Cultural considerations for health professionals caring for kaumātua – Holistic care

Video transcript

**Audio**

Riser sound starts.

**Visual**

The video opens with a serene, close-up shot of rippling water, creating a calm and reflective atmosphere. The next visual fades in over the same watery background, with the branding of Te Tāhū Hauora, Health Quality & Safety Commission, appearing at the top. Below this, the title “Cultural considerations for health professionals caring for kaumātua” is prominently displayed in bold white type, followed by the subheading “Holistic Care.” A soft purple gradient begins to wash over the lower portion of the screen, blending into a subtle koru-inspired motif that adds a distinctly Māori visual cue.

**Audio**

Te Ao Māori, the Māori worldview, is what colours and shapes care for kaumātua. Part of this worldview is that everything is interconnected, and this is reflected in the understanding of health and wellbeing as holistic. This means that culturally safe care for kaumātua considers them as a whole.

**Visual**

The opening shots immerse us in the natural world, with dappled sunlight breaking through the canopy of a dense native forest. Fern fronds dominate the foreground, their delicate textures catching the light as the camera peers through them toward towering tree trunks. The words ‘Te ao Māori’ and it’s English translation ‘The Māori world view’ appear on screen. An aerial view follow, revealing a landscape cloaked in lush, green bush with low clouds or mist drifting gently across the treetops.

We cut to a grassy field where a group of three caregivers gently assist a kaumātua using a walker. The shot captures both the vastness of the outdoor space and the intimacy of the group’s care. A closer image shows the kaumātua walking with determined focus, flanked by attentive carers, one of whom wears a greenstone pendant.

The scene transitions to a moment of stillness on a bench where a caregiver sits beside the kaumātua, tenderly adjusting the handles of the walker. Another caregiver sits next to them in quiet conversation, their body language reflecting support, patience, and respect.

Finally, the visuals return to the forest, this time from above, showing a dense, living mosaic of native trees and plants, a visual metaphor for interconnection and the living system that mirrors the holistic view of health and care described in the narration.

**Audio**

Holistic care that is responsive to an individual's culture is a concept that's important to all people living in aged residential care. Holistic care requires us to extend our care beyond the treatment of symptoms, to actively promoting wellbeing, physically, emotionally, mentally, socially, and spiritually.

**Visual**

We see a sweeping aerial view of lush native bush, dense with a rich variety of green foliage, capturing the untouched beauty of the natural environment.

The next shot transitions to an aerial view of a residential care facility, with carefully laid out buildings and well-maintained grounds, showing a peaceful and structured environment where care is provided.

In the third scene, a close-up shows a caregiver gently placing their hand on the hand of an older person. The shot is intimate and tender, conveying a deep sense of trust, compassion, and physical connection.

Following this, two elderly women are shown sitting comfortably together on a couch in a communal space. They are laughing, smiling, and engaging warmly with those around them. The light streaming in through the curtains and the presence of papers in hand suggest a relaxed and social activity. This joyful interaction highlights the importance of social and emotional wellbeing in aged care.

**Audio**

Given the interconnected nature of these aspects of people as a whole, a disturbance in any of these dimensions disrupts a person's wellbeing. Practical support for holistic care includes: involving and welcoming whānau as partners in care, encouraging spiritual wellbeing through activities that connect to cultural identity, including karakia or prayer. Waiata or songs. Time with whānau or simply through quiet reflection.

**Visual**

We see a warm interaction between a care worker and an elderly man in a wheelchair. They are seated outside in front of a building, sharing a light-hearted moment. The care worker rests her hand gently on his shoulder, and they both smile, suggesting a relationship built on trust and compassion.

Next, the scene transitions indoors, where two older women are sitting at a table together. One of them, wearing a blue cardigan and glasses, appears to be concentrating deeply while the other gently engages with her, perhaps reading or discussing something meaningful. The camera moves closer, highlighting the woman’s thoughtful expression, which conveys both dignity and vulnerability.

An aerial view follows, showing a tidy, well-kept residential village. The houses are arranged around green spaces and paths, with trees and gardens creating a welcoming, peaceful atmosphere.

The focus then returns to the same woman in the purple floral top, now outside using a walker. She is supported on either side by a care worker and another woman who appears to be a whānau member. They walk together across a grassy area, united in care and connection. This same shot is then repeated, overlaid with the caption “Involving and welcoming whānau as partners in care.”

Following this, we see a group of older women sitting together on a couch, joyfully engaging in an activity using poi. They are smiling, laughing, and moving in rhythm, clearly enjoying themselves. This sequence repeats again with the caption: “Encouraging spiritual wellbeing through activities that connect to cultural identity.”

We move to a dining area where a group of kaumātua are seated around a table with their heads bowed in prayer. A man stands at the head of the table, leading the karakia. The mood is quiet and reverent, acknowledging the importance of spiritual practice in daily life.

Then, the next shot shows a group of older residents participating in waiata. They sit in a sunlit room, holding blue songbooks and singing together. The scene is warm and communal, with faces lit by natural light and the joy of shared voice.

Finally, we see an elderly man standing in a warmly lit room beside a wooden console, leaning over a record player. His posture is slightly hunched as he focuses on the delicate task of placing a vinyl record onto the turntable. The scene moves in closer to the action. The man's aged hand reaches for the tonearm of the record player as he prepares to lower the stylus onto the vinyl, evoking a sense of ritual and quiet memory.

**Audio**

Connecting with te taiao, the environment. This can be with simple acts like feeling the sun or wind, hearing the birds, and walking barefoot on grass. Upholding tikanga in practise includes engaging and whanaungatanga, demonstrating manaakitanga and observing tapu and noa. Providing care with openness to listening, learning, and following the lead of kaumātua and whānau.

**Visual**

We see a close-up of a woman reaching out through the branches of a leafy green tree, gently picking or examining an orange fruit. Her expression is calm and focused, and the light filters softly through the foliage, suggesting a peaceful connection with the natural world.

In the next image, the same woman is now smiling warmly as she stands beside an older woman dressed in a winter hat and jacket. They appear to be sharing a lighthearted moment together while engaging in the environment, reinforcing a sense of intergenerational connection and shared care for te taiao.

Then, two hands delicately grasp the wide green leaves of a harakeke (flax) plant. The lighting casts a soft glow on the leaves, highlighting their texture and form.

Next, a person is gently knocking on a closed door with a closed fist. The action is subtle and respectful, hinting at the care and intention that underpins cultural protocols when entering a space, particularly within tikanga Māori.

Then, a kuia and another woman are smiling and warmly embracing, suggesting the genuine affection and mutual respect between them. A younger woman nearby looks on with a peaceful expression. The moment is filled with warmth, reinforcing whanaungatanga and the value of interpersonal relationships within care.

Next, a hand places a fern frond into a white ceramic bowl, possibly as part of a blessing ritual. The gesture is deliberate and reverent, showing the importance of incorporating natural elements and tikanga into daily practices.

Then, the same two women seen earlier are seated close together. One is gently holding the other's hand while they speak, and their facial expressions convey empathy and emotional presence. The moment feels quiet and respectful, centred on care and connection.

Next, the same interaction continues, with the two women now smiling at each other. The woman standing leans in slightly as the seated woman smiles broadly, showing a moment of trust, joy, and openness shared between caregiver and kaumātua.

In last image, the woman in the white-striped top stands beside the seated kuia, who is laughing joyfully. The background shows a homely space with artwork on the wall, and the mood is light and affirming.

**Audio**

When we view health holistically, we see the whole person. When we integrate wairua, whānau te taiao and whakapapa into the care we provide, we support recovery and oranga - a flourishing life. It's important to start and progress your journey, caring for kaumātua in culturally safe ways.

**Visual**

The opening shot glides across a dense, mist-shrouded forest, evoking the presence of te taiao, the natural world, as morning light filters through the cloud. This lush, expansive scene reminds us of the interconnectedness of land and life, grounding the kaupapa in whakapapa and wairua.

We then move to a quiet moment outdoors, where an elderly woman is gently supported by a staff member as they tend to a fruit tree. The older woman, dressed in a purple floral blouse and jacket, is offered a mandarin from the tree, while the caregiver attentively engages alongside her.

Inside a sunlit room, another kuia sits with an elderly gentleman in a wheelchair. They hold a framed photo together, their expressions soft and warm. The woman is wearing a red and black scarf and speaking with care, while the man in a straw hat listens, a small smile forming. This scene highlights the importance of whānau, memory, and connection in sustaining oranga.

Next, a caregiver leans in to assist an elderly man in a blue beanie, holding a cup to his mouth with tenderness. The background shows other kaumātua seated comfortably, illustrating moments of daily care and the relational intimacy that underpins culturally grounded health practices.

We return outdoors to see a joyful embrace between the kuia and her caregiver. They are both laughing, leaning into each other with ease and aroha. Their relationship embodies oranga, not just surviving, but truly flourishing.

This moment is reinforced in the next shot, where onscreen text appears: "Oranga – A flourishing life," as the same image lingers. The lightness of spirit and mutual trust between caregiver and kaumātua is palpable.

The visual then shifts to a young staff member walking along a tree-lined path beside a fence, likely at a residential care facility. Her uniform signals her professional role, yet the environment feels calm, grounded, and connected to te taiao.

Inside, we see a close-up of a hand writing in a diary suggesting the care being provided is intentional, guided, and reflective.

We finish with two caregivers in navy uniforms sitting at a sun-drenched table, discussing their work. One gestures expressively as the other listens and smiles. The energy is collaborative and engaged, underscoring the importance of culturally safe training and the collective journey to care for kaumātua in ways that honour their full personhood.

**Audio**

There are detailed resources that can help. When we help kaumātua in our care thrive, we ensure they can remain our taonga, our treasure.

**Visual**

The sequence begins with a close-up of a printed care guide. The page is held gently in frame, its content partially visible, drawing attention to the care and clarity with which it has been designed.

We then move to a moment of quiet reflection as a nurse and a kaumātua sit side by side, their gazes resting on a picture frame placed before them. Their eyes carry emotion, memory, and connection. The scene is still, bathed in warm light, conveying a sense of time paused and honoured.

The next image brings a shift in energy. A woman stands with a set of poi in her hands, her posture confident, her smile radiant. The background hints at a communal space, and the movement of the poi evokes rhythm, culture, and connection to Māori tradition. Her expression speaks to identity, celebration, and vitality.

The sequence then gently returns to movement as we see a nurse walking alongside an elderly Māori woman down an outdoor pathway towards the camera. They’re smiling and engaging with each other.

The next shot focuses on a close-up of another elderly woman. Her expression is one of happiness and a beaming smile. The text ‘Taonga’ with its English translation ‘Our treasure’ appears at the bottom of the frame.

An aerial shot then expands our view showing the care village while pulling back over a lake.

The final visual sequence returns to an aerial view of the wider landscape, cloaked in morning mist with soft light touching the treetops and homes below. The Te Tāhū Hauora logo appears, followed by a call to action inviting viewers to learn more in the Frailty Care Guides at [www.hqsc.govt.nz](http://www.hqsc.govt.nz/), all set against a gradient background featuring soft purple and blue tones with elegant Māori design motifs.

The video ends.