



## Executive Director - Wrap Up

Welcome to this edition of the Ballarat Aged Care Newsletter. I am currently acting in the Executive Director role while Jodie is attending conferences overseas. Winter has been a bit cold and gloomy in Ballarat but the warmth of the staff, volunteers, residents and families have made our facilities very bright and cheerful. The Winter Wonderland activities throughout our residential services proved to be very successful, with all facilities taking the opportunity to decorate and have themed activities.

I am very pleased to let you know that Bill Crawford Lodge, WB Messer, PS Hobson and Jack Lonsdale House passed the aged care accreditation standards review which was conducted in June. All facilities achieved full compliance with 44 standards. The auditors spent at least two days at each facility and interviewed residents, relatives, staff and volunteers. They also reviewed policies and care notes. The feedback from the auditors was very positive and they identified some areas that we can improve and enhance.

If you would like any further information regarding the accreditation outcomes or processes please contact the relevant facility for assistance. Contact details can be found here - [www.ballaratagedcare.org.au](http://www.ballaratagedcare.org.au)

**Dr Lisa Clinnick**

*Act Executive Director, Aged Operations  
Ballarat Health Service*

## Geoffrey Cutter Unit – Past Resident Donation

Geoffrey Cutter has been the beneficiary of a donation from the family of a past resident. The funds were used to purchase new outdoor furniture, wall art and plants for the House 2 covered outdoor area.

It is a shame that the delivery of the furniture occurred when the inclement weather commenced as it is restricting use of the area. On some of the nicer days residents have been able to use the area for activity sessions and when families are visiting.

The feedback from residents who have used the area has been positive about how nice it looks and how good it is to spend time outside in pleasant surroundings and they are all looking forward to spring and warmer days.

Residents and staff at the facility are planning a special morning tea for the family to thank them for their gift. All are hoping it will be a sunny day allowing the celebration to be held outside.



## James Thomas Court - Life Story Books

A group of about 12 Loreto students from Year 11 and 12 will be visiting James Thomas Court on a weekly basis to get to know some of our residents well so that they can compile a Life Story Book for them. The residents look forward to the visits from the girls as they get together sharing their stories and a cup of tea or coffee with morning and afternoon tea.

The inter-generation mingling have been very successful so far with much laughter and wisdom shared from one generation to another.

The residents are looking forward to getting to know the students well and vice versa and are very excited about their upcoming life story book!



## Resident Profile

### Beverley Payne



#### History

Beverley was born in Melbourne in 1934 and she grew up in a suburb called Parkdale. Bev's first job was as a telephonist when she was 15 and has played many different roles in her life. She's worked as a kitchen hand in an aged care home, a Ganger (supervisor for fruit pickers) as well as a business owner where she owned a slate shop in partnership with her daughter. Bev has four children. Two boys and two girls.

#### Interests and Likes

Beverley has a vast interest in many things, but her love is in sports. She is an avid supporter of Collingwood and the cricket. She likes to keep up to date with technology and uses her computer to play games, surf the internet and keep in touch with her family and friends. She loves spending time with her family and travelling was her passion. She travelled around Australia, visited a few countries overseas and she also went on a cruise.

#### Dislikes

Beverley dislikes dishonesty, gossip mongers and people that belittles others. Carlton football club is also another dislike for Bev.

#### Favourite Food

Garlic prawns are what Bev cannot resist.

#### Greatest Moments in her life

Seeing her granddaughter in her graduation gown has been the highlight of her life.

Just prior to her admission to James Thomas Court in April 2015, Bev had a precious Jack Russell terrier, Kim. She was the love of Bev's life and was her constant shadow. Bev missed Kim greatly when she first came into care but now, she has settled in happily in the facility. She loves the wonderful friendships and caring staff that have helped make her life very meaningful.

## WB Messer and Hailey House

Hailey House and WB Messer residents have been enjoying lunch out at the Ballarat Special School café. Always a happy time and the students and staff at the café have become our friends and look after us very well.



## PS Hobson

PS Hobson resident Lorna Brown has been busily knitting little hats for the premature babies. Lorna states "I like to be able to help the little babies. I like doing it, it keeps me busy and it is good therapy for me. I don't do such a good job because I have arthritic fingers." (She does a great job)

Lorna has so far made 23 hats. She also knits headbands for those who have lost their hair due to cancer.



## James Thomas Court - Winter Wonderland

For Our Winter Wonderland celebration, we have set up a Winter Wonderland display which the residents can enjoy.

Throughout the month, families and friends of the residents have come in and taken photos with their loved ones with the display.

We have also got the residents involved in helping to make some of the Winter Wonderland craft (decorations) as well as to help decorate the display.

On the special day (18th of July), we had winter celebrations starting with Bacon and Eggs for breakfast, hot chocolate and snow balls for afternoon tea and a special treat from Luigi the ice cream van.





# Staff Profile

Lisa Clinnick



## ROLE: Director – Aged Care Services

*Describe your role and how it relates to Aged Care Services?*  
I oversee the care delivery to all the residential aged care services within BHS and support and lead the RACS leadership and management team. The role encompasses 440 beds and nine facilities across Ballarat.

## What do you like about the job?

*I find this role very meaningful and rewarding. I immensely enjoy working with staff and getting to know the residents and families. It is deeply satisfying to know that I can positively influence the care that is being delivered to some of the most vulnerable people in our society.*

## What was your previous role?

*I worked at the Australian Catholic University as a Senior Lecturer in the School of Nursing, Midwifery and Paramedicine. I also held the role of National Post Graduate Course Coordinator and lead the post graduate teaching team within the School. I taught undergraduate nurses and post graduate nurses in the area of gerontology, palliative and medical care as well as ethics in healthcare, sociology and Indigenous health.*

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

*I really enjoy any seafood, but eating fish'n'chips at the beach is my favourite.*

## What was your favourite holiday experience?

*I joined a bushwalking club at high school to go on more school camps (and get out of school) and discovered how much fun camping is. I enjoy camping with my family and friends anywhere really, but I mostly enjoy the Victorian High Country. It does take me a few days to unwind as I am attached to my technology!!*

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

*I have had many extraordinary experiences and moments as a nurse caring for older people. I don't have one specific moment but a career of privileged events. I can recall laughing until my stomach hurt; holding the hand of an old lady who was dying; explaining medical conditions to families; supporting and teaching nursing students; cleaning windows with environmental staff; dressing people's pressure injuries and wounds from misadventure; helping someone to walk in the physio gym and the list goes on. I am so glad I chose this profession and this specialty – everyday is an opportunity and pleasure!*

**I'm passionate about**.....learning and being curious.

**In five words, I am**.....a mum, wife, friend and nurse

# Talbot Place Buninyong Lions Club

Talbot Place had the team from Buninyong Lions Club come along and spruce up our South-East courtyard.

The team was a fantastic life force for good and have done an amazing job tidying up the area to make it a truly great space for the residents. This included sanding, oiling and repairing outdoor furniture, cutting back overgrown plants, sprucing up the water feature and planting new plants throughout the area to add colour.

Thanks so much to the Lions crew and all the volunteers who helped make such a dynamic impact!



# Winter Wonderland

The residents and staff at Talbot Place had a fantastic Winter Wonderland on the 18th of July in what felt like perfect winter conditions!

Our residents worked hard to produce an amazing batch of hearty pumpkin soup, baked potatoes and Steve lit the BBQ to top it all off.

The home was decorated in silver, blue and white to celebrate





## Geoffrey Cutter Workload Redesign Project

Geoffrey Cutter has over the past twelve months been engaged in a review of workload at the facility, as a result of concerns raised from staff in relation to increased workload pressures.

This has involved the development of a working committee to review the issues and develop strategies to address issues identified.

The facility has implemented a new way of allocating staff on a shift, which has been successful in areas such as falls reduction and the impact this has on staff workload.

Another major part of the project has been the engagement of the BHS Centre for Nursing and Health Education (CNHE), to lead a project reviewing the workload practices across the facility. This has involved a comprehensive process involving three staff for the CNHE and all nursing staff at GCC.

The project has to date involved the use of a number of data collection metrics to inform the project from a number of angles. This has included:

- Fish bone analysis, a technique used to identify any issues related to the workplace that impact workload. This involves all staff across the facility including management and unions, who have the opportunity to express their views on where they identify areas of concern affecting work practices
- Tracking staff on a shift, involves a staff member being shadowed over a shift by one of the CNHE staff to observe a normal shift
- Tracking of residents on a shift, involved tracking a resident over a shift to observe the interactions between the staff and the resident
- Big picture mapping, involved CNHE staff sitting with staff at GCC to track and understand the tasks they identified in their role on each shift
- CNHE staff attended resident and relative meeting to talk about their understanding of Resident Centred Care.

The project continues, and when all of the analytics have been compiled staff will be involved to look at the current workload and where we can make changes that will improve outcomes for residents and staff at GCC.

## BALLARAT AGED CARE CONTACT DETAILS

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## Jack Lonsdale Lodge – new fence

At Jack Lonsdale Lodge we are getting ready for Spring as a new fence was erected for the Residents of Acacia House to wander through the fruit trees and enjoy a game of Bowls in our newly enclosed outdoor area.

We are also planning to have the fence decorated, with the help of the local art students to make it more lively and attractive.



## James Thomas Court - Fiver for a Farmer

James Thomas Court along with help of staff decided to help drought-stricken farmers by joining the 'Fiver for a Farmer' campaign. The 'Fiver for a Farmer' campaign had staff dressing up as farmers and donating \$5 to raise money and awareness about farmers who are experiencing the drought.

As well as dressing up as Farmers each resident received a Parma and was asked to help donate a dollar for a good cause. The day was a success and all of the residents had a great time and enjoyed their Parma's.