

RESIDENTIAL SERVICES  
NEWSLETTER

## Welcome!

Welcome to another issue of the Residential Services Newsletter. The November issue of the newsletter marks a full 12 months since the first edition was compiled. It seems an opportune time to look back over the achievements and changes of the past year. We have seen many faces come and go, with new managers, directors of nursing in several units and the appointment of the new Chief Executive Officer, Andrew Rowe.

Earlier this year saw Aged Care Accreditation Survey teams survey 12 of our 13 residential sites against the Aged Care Accreditation Standards. All sites received a perfect score on all 44 outcomes while Eureka Village Hostel will be surveyed next year.

September saw the closure of Midlands Hostel, while October saw the implementation of the twenty-first century computer "WeCare" system package. Ten of our staff have so far completed a full week of training on this new system. The system will be implemented initially at the Queen Elizabeth Village in Wendouree and then progressively throughout the other residential facilities.

Within Ballarat Health Services, our vision is to be recognised internationally as a centre of excellence for residential aged care services. I am proud of our staff and their efforts to adapt to an ever-changing environment while continuously endeavouring to improve our service. It's worth remembering that without change we can never achieve our vision.

MICHAEL SCARLETT,  
*Executive Director - Business and Development  
Ballarat Health Services*



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### OCCUPATIONAL HEALTH AND SAFETY

The Commonwealth Government has enacted the Occupational Health and Safety Act to reduce the risk of injury to people in their workplace. Ballarat Health Services has put in place strict policies to ensure the safety of all staff. In Residential Services there is a very active Occupational Health and Safety representative on all units and they form local committees which report up to the overall Executive safety committee.

All workplace injuries and potential problems are reviewed by our local OH and S committees who recommend actions to prevent recurrences. This may include recommendations about the type of equipment we purchase, education programs for staff or changes in the workplace environment such as different floorings.



The nurses have formed a "No lift" committee that reviews the manual handling needs of all residents to ensure they are moved about in the safest most comfortable way for them and the staff. Two types of lifting machine are used frequently. A Joey lifter moves a resident safely in a lifting sling, while an Emu machine supports a resident in a standing position. The committee ensures all nurses are competent in the use of this equipment and that their skills are regularly updated. In the future it is planned to introduce more ceiling hoists which would minimise the need for nurses to manoeuvre these heavy machines. Residents are sometimes apprehensive when they are first introduced to the machines but quickly become confident because of the competent and caring way in which the staff handle them.

Our staff are our most valuable asset so it is important that we take care of them. Ballarat Health Services - Residential Services is committed to ensuring a safe workplace for everyone.

### 102 YEARS YOUNG

Mary Campbell celebrated her 102nd birthday in September. Mary enjoyed a tea party with family, fellow residents and staff on her birthday. Mary still enjoys musical entertainments and participating in the exercise classes at Geoffrey Cutter.



### NEW THERAPY PROGRAM

The diversional therapy staff have introduced a new program for residents with the "sundowners" syndrome. Some people with dementia can become particularly restless and active in the late afternoon. The team of Brian, Ann and Cheryl have altered their work times to cover this period with targeted activities. Several individual residents have been identified as possibly benefiting from some intervention. The team go to them with specific activities at this time of day. So far it has proved successful with other staff noticing a decrease in agitation for all the residents in the area when the program is on. In fact other residents like to join in the fun as well.

*Alice Reed - Director of Nursing*

## Bill Crawford Lodge

### Just a thought!

An important thing in the care of a person with Alzheimer's or any form of dementia for that matter, is the need to make them still feel loved and important. It can help if the carer learns all they can about dementia and assist the person to understand what is happening to them and the need for a love / trust relationship with those who will be undertaking the activities of daily living that the person can no longer do for themselves. Here are 10 "nevers" to remember!

- Never ARGUE, instead, AGREE.
- Never REASON, instead, DIVERT.
- Never SHAME, instead, DISTRACT.
- Never LECTURE, instead, REASSURE.
- Never REMEMBER, instead, REMINISCE.
- Never I TOLD YOU, instead, REPEAT.
- Never YOU CAN'T, instead, DO WHAT YOU CAN.
- Never COMMAND or DEMAND, instead ASK or MODEL.
- Never CONDESCEND, instead, ENCOURAGE or PRAISE.
- Never FORCE, instead, REINFORCE.

(Jo Huey)

*Jan Hutchinson - Associate DON*

### **HORACE "CLYDE" MARTYR**

Horace "Clyde" Martyr has been a resident at Eureka Village since only March this year but has made plenty of friends and has become a familiar face at the hostel. A policeman for twenty years, Clyde still carries himself with that policeman bearing and he loves to talk and reminisce about the days when he worked as a 'bobby' and taught all of the young fellows to drive.

Clyde was also a racing driver for some years and drove for a couple of motoring companies. At one stage competing in an old Humber.

Clyde left the police force after buying and reconditioning a delivery truck and establishing a successful haulage business.

In his retirement years he moved to Scarsdale with his second wife and had a goat farm, which kept him busy in the years before coming to Eureka.

Clyde enjoys music, nostalgia and his visits to Midlands Day Centre twice a week.



*Clyde relaxes at Eureka Village*



*Eureka village resident Jean Shearer proudly displays her photograph and medals.*

### **NEW MANAGER**

Eureka Village would also like to welcome our new manager, Lee Prentice. Lee has joined us in the last few months and is looking forward to being able to recognise all the faces in the hostel. Please make her feel welcome and say hello the next time you see her.

*Debbie Craig - Lifestyle and Activities Coordinator*

### **DOWN MEMORY LANE**

During the month of September/ October residents at Eureka took a stroll down memory lane hosting past war day celebrations. Photos and medals from both residents and families were on display and of course there were plenty of stories to tell. The day was a great success, enjoyed by all.

For our wedding day celebrations our activities room was adorned with wedding frocks and photos dating right back. Tables were set in a wedding theme and our lovely volunteers put on a delicious afternoon tea; even boasting a wedding cake!

Such a success was it that it was agreed by all to have a mock wedding sometime in November as a fundraiser for Eureka. Invitations to all sites will be sent shortly.



*Lee Prentice - Eureka Village Hostel Manager*

## CLOSURE OF MIDLANDS HOSTEL

Undoubtedly, the biggest event that has happened since accreditation in June has been the closure of Midlands Hostel. Everything has happened at an incredible rate. It has certainly been a sad event with people, both from Midlands and Hailey House, having to move to other facilities with the consequent loss of friendships and contacts. This impact has also been felt by staff from both centres.

On the positive side of the ledger, Hailey House has gained quite a few "new residents", whom I'm sure will, and do, offer new challenges, new friendships and new contacts, maybe even renewed contacts - for both residents and staff. We welcome all "newies" to Hailey House and hope that together we can go forward, have fun and enjoy life as best as we are able.

## PROGRAM

Hailey House continues to offer an excellent variety of activities to residents. There are many opportunities given to people to join in and become part of the many games, bus trips, singalongs and interest groups. With the coming of Spring is the Spring Racing Carnival, flowers, hats, dress ups, BBQ's, picnics, theme days and of course Daylight Savings. And not far around the corner is Christmas (and all the activities that go with that).

Our special guests have been Carmel Evans, Pat McKay, Eileen and Graeme, Line Dancers, Macca's Musos, and the Villa School Children.

## INTEREST GROUPS

Residents at Hailey House have formed a number of groups. We hope that these groups will help people socialise and have some fun as well. We also hope that more interests groups can be formed. At the moment we have "the knitters", the "card players", and "the gardeners".

The knitters have been responsible for producing many

beautiful items, which have been placed on a 'trade table' and are able to be bought by staff, residents and visitors. All monies raised from sales goes directly to activities. The response to sales has been terrific so far. The knitters have also sent a box full of beanies and scarves to the Very Special Kids organisation which were to be distributed to Kids with Cancer. That's been a great effort. Well done.

Special thanks goes to Di Kemp for organising the "trade table". A job well done.

The Card players meet regularly for a game of Euchre. We hope that they meet more regularly in the future. They are looking for more people to join them so that cards can become a real social event.

The Gardeners are not yet fully underway. They say that it has been too cold and are awaiting better weather and daylight saving. They are also wanting other people to join them.

## MIDLANDS HOUSE

(A poem from the "old" Midlands gang)

Memories of days spent good and bad

Interesting times shared amongst young and old.

During the day the view of hills far away

Lights at night can be seen in all directions.

And fireworks at the lake we have seen.

North Ballarat is where it is found

Day Centre where residents enjoyed socialising

Hostel closed no longer needed.

Our possums who visit every night

Up high we see for ever so far

Students now living here it's home to them

Ending an enjoyable, working time

## HAVE YOU READ THESE BOOKS?

*The Lion Attacked*

by Claude Yarmoff

*Split Personalities*

by Jacqueline Hyde

*Mystery in the Barnyard*

By Hu Flung Dung

*The German Bank Robbery*

by Hans Zupp

*My Life on Skid Row*

by Titus A. Drum

*I Hit the Wall*

by Isadore There

*Under the Bleachers*

by Seymour Butts

*Desert Crossing*

by I. Rhoda Camel

## THANKS

Again, all of us at Hailey House would like to acknowledge our volunteers and entertainers who make life for our residents that much better because of their input. THANK YOU.

John Ciezki (Lifestyle Coordinator)

### CHANGES AT PS HOBSON

PS Hobson is undergoing a period of substantial change, which is aimed at improving outcomes for our residents and enhancing their quality of life. Anna and Lisa have implemented new activities programs and are currently assisting the nursing staff to run additional group activities for our residents. The additional nursing input to the activities is a direct result of the implementation of the 10-hour night shift, which has created an overlap of staff in the early-mid afternoon. Work practices are currently under review and this will continue as we implement the WeCare system. These changes are being driven by our commitment to continuous improvement in service delivery to our residents and their families.



*Residents enjoyed a great display of bootsooting in October, Group from South Senior Citizen Club.*

### UP AND COMING EVENTS

CHRISTMAS PARTY-19TH December, featuring a band and afternoon tea.

Xmas parties-

House 4/5 on Wednesday 17th December

House 6/7 Thursday 18th December

Both at 2pm for afternoon tea, could all relatives attending please bring a small plate to share.

*Sue Hall - Hostel Manager*



*Queen Elizabeth Village staff preparing for the implementation of the WeCare system.*

### WECARE INTRODUCTION

PS Hobson Nursing Home and WB Messer Hostel staff are taking a step into the future with the introduction of the WeCare Computerised System of documentation.

The core of WeCare is a real time (recorded as it occurs), holistic, care planning system. It consists of Midas hand units and the Central WeCare Console.

Each staff member will use the Midas hand unit while working to record interventions they complete for a resident during a shift and make note of any unusual circumstances (exception reporting) that may require action from others.

The WeCare Console is a computer that consolidates, sorts and displays the information collected by the Midas hand units, enabling management and staff to see what is happening in the delivery of all services provided to residents and to initiate any specific actions or interventions to be undertaken by staff.

Information is exchanged between the Midas and Central WeCare Console computer at the start, finish and periodically throughout a shift via a cradle connected to the computer. This process is called synchronization.

### Benefits of the WeCare System include

- Simple and easy to use
- Time saving and thereby enabling staff more time to focus on quality care and time for their Residents
- Minimal handwriting and paperwork
- Accurate and timely record of care delivery
- Capture of accurate data for holistic care planning and the ability to update changes to care plans shift by shift.
- Accurate documentation for RCS validation
- Reduce time in searching for documents/records

The WeCare System is being introduced over the next few months with the support of on site training and system trialing prior to full implementation.

While the system will take some time getting used to, just like the introduction of a mobile telephone or an ATM, the benefits for all stakeholders will justify the support provided by Ballarat Health Services Management and the efforts of all staff involved with its introduction.

*Claudio Delloro - Staff Development Co-ordinator*

### GENERAL NEWS

Pleasant Homes gardens are starting to look lovely with the new buds and flowers that are out. Thanks to Peter and the staff for having them neat and tidy for the residents to enjoy.

Sr Therese Power and Michael Scarlett presented the Certificate of Accreditation to the staff and residents at Pleasant Homes on Wednesday 1st October. It now hangs proudly in the main foyer.



### REMEMBRANCE DAY

Our 2nd Remembrance Day was held on 23rd September in the Percy Baxter Lounge. Allison Cook from the Pleasant St Uniting Church took the service where we remembered 4 Residents who have passed away, 5 Residents that have moved to other facilities and 4 Residents that have moved back into the community. Afternoon tea was served and chatting to the residents that were able to come back to share the day with us.



*Pleasant Homes residents enjoying remembrance day.*



*The Pleasant Homes Berringa trip*

### BERRINGA OUTING

24 Residents, 4 staff and 2 volunteers braved the wintry weather Thursday 2nd October for our annual trip to Berringa. We went by bus to the Berringa church where we sang some hymns; listened to some history on Berringa, and then we enjoyed our lunch in the back of the church. After lunch we had more singing, while the bus driver was worrying how we were going to get the bus out, as we sank 6 inches in the church yard, one of the ladies had already arranged for a tractor to come if needed, thanks to a good driver it wasn't needed. In the 8 years Margaret has been going this is the first wet time we have had.

### MOVEMENTS WITH RESIDENTS & STAFF

We have been very busy at Pleasant Homes over the last few months where we have admitted 6 new residents in Helen, Joyce, Bob, Frank, Max and Phil. We said goodbye to 3 who passed away and 2 that have gone back into the community.

Staff have been very busy with new assessments and documentation. We welcome Helen Walsh to our team at Pleasant Homes. Helen has worked at Midlands for a number of years. We are looking forward to her joining us.



### RESIDENT PROFILE

**Mr William Paterson** - better known as Bill Bill has been living at Pleasant Homes for 17 years. In this time he has been comfortable and content, doing his own thing with reading, listening to classical tapes, watching T.V documentaries and taking short walks. In the football season Bill is a Carlton supporter in the AFL, in the Ballarat he follows East Ballarat.

### FORTH COMING EVENTS

- Residents Focus Meeting - 1st Tuesday of the month
- Indoor Bowls - 1st Wednesday of the month

*Diane Howell Manager*



### CONTINUOUS IMPROVEMENT

Continuous Improvement involves

- Progressively increasing value to residents/carers and other stakeholders through changes to better address their needs and preferences.
- Commitment to identifying needs and opportunities for improvement in a systematic and planned way.
- Enhancing performance against the accreditation standards.
- A partnership approach involving staff, residents and carers.
- An expected outcome in all the four accreditation standards.
- Self-assessment and continuous improvement integrated into the every day way the service works.

The pursuit of continuous improvement means that there is no ceiling to the level of quality and applying the principles of continuous improvement is a matter of always "raising the bar".

At the Steele Haughton Unit we are constantly looking at ways to improve on the already high level of care that is provided.

We have a continuous improvement plan, which recognises many ways we can "raise the bar". Some of our projects include;

- Updating our assessments to be consistent with Ballarat Health Services Residential Services.
- Participating in Ballarat Health Services Residential Services audit process.
- Medication audits to maintain accuracy of treatment.
- Trial of quiet hour after lunch. Residents feel it has been a good idea and wish it to continue.
- Participation in a statewide Consumer and Carer satisfaction survey.

## Talbot Place

### Ethical Issues for Residential Care Staff

Staff working in Residential Aged Care facilities are often confronted with ethical issues relating to the care they provide for the residents, especially those with dementia. The issues may relate to care, lifestyle, restraint, risk taking and end of life choices.

As employed carers we are bound by the Aged Care Act, and part of the Act is the Charter of Residents Rights. In the Charter of Residents Rights it states that a resident has the right to "maintain his or her personal independence."..... "even though some actions may involve an element of risk". So when is it right for a staff member to step in if they are concerned about the resident's safety, as we also have a "Duty of Care" to provide a safe environment for the residents. If a resident refuses to take their prescribed medication, do we have the right to persist because we know it is good for them and have a duty of care to administer the medications that the doctor has ordered, or do we accept the resident's right to refuse treatment? A similar ethical dilemma is when a resident

- Questionnaire to staff regarding education needs and production of an education calendar.
- Produced a booklet titled "Dementia - a guide for care staff" with practical tips for dealing with changes in behaviour.

*By adopting the principles of continuous improvement it gives our service confidence that we are meeting residents needs.*

**David Brandenburg,  
Liane Wordie and Jim  
Radisich from Bunnings  
Warehouse hard at it  
constructing the garden  
boxes**

### SPRING GARDEN PROGRAM

The Steele Haughton Unit has incorporated gardening into one of its activity programs. The unit received input from Bunnings Warehouse. Bunnings offered a number of suggestions and provided several items including birdbath, bird feeder and plants in pots. They also built and installed garden boxes to enhance the overall garden area.

The generous support from Bunnings Warehouse has given our residents and patients interesting additions to our gardens.

The installation was followed by a barbecue, which was thoroughly enjoyed by all. Again thanks to Bunnings Warehouse for supplying all the material and labour to enhance residents and patient's quality of care.

*Kevin Harris - Unit Manager*

refuses to eat, do we persist with what could be perceived as "force feeding" because we know everyone needs to eat, or do we accept their right to refuse? After all, as carers we know what is best for the resident, or do we?

Ethical questions deal with what is right and what is wrong, how one ought to behave, what is good and what is of value in life. As carers, who's values are we basing our decisions on, ours or the individual residents? What value are we placing on the residents autonomy? Are we doing them any favours by keeping them inside on a warm, sunny day rather than letting them wander in the garden just because they might fall over? The fact that the many questions carers struggle with while providing care and support to people in residential care are not simple and are not easy to answer, is acknowledgement to the fact that it is sometimes very difficult to "do good" and "to do right". Discussion and reflection about the ethical issues that arise in daily care can sometimes lead to changes in the normal routine and the attitudes of care staff which in turn can contribute to improve the quality of care of people in residential aged care facilities.

*Jan Hutchinson - Associate DON*

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 Cutter Centre, Balmoral  
Drive,  
Ballarat East, 3350  
tel: 5337 1567, fax: 5337 1570  
Director of Nursing, Eureka  
Complex: (Geoffrey Cutter 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 Prodder 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  
and Midlands Hostel:  
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  
Stomal 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:

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