

RESIDENTIAL SERVICES NEWSLETTER

Customer Service Week

Sunday 14th March - Friday 19th March 2004

Ballarat Health Services Customer Service Week will be taking place from Sunday the 14th of March until Friday the 19th of March 2004. There will be special activities, training programs for staff, bbq's, musical items and guest speakers attending various sites through-out the week. Keep your eyes peeled for the program and afternoon teas planned in your area. Here's what some staff have had to say about customer service and what it means to them.



Jason Cartledge, a former Hailey House staff member was awarded the Ballarat Health Services Staff Member of the Month in September 2003.

Jason Cartledge

Name: Jason Cartledge

Position: Environmental Services

Quote: *I do my best to provide great customer service by taking pride in my work. It's about doing my best at which ever task I've been asked to do. It's also about listening to people.*



BallaratHealthServices

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Customer Service Week

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Jan Hutchinson

Name: Jan Hutchinson

Position: Associate DON / Manager, Talbot Place and Bill Crawford Lodge

Quote: *Customer service is finding out what the customer wants, putting every effort into providing what they have requested, facing up to it if you get it wrong and then looking at ways you can improve your service to ensure you do not get it wrong in the future.*



Bev Adams

Name: Bev Adams

Position: RN Div 1 Bill Crawford Lodge

Quote: *I try to always place myself 'in the customer's shoes'. This helps me to understand how they will be feeling at any given time and hopefully enhance my prospects of meeting their needs in the best possible way.*

Pat Erwin

Name: Pat Erwin

Position: Director of Nursing QEV

Quote: *Everything we do at Queen Elizabeth Village is customer service orientated. We want our residents and their families to feel comfortable enough to provide feedback on how we can improve our service.*

Clint Sanders

- Residential Services Project Officer

Jack Lonsdale Lodge

STUDENTS VISIT JACK LONSDALE

During 2003 a pilot program began at Jack Lonsdale Lodge in Sebastopol.

Students from the Ballarat Christian College began a visitation program.

8 students from years 9 and 10 visited residents on a weekly basis.

The aim of the program was a sharing of interests and exchanging ideas.

Residents enjoyed sharing their past and learning from the students.

One gentleman shared his cricket experiences at 'Lords' and was keen to learn of the current One Day Series rules, modern cricket gear etc.

The experience was rewarding for every one involved.

Another successful aspect of the program was the involvement of the Primary Department of the Christian School.

Students from years 2 and 3 presented musical programs to the residents. This often lead to extended "singalongs".

The students also assisted us in the Anzac Service. The residents and students found this experience extremely moving and emotional.

Our residents even feature on the schools flyer to promote the school in the community.

The pilot program has been so successful it will continue in 2004 involving many other residential areas as well as Jack Lonsdale Lodge.

This has been incorporated into the activity program as an ongoing project.

Jayne Watts - Jack Lonsdale Lodge

Bill Crawford Lodge

BUSY TIMES AT BILL CRAWFORD

It has been a busy time in Bill Crawford Lodge over the past few weeks.

Staff arranged a shopping trip to Melbourne to raise money for the unit. Many staff and some relatives attended the shopping trip. The day was a lot of fun even though it was the first hot day of the summer. Most of the shoppers got off the bus red faced and looking a tad tired. Money raised will be used during the coming year for items required on the unit.

Staff have also been busy ensuring the residents of the unit had an enjoyable Christmas. During the lead up to Christmas residents, relatives and staff enjoyed a fun afternoon party with lots of food music and dancing. (Staff are still complaining about sore feet)

Residents and staff also enjoyed Christmas day with all the traditional goodies including extra helpings of Christmas pud. Residents all received gifts, which they enjoyed unwrapping Christmas morning with the staff.

KEEP THE GARDENS ALIVE

The water restrictions are keeping us all busy and the staff are trying hard to ensure we don't lose any plants by watering on our allocated evenings.



GOODBYE NORMA

We are saying goodbye to Norma Nikolovski who has been a member of Ballarat Health Services for over 30 years. She has been part of our Staff on Bill Crawford for many of those years and worked tirelessly as our ward clerk

We wish her well in her retirement.

The year 2004 is upon us and we are all hoping the year will be exciting and fulfilling. We are all looking forward to the challenges of the coming year. We wish all a great 2004.

UPCOMING DATES

Customer Service Family Day - to be announced
Residents and Relatives Meeting

(2pm in the Meeting Room)

- 17th March 2004
- 19th May 2004
- 18th August 2004
- 17th November 2004

Bev Adams - Bill Crawford Lodge



Staff and residents enjoy the Christmas celebrations.

PROGRAM

Residents continue to enjoy our excellent variety of activities. These activities give all residents an opportunity to interact with others and become actively involved as part of the Hailey House community. Our program includes games, cards, bus trips, theme days, guest entertainers, special exercises, interest activity groups, and a school children's program. There is opportunity for everyone to be involved, if they wish, with all activities having an emphasis of fun and laughter.

ENTERTAINERS AND BUS TRIPS

Our 'special' guests include Pat McKay, Eileen and Graeme, Macca's Musos, Carmel and Gary, The Line Dancing Group, The C.W.A. Ladies and Marg Dovaston.

Many thanks must go to all of our great and special entertainers who give so much of their time to come and entertain us all. They are a marvellous group of people. We have had some special trips over the last few months. These have included a Day Trip to the Science Museum, and a Day Trip to the Melbourne

Zoo. These have been very interesting and very enjoyable and generated much discussion around the dinner table.

Some of our local bus trips have taken on a new flavour with a number of residents able to give those in the bus a 'history lesson' about some of the places they have visited. All makes for interesting trips.

SCHOOL CHILDREN'S PROGRAM

This year this program was set up primarily to give children the experience of interacting with older people, and especially those who do not have grandfathers and grandmothers in their family.

Many thanks must go to the residents who firstly volunteered their time and committed themselves in

making this program so successful. Also thanks to the wonderful Year 6 children from Villa who visited a number of residents and after discovering things about each other, and enjoying some activities together, the children then put on a number of small concerts to entertain us.

We hope that 2004 will bring a similar program to us here at Hailey House.

CHRISTMAS LIGHTS AND CHRISTMAS PARTY

This years Christmas lights trip was really great and enjoyed by everyone. Two bus loads of residents and guests travelled around Ballarat looking at all the spectacular lights displayed by many houses.

Undoubtedly, the best of these lights were to be found in Wendouree and Sebastopol. Thanks to all who went

and made this trip very worthwhile. A special thanks to Kath for organising and to staff at Hailey House who helped in getting residents on and off the bus.

One of THE highlights of the year was the Christmas Party. Approximately 160 people (residents and their guests) experienced a great day. There

was plenty of food (beautifully cooked on the BBQ) and drink, and of course Santa arrived and gave every resident a gift... much to their delight. It was a totally great day and many expressed their thanks to staff for putting on such a great day.

A big thank you to Melanie for organising the gifts for Santa, and also a big thanks to 'our Santa'.

K. John Ciezki



THE FESTIVE SEASON AT WB MESSER

About 70 residents and family enjoyed our Christmas Party in December. Entertainment was enjoyed by all from Macca's Muso's. A big Thank you to these four dedicated entertainers (Peter, Geoff, Julie and Heather).

CHRISTMAS LIGHTS

Residents from the Hostel enjoyed a great bus trip around to the Christmas Lights in December. Once again it was Littles Bus lines who donated their time and drivers, Ritchie and Steve. All whom attended came off the bus with big smiles. New Years Eve was celebrated by residents and staff at the hostel by enjoying a pizza and drinks evening.



Blanch Baulch got into the swing of Christmas with a visit from her daughter Nola.

UPCOMING EVENTS

BLUMES FASHION PARADE WEDNESDAY 7TH APRIL, 2004 AT 2PM IN MESSER HOSTEL ACTIVITY ROOM. ALL WELCOME.

CONGRATULATIONS TO MARK THOMPSON

FORMER resident at WB Messer Hostel, Mark Thompson successfully completed the Lorne 2004 Pier to Pub. Mark acquired a brain injury from a sailing accident in November 1995. Medical opinions were adamant he would never have any more than eye movement at best.

He has proved them all wrong and with the help of the Usui system of natural healing - Reiki, family and friends, Mark has defied all odds and achieved goals that were considered impossible. His remarkable inner strength and will to live have projected him to heights that continually astound observers.

Mary-Jane Rigby and Saverio Bonazzoli swam alongside Mark wearing buoyancy belts and carrying noodles. The footage of Mark coming out of the water was certainly a thrill to his many friends and staff at WB Messer Hostel and Ballarat Health Services.



Staff member Shirley Taylor helped Santa with the celebration.



Mark Thompson

*Article supplied
courtesy of Health
Matters.*

Sue Hall - Manager at WB Messer Hostel

Talbot Place Nursing Home



TALBOT PLACE SUMMER

Christmas day was busy in Talbot Place but enjoyed by all. Residents shared a lovely lunch with relatives and friends. Thank you to those who helped make the Christmas hamper a success, proceeds will be used to benefit residents in the unit.

There were many things planned for the Summer weeks while we still had the 'nice weather'. Although the nice weather abandoned us in January, it didn't stop us enjoying the activities that went ahead. A big day was planned for Australia day. A BBQ for the residents and relatives was enjoyed by those who joined us.

The new undercover outdoor area has proven to be a big success. With the pleasant weather we

experienced over the past few months, residents and relatives enjoyed the chance to sit outside.

Residents and staff were pleased to see the safe return of Jan Hutchinson (Associate DON) after a well earned break over the Christmas period also.

UPCOMING DATES

Customer Service Family Day - Sunday 14th March
2004 (2.30pm afternoon tea)

Residents and Relatives Meeting

- 24th March 2004 (2pm in the Lounge Room)

- 26th May 2004

- 25th August 2004

- 24th November 2004

P.S. Hobson Nursing Home

COMMUNITY SUPPORT

We would like to thank the community for their ongoing support. Pictured is Phyllis Mason, a volunteer playing scrabble with a resident, Stefon. Phyllis visits several times each week.

Also pictured is Bob Reynolds donating a new wheelchair on behalf of the Wendouree Lions Club.

This chair will enable Melva to mobilise more freely around the nursing home.



WE CARE UPDATE

P.S. Hobson WeCare implementation team recently visited a Melbourne facility to view a different way of implementing this exciting new system of documentation. All the staff of P.S. Hobson and W.B. Messer are looking forward to eventually switching completely to the WeCare system.

Pleasant Homes

RESIDENTS PROFILE

MRS SARAH PARKINSON - better known as SALLY began living at Pleasant Homes in Percy Baxter Flats as an independent resident in 1998.

In October 2000 Sally became a long term resident moving into a room in Fraser-Archer House. Sally has made many friends and enjoys attending activities and outings. Playing cards is another pastime enjoyed by Sally. This is usually either Patience or Euchre with friends. She enjoys chatting about her three grandchildren and great grandson of whom she has many photos in her room.

Sally has a wonderful sense of humour, always giving the staff and residents something to chuckle about.

CHRISTMAS

Staff went shopping and brought individual Christmas presents for the residents. Presents ranged from teddy's to ornaments, chocolates to socks. This proved to be very successful with smiles all round Christmas morning. Thankyou to the staff for the time and care that was given in choosing gifts. (Marg, Linda and Monica).

On Wednesday 17th December all residents enjoyed a Christmas lunch together in the main Dining Room; the food was supplied by Fabulous Feast which they all enjoyed very much.

OUR LIBRARY

A new service now available to our residents is a library that staff have set up at our facility. We have a great range of books and magazines to suit all needs. The Library is open every second Wednesday and is



run by staff. This was organised to compensate for the Mobile Library which no longer attends Pleasant Homes.

MOVEMENTS WITH RESIDENTS & STAFF

Over the last few months we have had 2 residents pass away, 1 go back into the community and 1 transferred to another unit. We welcome Murray and Frank to Pleasant Homes as long term residents.

One of our staff members, Brenda, is getting married on Valentines Day, we would like to wish Brenda and her new husband all the best for their future together. Congratulations also go to Brenda for passing her Div 2 Nursing.

We have had a resignation from Malcolm who was covering Maternity Leave.

UPCOMING EVENTS

All activities are now back in full swing after the holiday season.

February: our annual barbeque is to be held at Eureka Stockade Gardens

Article Supplied by: Amanda Driscoll

Eureka Village Hostel

A WEDDING AT EUREKA VILLAGE

EUREKA Village recently held a mock wedding fundraiser to celebrate the nuptials of Effie Wilhemena Chaste to Albert Romeo Montague.

The bride was attended by the lovely Christine as flower girl and her parents Helen and Merritta were more than happy to give her away (at the end of a shotgun). Wilhemena wore a stunning cream chiffon gown and looked a picture of radiance. The florist did a superb job with radishes and carrots and the priest performed her priestly duties to perfection.

Approximately 90 guests travelled from as far as Sebastopol to witness the event and enjoyed the sumptuous breakfast. The honeymoon was postponed until the happy couple could agree on a destination. Lifestyle co-ordinator Debbie Craig, volunteers Marg and Barb along with the staff and cast put a lot of work into the day. People were charged to stay for the



breakfast and with a number of raffles, \$600 was raised which goes towards resident activities.

All residents from Eureka Village Hostel attended the mock wedding along with some residents from Geoffrey Cutter Centre and Sebastopol. The bride's two (real) daughters were thrilled with the fun their mother had.

Article: courtesy of Health Matters

RESIDENTIAL SERVICES
D I R E C T O R Y

Residential, Subacute and Community Services

Wendouree

Nursing Home

PS Hobson Nursing Home,
QE Village,
Gillies Street, Wendouree, 3355
tel: 5338 1644, fax: 5339 4009
Director of Nursing, QE Village (PS
Hobson Nursing Home and WB
Messer
Hostel): Pat Erwin RN Div 1, RGNC,
BN, MRCNA

Hostel

WB Messer Hostel, QE Village,
Gillies Street, Wendouree 3355
tel: 5339 6979, fax: 5339 3218
Hostel Manager: Sue Hall RN Div 2,
Grad Cert Mgt.

Ballarat East

Nursing Home

Geoffrey Cutler Centre, Belmont
Drive,
Ballarat East, 3350
tel: 5337 1567, fax: 5337 1570
Director of Nursing, Eureka
Complex: (Geoffrey Cutler Nursing
Home and
Eureka Village Hostel) Alice Reed
RN Div 1, HV Cert

Hostel

Eureka Village Hostel,
16-40 Balmoral Drive,
Ballarat East, 3350
tel: 5337 1550, fax: 5337 1551
Hostel Manager: Lee Prentice RN
Div 2

Psychiatric Residential Care

Eastern View Community Care Unit,
40 Stawell Street,
Ballarat East, 3350
tel: 5332 9459, fax: 5332 9462
Manager: Lois Prodger RPN

Day Centre

Elizabeth Brown,
223 Victoria Street,
Ballarat 3350
tel: 5331 4037, fax: 5333 2776
Manager: Kerrie Mawdsley AHA,
Cert IV Vol. Mgt., Cert IV Com. Serv.

Ballarat North

Hostel

Hailey House, 703 Norman Street,
Ballarat 3350
tel: 5320 3744/5338 7916,
fax: 5338 7990
Director of Nursing, Hailey House
Denyce McPherson RN
Div 1, RM, RGNC, BN (Post Reg),
MRCNA

Day Centre

Midlands Day Centre,
701 Norman Street,
Ballarat 3350
tel: 5331 5978, fax: 5331 5584
Manager: Lindsay Fowler AHA, Grad
Cert Mgt.

Day Centre Dementia Specific

Eyres House, 810 Ligar Street,
Ballarat 3350
tel and fax: 5332 4720
Manager: Doff Kemp RN Div 1,
PBGNC, BN

Central

Specialist Geriatric Psychiatry

Nursing Home
Steele Haughton Unit,
Dana Street, Ballarat 3350
tel: 5320 3595, fax: 5320 3599
Manager: Kevin Harris RPN

Special Care Dementia Unit

Bill Crawford Lodge, Dana Street,
Ballarat 3350
tel: 5320 3970, fax: 5320 3980
Associate Director of Nursing Talbot
Place and Bill Crawford Lodge: Jan
Hutchinson RN Div 1, BN, MRCNA,
Grad Dip in Aged Services Mgt
(Hons)

Nursing Home

Talbot Place, Dana Street,
Ballarat, 3350
tel: 5320 3755, fax: 5320 3894
Associate Director of Nursing Talbot
Place and Bill Crawford Lodge: Jan
Hutchinson RN Div 1, BN, MRCNA,
Grad Dip in Aged Services Mgt
(Hons)

Aged Care Assessment

Jim Gay Unit, 109 Ascot Street
South, Ballarat 3350
tel: 5320 3784, fax: 5320 3822
Manager: Glenn Taylor RN Grad Dip
Psych Nsg

Inpatient Rehabilitation Ward

Eyre Street, Ballarat 3350
tel: 5320 3787, fax: 5320 3702
Manager: Robert McGrath RN, BN,
Grad Dip Nsg (Mental Health), Cert
Stoma Th, Accred BCN

Hostel

Pleasant Homes, 34 Pleasant Street
South, Ballarat 3350
tel: 5332 1841, fax: 5333 2827
Hostel Manager Pleasant Homes:
Diane Howell Cert 3 Community
Services in Aged Care

Queen Elizabeth Centre

102 Ascot Street South,
Ballarat 3350
Director of Nursing: Dot Rogers. RN,
RPN, CRRN, B Health Science
(Nursing), Grad Dip Administration
(Health), MNS, MRCNA, AIMM
Phone 53 203 765
m. 04 3838 2429

Aged Care Assessment Services

tel: 5320 3740, fax: 5320 3660
Linkages
tel: 5333 5566, fax: 5333 5866
Carers Respite and Carers Choice
tel: 5320 3635, fax: 5333 7141
Centre Against Sexual Assault
tel: 5320 3933, fax: 5320 3817
Peter Heinz Rehabilitation Centre
tel: 5320 3885, fax: 5320 3800

Sebastopol

Nursing Home

Jack Lonsdale Lodge,
Morgan Street, Sebastopol, 3356
tel: 5335 0522, fax: 5335 0524
Director of Nursing, Sebastopol
Complex: Terry Gleeson RPN, RN
Div 1, Grad Dip Mgt.
Cert IV Workplace Training and
Assessment

Hostels

James Thomas Court, Morgan
Street, Sebastopol, 3356
tel: 5335 0504, fax: 5335 0528
Manager: Kay Wheeler RN Div 1,
Grad Dip Mgt.

Aged Care Dementia

Specific Hostel
Jessie Gillett Court, Morgan Street,
Sebastopol 3356
tel: 5335 0526, fax 5335 0501
Manager: Kay Wheeler RN Div 1,
Grad Dip Mgt.

Day Centre

Ethel Lowe Day Centre,
Morgan Street,
Sebastopol 3356
tel: 5335 0506, fax: 5335 0513
Manager: Dawn Bowes Grad Cert
Mgt, Cert IV Workplace Training and
Assessment

Residential Services Admissions

Coordinator:
Liz Sayers RN Div 1, PBGNC
tel: 53203620 or 53203700