

Ballarat Health Services

Residential Services



Ballarat Health Services
Putting your health first

SUMMER NEWSLETTER

January 2011

Respecting Patient / Resident Choices

Advanced Care Planning Project in Residential Aged Care Facilities

It is pleasing to report that James Thomas Court, Eureka Village Hostel, Hailey House Hostel and WB Messer Hostel have all been successful in their application to be included in the statewide Respecting Resident Choices project that involves the introduction of advanced care planning.

The project, already under way, involves training designated staff and provides systems that support the introduction of advanced care planning within Ballarat Health Services.

Advanced care planning is a process enabling a resident to make decisions about his or her future health care in consultation with their health care providers, family and other important people in their lives.

A number of residents at the participating facilities with the support of family have already completed their advanced care plan. They have expressed a sense of relief and feel reassured that their wishes will be respected at a time when they may not be able to communicate due to a decline in their health.

How does advanced care planning work?

The program is based on communication and documentation of the issues underlying advanced care planning.

It enables residents to reflect and communicate what is important to them: their beliefs, values and goals in life, and how they would want to be cared for if they reach the point where they cannot communicate or make decisions for themselves at a time when important medical decisions need to be made.

The aim of advanced care planning is to improve quality of care, facilitate a resident's self-determination, reduce unwanted and unwarranted medical treatments and reduce unnecessary hospitalisation.

Staff involved in the project will assist residents to reflect upon, choose and communicate their preferences about their future health care and identify a substitute decision-maker to speak for them if they become unable to communicate for themselves.

Resident's doctors are encouraged to participate in the process with input based on their knowledge of treatments applicable in hypothetical situations and find out residents' preferences for providing or withholding treatments under certain situations.

While the process may involve thinking and talking about complex and sensitive issues with family, ultimately the outcome is about ensuring that

"If we know your choices for the future health care we are then able to respect them."

For more information on **advanced care planning or enduring power of attorney (medical treatment)** you are welcome to direct your initial enquiry with facility manager.

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The pursuit of excellence

with Professor Sally Wellard

The past months have been busy. We shared our research findings with others who work to improve the health and well being of older people at the Australian Association of Gerontology 43rd National Conference in Hobart.

We presented a poster showcasing the views of people in low care about what was important for being mobile. "Keeping your Marbles" was what we called the poster and with my colleague Dr Suzanne Blume we were successful in winning the "best" poster prize!

We also presented our findings from two other projects. The first was about staff knowledge and challenges in looking after residents with diabetes. This was a project in collaboration with Deakin University and Barwon Health and showed areas where we need to support staff to ensure residents have the best care. The second project reported on the difficulties staff have in balancing their responsibility for protecting residents from injury while at the same time assisting them to have freedom of movement and choice in how they move about the facilities.

There are several people working in our team: – Nola Poulter is a registered nurse who works in the Emergency Department three days a week and with the aged care research unit 1½ days a week and Caroline Gibson, another registered nurse works with us for two days a week and has a strong interest in environment. There are two colleagues from the University of Ballarat who also work with us, Dr Suzanne Blume and Dr Wendy Penney.

Thank you to all residents and staff who contributed to our research in 2010.

Sally Wellard is a Professor of Aged Care Nursing with Ballarat Health Services.

INSIDE STORY



Anne Dietrich

Anne is a Lifestyle Coordinator for Geoffrey Cutter Centre

DESCRIBE YOUR ROLE AND HOW IT RELATES TO AGED CARE SERVICES?

I work in the activities area of aged care. It is no longer acceptable to come into care and spend your days sitting around the perimeter of the day room "waiting" and it's my job to make sure you don't.

WHAT DO YOU LIKE ABOUT THE JOB?

I love the people I meet. The residents' families and friends. As long as I get a laugh a day it's a good day.

WHAT WAS YOUR PREVIOUS ROLE?

Prior to starting as the Lifestyle Coordinator I was working as a PCA at Eureka Village for a few months, before that I was working in Child Welfare. This is so much more fun.

IF YOU COULD GO ANYWHERE WHAT FAVOURITE MEAL WOULD YOU ORDER?

It's no secret that I love food. My favourite can fluctuate with the weather. If I could go

anywhere and afford anything I would truly love to experience a Heston feast in London. (not the meal where he served mouse though).

WHAT WAS YOUR FAVOURITE HOLIDAY EXPERIENCE?

Being on holidays and not telling family and friends. I got to do whatever I wanted without obligations hanging over my head.

WHAT WAS THE MOST MEMORABLE MOMENT YOU HAVE HAD WORKING IN AGED CARE?

I'm still collecting them so I haven't settled on a favourite yet. I do have a huge collection already though.

I'M PASSIONATE ABOUT...

food (no secret) I'm also passionate about English Literature, that isn't so well known about me.

IN FIVE WORDS, I AM...

Loud, happy, persistent, determined, practical.

FIVE MINUTES WITH...



Noel Edwards

OCCUPATION: Trichologist (things to do with hair and scalp).

BORN: Born in Ballarat at "Nova" hospital in Webster Street on 24th May 1929.

INTERESTS: Many, very interested in sport and outdoor activity all my life (basketball, gymnastics, sailing, walking, gardening).

RESIDENT SINCE: 2006.

BEST PART OF MOVING TO QUEEN ELIZABETH VILLAGE:

Getting out of hospital, to have the freedom of no longer being in hospital, but also to have the assistance when needed.

MOST CHALLENGING PART: Is not having the freedom of a big house and garden. Learning to live in the same place as people you would not choose to live with.

EARLIEST MEMORY IS: Crawling into the dog's kennel with our pet cocker spaniel and hiding from the family. Ended up having a sleep in there.

WHEN I WAS A CHILD I

WANTED: For nothing.

MY PARENTS ALWAYS SAID:

Chew your food 32 times; Keep your elbows off the table.

MY GREATEST MOMENT IN

LIFE WAS: Waking up after an operation and realising that I was still alive.

IN 5 WORDS I AM: Curious, searcher for knowledge; explore; artistic; love nature.

I WISH I'D NEVER WORN: Flares.

CAT OR DOG? Dog.

WHEN I WANT TO SPOIL

MYSELF, I: Eat dark chocolate.

THE FIRST THING I REACH FOR IN THE MORNING IS: The

bathroom chair so I can have a shower.

THE HARDEST THING I HAVE DONE IN MY LIFE WAS:

Watching my wife die.

IF I COULD CHANGE 1 THING IN THE WORLD IT WOULD BE:

Somehow eliminate war and all the things associated with it.

AFTER LIFE THERE IS: An even better life!

I LOVE: My family.

IN MY LIFE I HAVE LEARNT: To be tolerant.

MY PET DISLIKE IS: People who are not tolerant.

I CAN'T LIVE WITHOUT: My family.

BEFORE I DIE I WOULD LIKE

TO: See my littlest grandchildren grow up.

IF I COULD INVITE 5 PEOPLE TO DINNER THEY WOULD BE:

Wilbur Smith (novelist); James Michener (novelist); Winston Churchill, Sir Robert and Dame Pattie Menzies.

THE MEANING OF LIFE IS: To be Monty Python.

IF I COULD BE ANYONE ELSE FOR THE DAY I WOULD BE: Me.

I AM PASSIONATE ABOUT: The starving people in the world when we live in a world that wastes so much.

A BOOK/ SONG/ MOVIE THAT INSPIRES ME: Encyclopaedia.



June Althorp

OCCUPATION: Hotelier.

BORN: I was born in Footscray.

INTERESTS: Gardening, knitting and crosswords.

RESIDENT SINCE: April 2007.

BEST PART OF MOVING TO EUREKA VILLAGE HOSTEL: Was getting to ride in a helicopter.

MOST CHALLENGING PART: Getting over the stroke I had at home to then have hip surgery and now loss of vision in one eye.

EARLIEST MEMORY IS: Running

off from my family at Williamstown beach into the water and dad in his suit having to chase me.

WHEN I WAS A CHILD I

WANTED: To play the piano better.

MY PARENTS ALWAYS SAID:

make sure you are home on time

MY GREATEST MOMENT IN

LIFE WAS: Meeting Ray (husband). He was on leave from fighting in the Second World War and I was asked to make up the fourth person for a night out. He only had 6 weeks leave and we were married before he went back for duty.

IN 5 WORDS I AM: Optimistic, helpful and independent.

I WISH I'D NEVER WORN: I am always particular about my clothes, I have always liked what I wore.

CAT OR DOG? Dog.

WHEN I WANT TO SPOIL MYSELF, I: Get new shoes.

THE FIRST THING I REACH FOR IN THE MORNING IS: A glass of water.

THE HARDEST THING I HAVE

DONE IN MY LIFE IS: Bury so many family – my husband, my parents and my siblings.

IF I COULD CHANGE 1 THING IN THE WORLD IT WOULD BE: No dementia and no disability.

AFTER LIFE THERE IS: Heaven (I hope).

I LOVE: Gardening and dancing (I won a Jitterbug contest at Ballarat Town Hall – 'a few years back').

IN MY LIFE I HAVE LEARNT TO: Treat people as I like to be treated myself.

MY PET DISLIKE IS: Gossip.

I CAN'T LIVE WITHOUT: My great grandchildren (11).

BEFORE I DIE I WOULD LIKE

TO: Win Tattsiotto and have another helicopter ride.

IF I COULD INVITE 5 PEOPLE TO DINNER THEY WOULD BE: Lee

Prentice (Hostel Manager); Debbie (activity coordinator) and my 3 daughters.

THE MEANING OF LIFE IS: To be happy and to enjoy yourself.

IF I COULD BE ANYONE ELSE FOR THE DAY I WOULD BE:

Princess Mary of Denmark.

I AM PASSIONATE ABOUT:

Football (Carlton).

A MOVIE THAT INSPIRES ME:

Titanic.

2010 resident and relatives satisfaction survey

An annual resident and relatives satisfaction survey was sent out to residents and/or their representatives by facility managers over December and earlier this month.

The surveys are being returned and assessed.

The surveys sought feedback in regard to the level of care and service provided to your family member. This covered specific areas including:

- Raising concerns or complaints, staff and management response to those issues and whether they

had been satisfactorily addressed;

- Satisfaction with personal and nursing care;
- The level of respect shown by staff and their attitudes;
- The sense of comfort and safety; and,
- Types of social activities and associated opportunities provided.

We greatly appreciate you or your relatives taking the time to complete the surveys, which aim to find out how well you believe the home and its staff are meeting your needs and whether

improvements could be made. The surveys are confidential and have not required residents to identify themselves.

In instances where a resident, due to ill health, was unable to complete the survey a family member was asked to complete the survey on their loved one's behalf.

While this may have been difficult in some circumstances, such feedback is critical and could play an important part in how we care for residents.

Information on **OUTBREAKS**

The most common causes for an outbreak in residential aged care facilities is gastroenteritis and Influenza-like (hyphenate) illnesses. Outbreak illnesses can rapidly spread through a health care facility and affect large numbers of residents and staff if nothing is done to contain the illness.

Gastroenteritis or "gastro" is most commonly caused by a virus found in human faeces.

Food borne outbreaks are uncommon as regulations surrounding the handling of food are very strict. All food handling is monitored, temperature tested and not stored for very long. When an outbreak is monitored an actual cause may never be found.

Gastro enteritis in the elderly can be very debilitating and cause serious illness.

Gastro is usually spread on people's hands or by handling contaminated articles or surfaces. Viral gastro can also be spread by the formation of droplets in the air.

Gastro is defined as a person who has several episodes of

diarrhea and/or vomiting. An outbreak is identified when there are two or more residents from a unit who develop symptoms.

An influenza-like illness can also be called an outbreak, when there are two or more residents with symptoms of a respiratory illness in a unit at the same time.

When an outbreak is suspected, a residential aged care facility or a hospital unit may be placed into quarantine. The units outside doors are secured and movement in and out is restricted to ensure unnecessary visiting or activities do not occur.

The sick residents or patients are also placed into isolation and staff caring for them are required to wear protective clothing such as gowns, gloves or masks and will always need to complete hand hygiene as they go in and out of the room. Visitors may be asked to use the same protective equipment and complete hand hygiene. Visitors may be asked not to visit the facility for the safety of the resident and themselves in order to try to limit the amount of spread of the illness.

The Infection Prevention and Control Unit is always available to advise staff about infection control issues and during an outbreak these consultants work closely with the staff, managers, the council and the health department in monitoring the event in an effort to resolve the illness as soon as possible.

All health care facilities have procedures which are known by staff, which assist in rapid identification of the illness, management and resolution of the event.

An outbreak can cause some inconvenience to everyone working within a health care facility but containment measures will ensure that the illness resolves as soon as possible. The most important method to reduce the spread of an illness in any situation is to do your hand hygiene by using alcohol hand rub products supplied or to wash your hands with soap and water. Visitors are encouraged to use these products when visiting a facility.