

# Ballarat Health Services

## Residential Services



Ballarat Health Services  
Putting your health first

SUMMER NEWSLETTER

January 2012

## Advanced Care Planning in Residential Aged Care Facilities



A number of BHS Residential Aged Care Services which include James Thomas Hostel, Eureka Village Hostel, Hailey House Hostel and WB Messer Hostel have participated in the statewide Respecting Resident Choices Project that involves the introduction of Advance Care Planning (ACP).

The ACP process involves residents thinking and talking about complex and sensitive issues with family to ultimately ensure that "If we know residents' choices for their future health care we are then able to respect them" at that time.

In undertaking and completing the ACPs residents were supported along with their family to reflect their beliefs, values and goals in life, and how they wanted to be cared for when they reached the stage where they could not communicate or make decisions for themselves.

Participating in the ACP project as an organisation has involved staff training being provided along with ACP policy, clinical practice guidelines and systems established that support residents to make and communicate decisions about their own future health care in consultation with their GP, health professional, family and other important people in their lives.

In general, residents and families expressed a sense of relief and reassurance on the completion of an ACP knowing that their end of life wishes will be respected at a time when they may not be able to communicate them due to a sudden or increasing decline of health.

In addition staff feedback in providing care for residents where an ACP was in place indicated that there appeared to be a sense of calm, tranquility and acceptance as one's end of life was imminent, and that all interventions were concerned with provision of comfort in an appropriate manner in the place of choice surrounded by family and staff known to the resident.

While completing each individual ACP required a significant amount of time and organization, in excess of 120 residents have now completed their ACP.

While the introduction of ACPs is still in the relatively early stages of its implementation it is anticipated that all residents in care will be provided with the opportunity to have ACP completed.

It is anticipated that the process will progressively be undertaken across all Residential Aged Care facilities, and ultimately be introduced within the wider organisation which includes the

hospital and community based services.

### Completing Your Advance Care Plan involves:

1. Thinking about the values that are important in your life.
2. Thinking about your current health and possible future health problems
3. Thinking about what you would want from future medical care
4. Talking to your family about these issues
5. Talking to your doctor about these issues
6. Choosing a Medical Enduring Power of Attorney (who becomes your "agent" to advocate on your behalf)
7. Meeting with your agent and Advance Care Plan facilitator to discuss and complete the Advance Care Plan (ACP)
8. Providing copies of your Advance Care Plan to your family, doctor, care facility you are in and anyone else whom you feel is appropriate.

If you have questions or would like to discuss Advance Care Planning (ACP), please contact your or your family member's facility manager.



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## Bunnings Transforms Outdoor Area



A team from Bunnings Hardware has transformed the outdoor space at Talbot Place.

On November 16 the front garden bed was revamped and planted with natives. Elsewhere, two raised garden beds with vegetables and herbs were installed along with two wooden bench seats with a pop-up table for an umbrella; a wooden table; six sturdy chairs; and a 3.5 metre umbrella. A wheelbarrow was also donated for the unit.

"We appreciate the friendliness of the Bunnings staff who came and all the work that they did," said Talbot Place Lifestyle Worker, Pam Westhorpe.

# FIVE MINUTES WITH...

## Carol Hutchins



**BORN:** 17/12/1938, Queen Victoria Hospital, Melbourne.

**RESIDENT SINCE:** November 2005.

**BEST PART OF MOVING TO JACK LONSDALE:** The nurses are very kind and we go out on outings.

**MOST CHALLENGING PART:** Being away from my family.

**EARLIEST MEMORY:** Father coming back from the war and not knowing him.

**WHEN I WAS A CHILD I WANTED TO:** Go to school.

**MY PARENTS ALWAYS SAID:** That I was too young to go to school.

**MY GREATEST MOMENT IN LIFE WAS:** When I had my children.

**IN FIVE WORDS I AM:** Loving, mischievous, caring, troublesome, and devoted.

**I WISH I'D NEVER WORN:** A dress that mum bought.

**CAT OR DOG?** Dogs and cats.

**WHEN I WANT TO SPOIL MYSELF I:** Go shopping.

**THE FIRST THING I REACH FOR IN THE MORNING IS:** My walker.

**THE HARDEST THING I HAVE EVER DONE IN MY LIFE:**

Get married.

**IF I COULD CHANGE ONE THING IN THE WORLD IT WOULD BE:** Having more nurses to care for us.

**AFTER LIFE THERE IS:** Nothing.

**I LOVE:** People, Desi (dog).

**IN MY LIFE I HAVE LEARNT:** To be more understanding.

**MY PET DISLIKE IS:** Discipline.

**I CAN'T LIVE WITHOUT:** My family.

**BEFORE I DIE I WOULD LIKE TO:** Go home with (my daughter Chrissy).

**IF I COULD INVITE FIVE PEOPLE TO DINNER THEY WOULD BE:** Princess Kate and Prince William, Gary West, Bing Crosby and Bob Hope.

**THE MEANING OF LIFE IS:** To be happy.

**IF I COULD BE ANYONE ELSE FOR THE DAY I WOULD BE:** The Queen.

**I AM PASSIONATE ABOUT:** Animals and family.

**A SONG THAT INSPIRES ME IS:** Silent Night.



## James Thomas Court Hostel

The refurbishment of the James Thomas Court Hostel created opportunities for residents to become involved in renaming the various wings within the hostel.

Manager Raylene Fresle said in the past the wings were named after the colours they were painted but with the hostel now the one colour more creative names were needed. Residents were asked to submit names and the following were chosen: Happy Valley, submitted by John McCormack, it was the name of the farm he grew up on at Millbrook; Coral Rose, submitted by Ailsa Raymer; Rosella Avenue submitted by Corrie van Raaphorst; and Elm Grove, submitted by Robert Fewster.

Timber place names for the new wings have been crafted by Martin Relouw.



JTC also recently received a donation from the Relatives and Friends' Association which allowed for the purchase of a comfortable outdoor chair.

Pictured with the new chair are Sebastopol Complex Director of Nursing Mick Kirby and the association's Joyce Rollason.



## INSIDE STORY



# Heather Markovic

*Heather is a Lifestyle Coordinator*

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

I bring enjoyment and entertainment to residents to improve their quality of life.

**WHAT DO YOU LIKE ABOUT THE JOB?**

Maintaining residents' lifestyle and involvement in the community and seeing the joy it brings residents.

**WHAT WAS YOUR PREVIOUS ROLE?**

Registered nurse – these skills enhance my current role.

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

Seafood, love seafood.

**WHAT WAS YOUR FAVOURITE HOLIDAY EXPERIENCE?**

Going to London. Loved the country and the people.

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

So many, particularly enjoy the Christmas celebrations.

**I'M PASSIONATE ABOUT:**

My job.

**IN FIVE WORDS I AM:**

Compassionate, caring, fun, happy and a little bit crazy.

## Star Employees for August and October

A consistently outstanding performance earned Hailey House Director of Nursing Residential Services Pat Erwin (and her team) the August Employee of the Month award.

In particular, the award recognised great efforts Pat and the Hailey House staff went to in order to look after the late Joyce Hausler, who considered Hailey House her home.



Pat and the team were nominated by Joyce's daughter, Amanda Johnstone.

"Pat Erwin and the staff under her direction went to great lengths to ensure that my Mum was kept comfortable and maintained her dignity in her last days," Amanda said.

This included allowing Joyce's funeral service to be held at Hailey House.

Pat was presented with her award before staff and residents at Hailey House by Board of Management President Andrew Faull.

Raylene Fresle was the October BHS Employee of the Month.

The James Thomas Court Hostel manager was presented with the award by board president Andrew Faull.



In thanking staff and residents Raylene said she was thrilled to win the award.

She is soon to move to the Director of Nursing role at the Ballarat East aged care complex.

Raylene's award nomination stated that:

"Since Raylene's commencement at the facility she has developed major improvements to documentation and living environments and is always looking for ways to enhance residents' care needs.

"We passed our accreditation proving we have excellent new systems in place and they are continually improving.

"Raylene has a friendly and approachable nature and is always willing to help. She is an incredible and vital asset to the facility and to BHS."

## Choir Performance



In early October the Ballarat Sing Australia choir performed at Lederman Hall before an appreciative audience of more than 80 aged care residents.

## Garden Additions

The garden atrium at Bill Crawford Lodge has gained new features. The pond has a resident tortoise, Fred, and fundraising is under way to buy Fred a mate - the target is \$140 with more than \$70 raised so far.

The atrium also has a mural, part-finished, which is the work of Ballarat Specialist School students. Pictured with the mural are Australian Catholic University students Emma Taylor and fellow student Kate Hoyle.

