Hum it seems to me that the elderly are somewhat forgotten because it's clinics and surgical and it's hum what do you call it like***)

births, Midwifery and Psychiatry but not Geriatrics not just and I think it forms a big part and in the future it is going to be a even larger portion/section of society.)

- R Ja Alsona Malan ek weet sy is dinamies daai vrou en hulle het gepraat dat hulle dit „n studierigting wil maak soos Verloskunde, Geriatrie dan kan jy spesialiseer in Geriatrie en ek dink regtig waar ons moet hum dit baie aanmoedig dat „n mens in „n spesialisrigting kan studeer. *(Yes Alsona Malan I know she is dynamic that woman and they have talked that they wish to make it a studyfield like Obstetrics, Geriatrics then you can specialize in Geriatrics and I really think we should hum encourage it that a person can study in a speciality field.)*

(fg 3:20)

- R Hum ek sê nou ja ons is maatskaplike werkers, arbeidsterapeute, fisioterapeute maar eintelik is ons nog aptekers ook hum en jy is nou nog die dokter se assistent ook so ja kennis in al daai rigtings ook veral hum in jou Parkinsonisme en jou Alzheimers, hum ek het nie so baie ondervinding gehad nie en maar ek weet my heel eerste dag en ek is seker as ek nie gemaak was vir bejaardesorg nie dan het ek seker daai eerste dag want die eerste dag wat ek opingestap het by „n klein aftree-oordjie ek sien nou nog die tannie so sit met so goudgeel sweetpak en ek kom nog so met my pilletjies so na die tannie toe en ek sê more tannie en dis my heel eerste dag by die aftree-oord en ek bring die medisyne so en sy klap dit so uit my hand uit en sê vir my “voertsek, voertsek ek ken jou nie maak dat jy wegkom” en ek kruip daar op die vloer en ek het daai dag ek het so, ek het so ja as ek nou nie wou bejaardesorg doen nie moes ek daai dag my handsak gevat het en geloop het. *(Hum I say hey we are social workers, occupational therapists, physiotherapists but actually we are pharmacists also hum and you're also the doctor's assistant, so knowledge in all those areas especially hum in your Parkinson's and Alzheimer's, hum I did not have so much experience but I know my first day and I'm sure if I was not made for elderly care then I surely because that first day that I walked into a small retirement village inI still see the lady sitting with such a bright yellow tracksuit and I come with my pills to the lady, and I say goodmorning aunt and it was my first day at the retirement village and I bring the medicine and she slaps it from my hand and says to me, "Footsack, Be off ! I do not know you, make sure you get away" and I have crawled on the floor and I did that day I have done, so yes if I did not want to do elderly care, I had to take my handbag that day and walked out.)*

- **To stay updated** (fg 2)

(fg 2:15)

- R En ek dink tog wat ook belangrik is as jy met bejaardes werk is dat jy moet jouself opskerp met die wet op bejaardes dat jy kan weet waste raad en hulp jy vir hulle kan gee om hulself te beskerm teen die samelewing. ***(And I do think that it is important when working with the elderly that you have to update yourself with the Older Person's Act in order for you to know what advice and help you can give them to protect themselves from society.)***

Sub-theme 6.3: Community involvement

- **Support**

(fg 1:13)

- R "hum en dis wat ek bedoel by gemeenskapsbetrokkenheid ons moet die gemeenskap moet kan bewus maak van hier is „n ouetehuis dit moet „n veilige omgewing wees vir ons bejaardes ons moet kan vrymoedigheid hê om in die gemeenskap uit te beweeg hum ons het byvoorbeeld by die ouditorium nou die dag by die musical weet jy dat die ouditorium is nie rolstoel vriendelik nie dit is nie bejaarde vriendelik nie selfs vir gewone bejaardes daai trappe wat hulle moet klim dit is ver om te loop daai klomp trappe wat hulle moet klim daai ramp wat hulle wat mens hulle teen moet opstoot dis onmenslik en daar is net vier rolstoelsitplekke in die hele ouditorium. Dit was ongelooflik dat ons mense gevoel het maar hulle gaan nie volgende jaar weer soontoe gaan nie. Verstaan jy hulle, dit is vir my tragies en dit is wat ek ook bedoel by gemeenskapsbetrokkenheid dat ons vir die wêreld „n ander wyser maar ons gaan „n ouer geslag word ons word die ouer mense dit is nie meer van 60 tot 70 is die bejaardes nie dis nou van 60 tot 100 en dit moet ons besef. Dit moet ons besef in ons samelewing *dat ons word ouer en hoe gaan ons met ons mense om.*" ***(Hum , and that's what I mean by community involvement, we need to be able to make the community aware of here is a old age home, it should be a safe environment for our elderly, we must be able to feel confident to move about in the community, hum we have for example at the auditorium the other day at the musical, do you know that the auditorium is not wheelchair friendly, it is not elderly friendly, not even for normal elderly, that stairs they need to climb, it is far to walk, that amount of steps they need to climb, that ramp that you need to push them up, it is inhumane and there is only four places for wheelchairs in the whole auditorium . It was unbelievable in that our people felt they will not go there again next year. Do you understand them, it is sad for me and that's what I mean by community involvement that we should show the world and others that we are going to be an older generation, we are becoming the older people, the elderly are no longer from 60 to 70, it is now from 60 to 100 and that we must realize. That we have to realize in our society that we are getting older and how do we go about with our people.)***
- R Ja ons moet ons bejaardes self ook gebruik in projekte om uit te reik na die gemeenskap toe weer. As daar „n tannie is wat van koekies bak hou moes daar „n kombuisie gewees het op „n plek waar sy veilig kan koekies bak. Brei hum leer die kinders vat hulle na „n swart skool toe waar kinders, nie net „n swart skool nie „n wit skool ook waar ons kinders hulle moet leer om te brei dit is goed wat vergaan wat in ons volksmond gedoen word maar nooit weer gedoen sal word nie. ***(Yes we must use our elderly themselves in projects to reach out to the community again. If there is a lady who likes baking biscuits, there must have been a kitchen at a place where she can safely bake biscuits. Knitting, hum teach the children, take them to a black school where children, not just a black school, a white school also where our children must learn to knit, it's things that gets lost that was done in our colloquial but will never be done again.)***

(fg 1:13-14)

R Om vir hulle ook belangstelling te gee as iets wat hulle nog kan doen,

(To also give them interest as something they can still do,)

I Ja. (Yes)

R Hulle moet nie net aan die ontvang kant wees nie hulle moet ook want daar is niks wat so lekker is om te kan gee om net te gee nie, sonder om dat jy iets moet terug te verwag dit is dit laat jou goed voel om iets vir iemand anders te beteken, *(They should not just be on the receiving end, they must also because there is nothing that's so nice as to be able to give, just to give, without expecting something back, it makes you feel good to mean something for someone else)*

(fg 3:19)

R Die bejaardes besig hou daai rerig waar die stimulasie van die bejaardes. *(To keep the elderly busy really that stimulation of the elderly)*

R Kreatiwiteit. *(Creativity.)*

R En nou baie keer hum nou kry jy jou maatskaplike werkers jy kry nou jou arbeidsterapeute waarvan ons bitterlik min het maar „n verpleegster het gewoonlik fisioterapie, arbeidsterapie en maatskaplik in een terwyl die ander ja en ons moet dit eintlik ons moet dit ons doen dit alhoewel ons nou nie in daai spesifieke rigting opgelei is nie. *(And now many times hum now you get your social workers you get now your occupational therapists from which we have only a little bit but a nurse usually has physiotherapy, occupational therapy and social work in one while the others yes, and we should actually ,we should, we do it, though we are not trained in that specific area.)*

- **Volunteers** (fg 1)

(fg 1:9)

R “hum gemeenskapsdiens. Vrywilligers.” **(hum community service. Volunteers.)**

(fg 1:10)

R ...ek bedoel as en dit is hoe die gemeenskap gevoed word dit klink so snaaks want jy voed die gemeenskap, jy begin as „n baba en ons leer in die gemeenskap ons leer gemeenskap om jou kind goed groot te maak sodat hy eendag vir himself kan sorg en eendag vir sy kinders kan sorg maar nie om eendag vir sy ouers te kan sorg nie. ***(I mean if and this is how the community is fed it sounds so funny because you feed the community, you start as a baby and we learn in the community to raise your child well so that one day he can look after himself, one day be able to care for his children, but not to care for his parents one day.)***

R Hmm hmm.

R En dan kom die sirkel en dan word die kinders die versorgers en dan kan hulle nie meer sorg nie dan word die gemeenskap die versorgers en daarom dink ek is dit so verskriklik belangrik om die gemeenskap te betrek sodat die kringloop voltooi kan word. Ons wil nie die las vir die gemeenskap gee nie maar dat hulle ons kan help om, ons kan nie ekskuus ek kan ure. ***(And then come the circle and then the children become the caregivers and then they can no longer***

care then the community become the caregivers and therefore I think it is so very important to involve the community in order for the cycle to be completed. We do not want to burden to the community, but that they can help us, excuse I can hours.)

Sub-theme 6.4: Resources

- **Multi-professional team** (fg 1, 3, 4)

(fg 1:9)

- R “daar moet „n dokter beskikbaar wees in „n fasiliteit jy moet hum jou mense kan verwys. (***there must be a doctor available in a facility you should hum be able to refer your people.***)
- R Ons moet, eksuus julle ons resources in die gemeenskap gebruik. (*We need to use, excuse you all, use our resources in the community*)
- R Hulpbronne, hmm. (*Resources, hmm.*)

(fg 1:9-10)

- R Wat baie belangrik is ook as ek nou byvoorbeeld vir iemand vra gaan doen vir my dit dat ek daai persoon kan vertrou om dit te gaan doen. (***What is also very important is when for example I ask someone go do this for me, that I can trust that person to do it.***)
- R Ja. (Yes)
- R Dat jy nie sê gaan doen die ding en dan moet jy teruggaan en dit eintlik self doen of oordoen nie. (*That you do not say go do the thing and then you need to go back and actually do it yourself or do it over.*)
- R Dit is verskriklik belangrik ja. (*This is extremely important yes.*)
- R Die vertroue in die personeel wat „n mens moet hê. (*The confidence in the staff that you need to have.*)
- R So ek moet kan vertroue hê in hierdie persone wat ek saam mee werk. (*So I need to have faith in the people I work with.*)
- I Daai spanwerk nè. (*That teamwork hey.*)
- R Daai spanwerk is die uiters van die uiterse belang. Jy kan nie sonder „n span nie in bejaardesorg ingaan nie want dis wat ek nout gesê het dit is „n multidisiplinêre span bo en behalwe net die verpleegafdeling is daar ander spanlede betrokke daar is huishoudelike mense betrokke. (***That teamwork is the most of the utmost importance. You can not enter without a team in elderly care because it is as I have said it is a multi-disciplinary team in addition to just the nursing department, there are other team members involved there are domestic people involved.***)

(fg 1:11)

- R Ek voel as die personeel lekker saamwerk is dit vir verpleegkundiges beter of lekkerder om terug te gaan as wat hulle voel hulle gaan in hierdie stryd in en hulle stryd dit alleen. (***I feel if the staff enjoy working together, then it is for the nurses better or nicer to go back as when they feel they go into this fight and they fight it alone.***)

I Ja. (Yes)

R As almal saamwerk is dit baie makliker. (*If everyone works together, it is much easier.*)

(fg 3:22)

R Dan gaan ons maar kantoor toe suster dan gaan gee ons maar vir sustern drukkie en sê ag suster smile „n bietjie dan loop die ou traantjies af en dan smile ons weer. (*Then we go on to the office sister and then we give sister..... a hug and says “ag” sister smile a little bit, then the tears run down and then we smile again.*)

R Mens moet oplet na jou mede-kollegas byvoorbeeld ek werk saam met susterek en sy is „n team en suster is ons moeder hier. (*One should pay attention to your colleagues, for example, I work with sister, we are a team and sisteris our mother here.*)

R So ek hou haar ook dop want sy is die hand oor ons en as ek sien suster is nie lekker nie dan maak ons maar iets wat lekker is, mens is maar af jy het nie altyd jou sprankelende dae nie jy het jou af dae ook. (*So I keep an eye on her because she is the hand over us and if I see sister does not feel well, then we make something that is nice, you may be feeling down, you do not always have your sparkling days, you have your down days too.*)

(fg 4:14)

R Jy moet net in „n lekker crowd wees wat saamwerk want as een skeef trek gaan dit ook nie werk nie. (*You just need to work in a nice crowd that works together because if one goes a different way, it is not going to work.*)

- Create homely environment (fg 3, 4) Eden concept

(fg 1:12-13)

R Ek dink wat dit vir my lekker sou maak in my opinie, die Eden konsep ek weet nie of jy bekend is met die Eden konsep nie. Ek dink dit is een van die wonderlikste maniere om met bejaardes te kan omgaan. (*I think what would make it very enjoyable in my opinion, is the Eden concept I do not know if you are familiar with the Eden concept. I think this is one of the most wonderful ways to handle the elderly.*)

I Hmm, dis mos, (*Hmm, that's,*)

R Om „n onafhanklikheid bietjie vir hulle terug te gee so as „n inwoner nie lus is om in die oggend vroeg ontbyt te eet nie maar eers „n bietjie later te lê en jy gee vir hom sy ontbyt in die kamer, dis „n klein bietjie verskil maar jy dit maak vir hulle „n groot verskil. Daai klein bietjie menswaardigheid van ek kan ook nog besluit jy weet dit is nie „n koshuis die nie daai roetines hum ek weet ons moet in roetines bly dit maak ons werk altyd makliker maar daai bietjie buite die boks dink om vir hulle tyd te gee om in te sit om vir hulle „n staproete te kan meemaak in die woonbuurt byvoorbeeld op daai manier kan ons dit vir onself ook lekker maak om te kan uitbeweeg om nie net tussen vier kamermuurtjies te moet sit nie, (*Give a little independence back to them, so if a resident don't feel like eating breakfast early in the morning but first to lie a little later and you give him his breakfast in the room, it's a small difference, but you it makes a big difference to them.*)

It is that little bit of dignity of I can also still decide that you know this is not a hostel, those routines, hum I know we must keep to routines, it always make our work easier, but that think outside the box, to give them time to sit in, to let them participate in a trail in the neighborhood, for example, in that way we can make it nice for ourselves also, to be able to move out, not only to sit between four walls of a room.)

(fg 3:24)

R Huislike omgewing skep. (**Create a homely environment.**)

R Ja. (Yes)

R Huislike atmosfeer dis hoekom ek altyd sê kom weg van hierdie kliniese wit hospitale ons is nie hospitale nie. (**Homely atmosphere that's why I always say lets come away from this clinical white hospitals we are not hospitals**)

R Hmm, hmm.

R Ons is „n tehuis vir bejaardes. (**We are a home for the elderly.**)

R „n Huis met die klem op huis. (**A house with the emphasis on home.**)

(fg 4:19)

R Mens het eintlik meer „n huislike omgewing in „n plek vir bejaardes jy dis nie regtig jy moet „n deel van „n hospitaal ook hê maar meer huislik en dis eintlik vir my lekker. (**One actually have more of a homely environment in a place for the elderly, you it's not really, you should have a part of a hospital as well, but more homely, and it's really nice to me.**)

- **Equipment** (fg 3)

(fg 3:23)

R Jou toerusting. (**Your equipment.**)

R Toerusting om met die bejaardes te werk want dit verskil van ander situasies, „n mens in Suid Afrika kyk hulle nie baie na die toerusting wat daar moet wees vir bejaardes nie ek meen ons besluit eintlik nou alle bejaardes moet stort maar hoeveel van hulle begeer dalk om in „n lekker heerlike bad te sit maar omdat iemand besluit het almal moet stort nou haal hulle al die baddens uit ek moet eerlik sê as ek eendag ouetehuis toe moet gaan of aftree-oord wil ek bitter graag bad, so gee vir my „n lift of „n ding waar ek heerlik kan ontspan in „n borrelbad. (**Equipment to work with the elderly because it is different from other situations, a human, in South Africa, they do not look at the equipment that should be there for the elderly, I mean we decide now actually all elderly should shower but how many of them might desire to sit in a nice lovely bath, but because someone has decided everyone should shower, now they take out all the baths, I have to say, if one day I need to go to an old age home or retirement village, I would love to bath, so give me a lift or something where I can relax in a bubble bath.**)

R Borrelbad nogal. (**Bubble bath I say**)

- R Ja jy lewe nog jy weet en toerusting soos „n hoist maar dit is duur aparate en goeters toerusting om die verpleegsters te help. (**Yes you are still alive, you know, and equipment such as a Hoist, but it is expensive equipment and stuff, equipment to help the nurses.**)
- I So dit gaan u ook kan resilient maak if you have enough equipment. (*So it will also make you resilient if you have enough equipment*)
- R Ja, (Yes)
- I *It will make it easy it will help.*
- R Ja vir seker. (*Yes for sure.*)
- I It will make your work easy it will help you to be resilient hey. (It will make your work easy it will help you to be resilient hey.)
- R Vir seker. (*For sure.*)
- R Ons het al swaar bejaardes gehad. (**We have had heavy elderly.**)
- R Ja en waar die verpleegsters beseer word, ja. (**Yes and where the nurses got injured, yes.**)
- R Baie swaar bejaardes. (**Very heavy elderly.**)
- R So toerusting is baie belangrik. Okay nie dat daai persoon nou gaan, (**So equipment is very important. Okay not that the are now going**)



ANNEXURE T
CORRESPONDENCE
DR GAIL WAGNILD REGARDING LEVELS OF RESILIENCE



Petro Benade - RE: Scoring of the Resilience Scale

From: "Gail Wagnild" <gwagnild@resiliencecenter.com>
To: Petro.Benade@nwu.ac.za
Date: 09/12/13 06:17 PM
Subject: RE: Scoring of the Resilience Scale

Dear Petro,

This is an excellent catch on your part! I have had no one see this before and am so glad that you did. I am in the process of updating the RS User's Guide for the next printing and thank you for this correction.

I looked over all of the information and this is how it should read:

Moderate: 131-145

Moderately high: 146-160

High: 161-175

Please write if you have further questions and I'm looking forward to your final report.

Best always,

Gail

Gail Wagnild, RN, PhD
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From: Petro Benade [mailto:Petro.Benade@nwu.ac.za]
Sent: Wednesday, September 11, 2013 2:38 AM
To: gwagnild@resiliencecenter.com
Subject: Scoring of the Resilience Scale

Dear Ms Gail Wagnild,

I hope to find you well.

Firstly I would like to thank you for the privilege to use the Resilience Scale as part of the data collection for my Masters degree. I bought your Resilience Scale license pack earlier this year. Thank you very much for the Resilience Scale User's Guide, it helped me a lot.

I have used the Resilience Scale successfully to gather my quantitative data. I am now busy with data analysis.

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I have one question regarding the scoring of the Resilience Scale. The question is regarding a score of 145 does it fall in Moderate or in Moderately High?

On page 72 of the Resilience Scale User's Guide Table 49 Moderate is indicated as 131-145 and Moderately High 145-160 on page 77 Moderate is indicated as 131-144 on the left but in the text on the right 131-145.

The reason for the inquiry is because I asked the statistical consultant to indicate what percentage of my sample has a Very Low, Low, On the Low End, Moderate, Moderately High and High resilience. They used Table 49 on page 72 as guideline but I realize now that they assumed a score of 145 is moderate although according to Table 49 it can be moderately high as well. I would like to have your opinion please. I have three participants who obtained a score of 145 with the RS and I would like to know if I must report their resilience as Moderate or Moderately High. I am sure my statistical consultant will still be able to correct it if necessary.

Your feedback will be highly appreciated.

Kind regards
Petro. Benadé

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ANNEXURE U
RECOMMENDATIONS NURSE DAWN PRETORIUS



Riglyne wat ek Dawn Pretorius sal aanbeveel.
uit my ondervinding na 20 jaar wat
ek my my moeder tuis versorg het.
Ek was 20 jaar en sy 60 jaar toe sy by
ons kom inwoon het.

- 1/ Begin elke dag deur jou geestelike krag
te put deur gebed en jou verhouding
met die Here.
- 2/ Hou jou eie gesondheid dop.
- 3/ Gaan gereeld vir jou mediese ondersoek,
papsmeer, mammogram bloedtoetse en
bloeddruk.
- 4/ Krig ten minste 8 ure slaap per nag - dag
indien aflos of skofte.
- 5/ Maak tyd saam met jou man, gesin, familie
en vriende.
- 6/ Neem een dag per week af br. Sondag
om niks oor jou werk te dink of te
praat nie.
- 7/ Indien jy enige "stress" ondervind wat
jou oorspanne maak en jy heeltyd onge-
duldig is praat met iemand konfidentiële
of professioneel advies.
- 8/ Lees ten minste 2 boeke 'n maand.
- 9/ Behou jou sin vir humor.
- 10/ Maak tyd vir "Me myself alone" tyd
en neem oorsig oor jou werk en lewe.
- 11/ Beoefen 'n stokperdjie og borduurwerk,
brei, hinkel, stap, skryf.
- 12/ Hou altyd in gedagte dat jou pasiënt verkieslik
nie in die situasie sou wou wees nie
en dat net jy dit vir hom/haar aangenaam
kan maak.
- 13/ Indien jy nie elke dag uitsien na die dag
by die werk nie. Vind uit wat die rede is en
los dit op of verander van werk. Dele