

Resident's and or Relatives Level of Satisfaction

The annual resident / relatives satisfaction survey was conducted across the ten BHS Residential Aged Care facilities during January 2014.

The aim of the survey was to facilitate feedback from residents and or their representatives in regards to the level of care and services provided to them.

One hundred and seventy nine or equivalent to 46.6% of the surveys distributed to residents and or their representatives were returned from across the nine BHS RACS. Geoffrey Cutter Centre's data was not included in the report due to an unforeseen delay in receiving their completed survey for reporting purposes.

The overall participation rate is relatively high with return

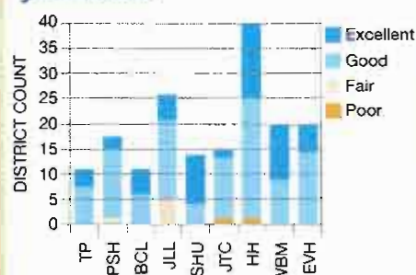
rates between facilities varying between 31% and 64%.

Although it was optional 74% of survey participants recorded their names on the questionnaire irrespective of whether their feedback was positive or they identified scope for improvement.

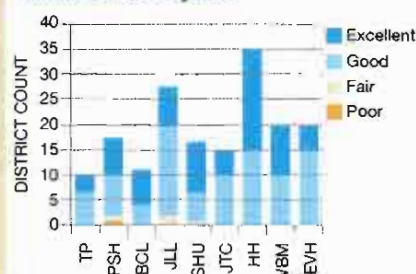
In completing the survey residents and or their relatives were asked using rating scale (from poor to excellent) to evaluate five aspects of the service provided to them and or their family member.

While feedback in general was positive a number of facility's results have highlighted aspects of the service that do require some attention in order to achieve optimal outcomes for all of their residents and families.

How would you rate the level of comfort or safety regarding your room?



How do you rate the attitude of staff & their level of respect towards you (your family member) while providing assistance to you?



Living Longer, Living Better

You may have heard about the Living Longer, Living Better Federal Aged Care Reforms due to be introduced for all people entering aged care from 1 July 2014. This is a part of a 10 year plan to overhaul the aged care system.

The reforms include changes to the way a resident's assets and income are assessed, changes to the way a resident can negotiate an accommodation payment with an aged care facility and

changes to the amounts a resident may be required to pay for their care while in the facility. The reforms will also result in the removal of the distinction between low level and high level care.

While the changes are wide ranging, they will only affect residents entering care after 1 July 2014. All resident already in care before then will continue on their current arrangements unless they change facilities.

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Five Minutes With Winston Loveland

OCCUPATION: I worked at Crawford Dowling stock and station agent company as a secretary director for 50 years. I started working there as an office boy at age 15



Born – Year and Place:

Born 1921 in Ballarat

Interests: Past and present – extensive travelling, gardening, photography. Grafting fruit trees. I have been involved with the church for 90yrs. Also involved in Rotary for 40yrs. Member of numbats bushwalking club.

Resident Since: I have been a resident at Eureka Village since 2012

Best Part Of Moving To....

Eureka Village was due to being unable to care for myself living at home and enticement from my family encouraged me to move to where I would be living closer to my wife who was already a resident.

Most Challenging Part:

Moving to Eureka Village was challenging as I had to leave behind some home activities, however I am still able to continue some.

Earliest Memory Is....

School days spent at McArthur Street Primary School

When I Was A Child I

Wanted To.... My mother said I should do research!

My Parents Always Said...

When I was a child – to mind my manners

My Greatest Moment In

Life Was.... Getting married and to create life with the birth of my three children.

In 5 Words I Am....

Industrial, patient, inquisitive, happy and friendly

I Wish I'd Never Worn....

Odd Socks!

Cat Or Dog... I have had a number of both cats and dogs

When I Want To Spoil

Myself I.... Would buy and eat chocolates

The first thing I reach for in the morning is.... Is the alarm clock, set for 6:45am

The hardest thing I have done in my life.... Is to trek up to 15,000 feet in the Himalayas

If I could change one thing in the world it would be.... Poverty

After life there is.... Heaven

I love.... Nature and the outdoors, the world God made

In my life I have learnt....

To understand and help people less fortunate than myself

My pet dislike is.... Double standards

I can't live without.... Creative thinking

Before I die I would like to.... Travel on the Ghan Train

If I could invite five people to dinner they would be.... My wife, three children and my mother

The meaning of life is to be.... Thinking of the welfare of other people. To have empathy

If I could be anyone else for the day I would be.... Winston Churchill

I am passionate about.... Being a friend to people and give a helping hand

A book/song/movie that inspires me.... Novel – The Power of one Movie - Shine

Annette Vaarzon Morel

TITLE: Hostel Manager,
James Thomas Court

Describe your role and how it relates to Aged Care Services?

My role is to manage the facility at James Thomas Court. This means that I get to have a lot of interaction with both the Residents and the Staff and share some clinical work with administrative tasks.

What do you like about the job?

The variety of tasks, the interaction with lots of different people, getting to know the Residents and feeling you can make a difference in peoples' lives.

What was your previous role?

I was the Health Service Manager in a rural health service in NSW. It was a 'wear all hats' type of role with both acute, primary health, ED and Aged Care clients, a bit of maternity and a bit of mental health – a good variety.

If you could go anywhere what favourite meal would you order?

I love French and Italian food best. I would order anything like

snails, frogs' legs, soufflés, or a really beautiful French onion soup cooked traditionally. However, coming back to earth, I will always settle for just a great roast dinner.

What was your favourite holiday experience?

Driving in the French Alps and marvelling at the crisp snowy peaks and being the slowest driver on a German autobahn on the 'wrong' side of the road at 160kmh! I love driving holidays and open spaces.

What was the most memorable moment you have had working in Aged Care?

Some of the best moments have been when working in palliative care, working with both the patient and their family to make the most of those last days. Very rewarding.

I'm passionate about...

Life, family, finding meaning in what we do. I love reading and going to see ballet.

In five words, I am...

Pretty simple and easily pleased.



LOLLY SHOP

(Bill Crawford Lodge)

Residents and staff look forward to Thursday's at Bill Crawford Lodge, because that's the day Glenice Yates runs her lolly shop.

Glenice takes great pride in her shop, she stacks the lollies on her trolley, organises the float, and wheels her trolley to staff and residents to sell her merchandise.

Glenice makes the choice of stock to sell, and she counts the takings at the end of each day which she balances in her cash book. This activity gives Glenice a purpose, as well adding to her feeling of achievement.

At Bill Crawford Lodge all residents are encouraged to participate in daily activities that help them achieve their potential.



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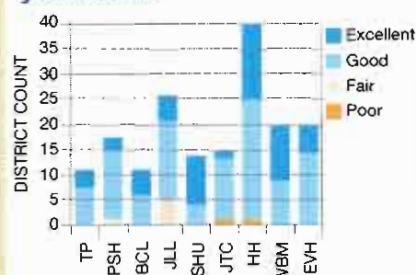
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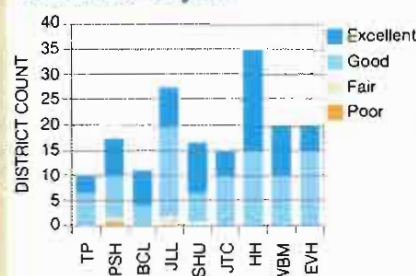
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