

Resident's and Relatives Satisfaction Survey

A residents and relatives satisfaction survey was conducted across our Residential Aged Care Homes during January 2017

The reason for the survey was to encourage residents, their family and their representatives to tell us if we are meeting their expectations in regards to the care, the environment and services provided by staff and management during their stay in the care home.

The surveys participant rate was very good with 148 residents and their representatives taking the opportunity to tell us about the care and services provided.

The survey feedback has provided us with a greater appreciation of how residents or family rated the care home in regards to:

1. The level of comfort and sense of safety in the aged care home.
2. The variety of activities offered in the aged care home.
3. The standard of services provided including the meals, personal care & nursing care.
4. The attitude of staff and respect shown towards residents, family and visitors.
5. The level of staff support for residents or family to be involved in decisions about their life and care.

Resident and family feedback from each of Ballarat Health Service's Aged Care Homes was generally very positive and encouraging. In the vast majority of cases, a rating of good or excellent is recorded for the standard of care and services provided in the home. The survey participants rated the survey "Q1: How would rate your level of comfort and sense of safety regarding your room" as the highest satisfaction rating from the five main questions asked.

Ballarat Health Service's Aged Care Homes also find it is equally important, where a number of residents or family also took the time to draw our attention to "opportunities for improvement" which will assist us to continue do things better.

With the above brief comments in mind a more specific and detailed report for each home has been completed and distributed.

Information in the report will ensure the home's manager will be able to

- Review their care home's feedback to identify strengths and any area where actions may be required to address the issues raised.
- Share and discuss information at the home's Residents and Relatives meeting.
- Followed-up with individuals where necessary to address personal concerns raised.

The survey feedback will assist staff to reflect on resident's and family's perspective of life in the home and remind them to look at each day as an opportunity to add meaning and purpose to a resident's life, which may involve doing the simple things that do make a difference.

Thank you to all who participated.

Eureka Village's Bears

Residents at Eureka Village Hostel are busing at work making teddy bears with the help of our lovely new volunteer Bronwyn.

Bears can be made to order and in the colours of your choice i.e. footy teams for \$25.00 each. All funds go towards restocking craft supplies for our residents (this is a non for profit program - only for pleasure).

As you can see by the photo all of our residents are enjoying the new program and look forward to its continuation.

So please get those orders rolling in. It would be much appreciated. Thanking you Deb.

Enquiries to Debbie Craig on 5337 1550.



Resident Profile

Gary Lyons



Previous occupation: Graphic Designer

Born: 1946 Ballarat Base Hospital

Interests: In my younger days I loved sports cars – I owned an MG. I later enjoyed restoring antiques and collecting old memorabilia.

Resident since: I've been a resident at Bill Crawford Lodge (BCL) since 2014.

Most challenging part: The most challenging part of coming to BCL is being away from Rhonnie (my wife) and leaving all my special belongings behind.

Earliest memory: Going out on my pushbike with my father collecting and chopping wood for the fire.

When I was a child I wanted to: Earn enough money to fund my hobbies. I did this by delivering milk to houses on my pushbike.

My parents always said: Come and help us in the garden.

My greatest moment in life was: Marrying my wife Rhonda.

In five words I am: Artistic, creative, caring, eccentric and gentle.

I wish I had never worn: Those skin tight white bell-bottoms!

Cat or dog: Cats +++

When I want to spoil myself: I would enjoy a glass of white wine while soaking in the bath.

The first thing I reach for in the morning: It used to be my wife Rhonda.

The hardest thing I have done in my life: Is trying to come to terms with modern technology.

If I could change one thing in the world: To change people's attitude towards cruelty to animals, particularly cats.

After life there is: Something

I love: White Wine

In my life I have learned: Tolerance

My pet dislike is: Large Crowds

I can't live without: Rhonnie

Before I die I would like to: Go on another trip to Melbourne on the train.

If I could invite five people to dinner: Rhonnie, Audrey Hepburn, Ruth Cracknell, Margaret Throsby and Joe Saba.

The meaning of life is: To live without regrets.

If I could be anyone else for the day I would be: Peter Brock

I am passionate about: Art

A book/song/movie that inspires me: Graphic art books, Jazz and Soul music.

The Dining Experience at Geoffrey Cutter:

Geoffrey Cutter Centre kitchen renovations were completed in July 2016 and Burlodge Ovens were installed in the three kitchens during this process. The impact these ovens have had on the dining experience for residents is noticeable within the unit every day. The aromas of the food warming can be smelt throughout the unit and the residents, and staff, report that the food appears more appetising. The staff have noted that there is less food being returned on plates to the kitchens. The best outcome has been the ability to provide a better dining experience for our residents, where they are able to sit together at a table and be able to be served their meals together. We have observed that the interaction and conversation between residents during mealtimes has increased over the last 6 months.

Staff Profile

Bronwyn Lyttle

Clinical Care

Jack Lonsdale Lodge



Describe your role and how it relates to Aged Care Services? I have been nursing at Jack Lonsdale Lodge for approximately two years and I started here initially for my grad year, where I enjoyed my time so much that I returned after my grad year.

My role is to oversee the clinical care of the residents of Jack Lonsdale Lodge and support their families and friends. I find my role extremely rewarding. Jack Lonsdale Lodge is a great homely, fun environment, with terrific team members and managers.

What was your previous role? Prior to completing my nursing degree I worked at the UFS pharmacy in Beaufort as a pharmacy technician.

If you could go anywhere what favourite meal would you order? My favourite food is seafood and my favourite place to eat it is at the Fisherman's Pier at Geelong.

What was your favourite holiday experience? I have just returned from a cruise around the top of Australia from Sydney to Fremantle. I really enjoyed seeing another part of our wonderful country and spending time with my partner Simon.

What was the most memorable moment you have had working in Aged Care? I have had lots of lovely moments and memories during my time here at Jack Lonsdale Lodge. During every shift somebody has made an impact on my day, which enables me to grow and learn and thrive. I am an active member of Jack Lonsdale Lodge's 'Well Being Group'. Making the environment a happy, pleasant place for both staff and residents. It is a project that I am proud of being involved in.

I'm passionate about I love to crochet and cook, to travel and spend time with my family.

In five words, I am Happy, compassionate, caring fun loving and easy going.

Refurbishment at Ballarat East

The major building works at Geoffrey Cutter are nearing completion. Over the last two months, the residents have appreciated the air-conditioning that was installed in all bedrooms and sunrooms. Bathroom upgrades were completed in fourteen ensuites and two rooms have had major structural works to make them bariatric compliant. We have also had the opportunity to install a dental chair onsite with ceiling tracking allowing the chair to be utilised by all. The funds have also allowed an upgrade of our Wi-Fi system; this will provide better access for residents and their families to the internet. The installation of privacy screens in all our shared bedrooms will be occurring in the near future.

Building works are progressing at Eureka Village, the hairdressing room has been completed and residents are enjoying the new layout. Kitchen works are nearly completed and the staff report the introduction of the Burlodge ovens at Eureka Village is already improving the dining experience for residents. Ceiling tracking has been installed in 13 residents rooms to provide full care for residents aging in place. The new undercover resident smoking area is now complete providing those residents who smoke an area with protection from the wind. Work on the outdoor areas are well under way, concrete paths have been laid and the outdoor structures are waiting for the final touches. All the residents are watching the building works and waiting impatiently to have access to the new areas.

Steele Haughton Unit



Residents of Steele Haughton Unit have rated both the weekly bus trips and the fortnightly wheelchair bus trips as the most popular activity by far. With the help of long term Volunteers Shaun and Barry, the residents set off on adventures around the district. Where possible we aim to make the trips relevant to residents' needs, such as visiting the areas they may have grown up in and/or have relatives in the area.

One of our residents was able to visit the Hostel in Avoca where residents were invited into the lounge area while two sisters caught up with each other. Another trip we take is to Clunes. One of the residents visits her family there and sometimes we all have a 'get together' at the local park and enjoy a delicious picnic lunch provided by the kitchen. Occasionally we have visited cemeteries, on residents' requests, to remember loved ones and other trips have been to an Op shop or to the local supermarket for residents personal shopping.

No matter where we go, the bus trips are always enjoyed by all and they provide a connection into the community.

Sally Birnie Lifestyle Coordinator Steele Haughton Unit

Geoffrey Cutter Centre

December, a busy time of year



In the lead up to Christmas the residents of Geoffrey Cutter Centre were very busy with their craft activities. They created Christmas cards for their families with coloured paper, scissors, paste and verses creating masterpieces that were greatly appreciated by their families.

In their craft sessions our residents created decorations for all houses. The Christmas decorations in Geoffrey Cutter Centre were that impressive we were one of the runners-up in the BHS Christmas Decoration Competition.

The final Christmas Ecumenical Church Service was celebrated and all received well wishes and blessings.

In the lead up to Christmas the residents were entertained with numerous performances including Christmas Carols and Concerts. Residents enjoyed joining in with the singing and dancing.

The GCC annual Christmas Lights Tour of Ballarat was again a huge success, the residents who participated had a late night but enjoyed every minute of their evening.

Another highlight and new adventure in December was an outing to the RSPCA kitten petting rooms. The residents enjoyed the time they spent with the kittens and before leaving all handbags were inspected in case any of the kittens were smuggled out.

Many of the residents are keen gardeners. They enjoyed the time spent in the garden planting tomatoes and sunflowers for enjoyment later in the summer.



Halley House News



Sadly our dear friend Marg Harrison passed away recently and will be missed by us all. Marg along with her husband Neil have given many hours of community volunteering of their time providing much pleasure and friendship performing at Hailey House. During past months, due to illness, Marg was unable to perform but continued to visit for short periods just

to say G'day. Our friendship continues with Neil who wishes to stay in touch with all the crew at Hailey House. Our sympathies and thoughts are with the family at this sad time.



Our good friends from visiting line dancers after their monthly performance with resident Dot who was the Master of Ceremonies for their visit. We always look forward to these visits to watch their dancing, spending time chatting with dancers before and after performance.



We have been very lucky in the past year to have a local school and two preschools coming to visit us at Hailey House. The schoolchildren bring their readers, assignments and various school projects to show us, they also love to play Hoi with us, over

time we have built a lovely rapport with the children, teachers, aids and some family members. We also have a weekly visit during school terms from Macey a student from the school, who brings a weekly activity in with her to work on with residents, she has become a lovely friend to a group of our residents and staff.

We look forward to our fresh fruit, which is delivered to us. We have been enjoying stone fruits, grapes, strawberries and melons over the summer months often whipping up a fresh fruit salad along with a scoop of ice cream (very nice on hot days) or we have been stewing fruit which has also been very popular.



An outing to Midlands golf club to attend morning melodies with Garry West was very well received by residents and staff, we all enjoyed a lovely morning tea and lunch. This is going to be held every second month and we are looking forward to the next one. Resident Marion and her family attended with us, having a family outing for Marion's birthday, Marion was the centre of attention having her birthday announced and the birthday song sang by all there. We hope to continue going to morning melodies with WB Messer at the Ballarat Leagues Club on the in-between month. These are always good outings as nearly always some of our residents meet up with friends from the community or someone they went to school with.

IS THERE AN
ANNOUNCEMENT OR
UPCOMING EVENT YOU'D
LIKE TO PUT HERE

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