

RESIDENTIAL SERVICES
NEWSLETTER

August Already!

It's August already and we would like to welcome you to another edition of our Newsletter for 2005. There have been many changes over the past 12 months within residential services including the appointment of new executive staff. Following an extensive recruitment process earlier this year, Geraldine Webster was appointed Executive Director Nursing Services and commenced her duties during July.

Ballarat Health Services CEO, Andrew Rowe said, "Geraldine has held senior nursing appointments, including Chief Nursing Officer at Goulburn Valley Health in Shepparton and previously Executive Director - Nursing & Residential Care at the Bendigo Health Care Group. Her proven ability to lead and manage a large nursing workforce, together with her broad knowledge and experience in acute, sub-acute and aged care services will further strengthen nursing services at Ballarat Health Services".

We look forward to the new leadership of Geraldine and hope you all make her feel very welcome as she endeavours to meet everyone over the coming months. In the mean time we hope you enjoy the articles provided by our facility staff and residents.

*Clint Sanders - Residential Services Project Officer
(quotes courtesy of Health Matters)*



BallaratHealthServices

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Jack Lonsdale Lodge

CHAPLAINCY AT JACK LONSDALE LODGE

Spiritual care is an intrinsic and important component of the holistic approach to residential care at Jack Lonsdale Lodge. Based on this premise the residents are able to choose their individual spiritual representatives and where possible all religious beliefs and faiths will be accommodated. The specific spiritual needs of new residents are recorded in the nursing history during the admission documentation period. Staffs have developed a Chaplaincy Policy which also includes aspects of palliative care.

An annual lunchtime meeting is held - where the chaplains, and pastoral visitors meet with the staff to discuss any issues of concern and gives the staff and residents an opportunity to thank them for their valuable input into the spiritual care of the residents.

Article Supplied by: Sue Paine (Nurse Unit Manager)

Pleasant Homes

MONDAY BUS TRIPS

Margaret Delaland's (Activity Coordinator) Monday bus trips are proving to be quite popular amongst the residents at Pleasant Homes. The trips are to various locations around the district with afternoon tea supplied. With limited seating the demand is high and Margaret has a difficult job in ensuring that everyone at Pleasant Homes gets a turn. A big thank you goes to Helen (Volunteer) for all her help with the bus trips.

FOOTY TIPPING COMPETITION

The AFL season is at the halfway point and the tipping competition is hotting up. The residents are busily studying the form of all the teams and are eager to see the results of their weekends work posted on the leader board on Mondays.

STAFF NEWS

A big welcome goes out to Kellie and Judy who have recently commenced employment at Pleasant Homes; we wish them well in their future roles at Pleasant Homes.

Also, Angela recently announced her engagement to Trevor. Best wishes for the future goes out to both of them.

Article Supplied by: Allan Carter

Ballarat Health Services - The Logo

A NUMBER of staff members have recently enquired about the origin of the Ballarat Health Services' logo. The logo was designed in consultation with representatives from the Queen Elizabeth Centre and the Base Hospital - the two organisations which initially merged to form BHS.



The design was inspired by the history of Ballarat, the virtues of BHS and the unification of two excellent organisations. The central figure, which is formed by two equal elements, embraces a dynamic swirl, indicative of the long standing medical symbol, the sword and the serpent. The figure's arms are friendly and welcoming and reach out strongly to the horizon, which represents the future growth in the wider community. The single star, a derivative of the Eureka flag, gives ownership of Ballarat Health Services and places it in a central position within the region and offers a focal point for the pursuit and attainment of best practices for the organisation.

The image reflects the caring, nurturing and human aspects of services provided by Ballarat Health Services.

The Colours of the Logo

The main symbol is orange. In the psychology of colour (Colour healing by Lilian Verner-Bonds) it states orange breaks down barriers. It brings up the energy of a past event that needs to be assimilated. Its strength is subtle, broadens life and gives the courage to face the consequences. It believes in the community.

The horizon in the symbol is blue. Blue is the spirit of truth and the higher order of intelligence. Blue brings rest as it is the colour of contemplation. Blue values integrity, honour and sincerity. It has a poised quality and will not easily draw attention to itself.

Article Supplied by: Courtesy of Health Matters (John Mullen)

Eureka Village Hostel



BUSY TIMES

Eureka continues to keep most of our residents very busy. Our craft group is progressing well, knitting at the moment in a rainbow of colours and making aprons and table layovers for our dementia residents with a range of textures and materials to feel for busy fingers. Our euchre night was a great success with many residents staying up late for a game and providing quality competition for each other.

NEW ADDITIONS

Due to our Family Fun Day in October last year we managed to raise enough money to purchase for Eureka Village Hostel a digital camera and BBQ. With our busy activities program here, both will come in very handy. And thanks to the Ladies Auxiliary who donated a big screen TV to us, we can now have movie days for our

residents and use the TV for special events and occasions in the activity room.

COMINGS & GOINGS

Since our last Residential Newsletter we have had to say goodbye to one of our staff members, Lyn Cox. Lyn has moved to sunny Queensland and assured us that she will miss us all very much.

We have also said goodbye to two of our residents who have moved on to Geoffrey Cutter. Iris Birkett and Alan Sandwith have since settled in 'up the hill' and are close enough for their friends at Eureka to still visit. We are planning on organising a reunion afternoon tea so that those residents that now reside at GCU can meet up again with old friends from Eureka.

Article Supplied by: Lee Prentice - Hostel Manager.

Alzheimer's Australia National Conference

In May this year Eureka Village Hostel in collaboration with the Commonwealth Carer Respite Centre had the opportunity to present a poster display at the Alzheimer's Australia National Conference at the Sydney Convention & Exhibition Centre titled - Living with Dementia - Positive Solutions.

The core objectives of the 2005 Alzheimer's Australia National Conference were:

- To facilitate the exchange of challenging and innovative ideas on dementia policy, care and research
- To promote the involvement of people with dementia, carers and families in the life of Alzheimer's Australia and in dementia care services
- To provide input to the development of policy and services by Alzheimer's Australia as the National Peak body

There were approximately 850 attendees with a variety of stake-holders in the dementia field, including: People living with dementia, Families and carers, Residential aged care



workers and managers, Government, Academics, Alzheimer's Australia staff, Community aged care workers and Medical professionals, eg. GPs, specialists, nurses.

We were given the opportunity to participate in presentations and discussion around themes including Health and Wellbeing, Quality Dementia Care - Human Rights and Dementia,

with a focus on Legal issues and challenges, Person centred care and spirituality, Policy and planning, Prevention and research, Rural and remote and Technology.

The poster displayed promoted the significant work that went into getting the respite bed up and running at such a high standard. The poster is currently being displayed in the George Skerritt wing of the Queen Elizabeth building.

For further information. Please contact....
Tracey Leech, Commonwealth Carer Respite Centre
(03) 5333 7104
Lee Prentice, Eureka Village Hostel (03) 5337 1550
Linda Stephens, Eureka Village (03) 5337 1550

BIGGEST MORNING TEA

Hailey House hosted morning tea for Cancer Research on 26th May 2005 raising \$148.00. All the residents, families & staff that attended enjoyed a cuppa, scones & cream as well as a chat.

SPINNING YARN WITH LOIS

Recently Lois (one of our wonderful volunteers) came in with her spinning wheel and demonstrated to the residents how the spinning wheel works and how the wool is collected onto the spool.

Lois explained & showed residents the difference in wool of a sheep, camel & llama.

Some of the residents had a go and, while Lois made it look easy, some found it more difficult than demonstrated.

Later she rewound the already spun wool & demonstrated how the wool changes from 2 to 4 to 8 ply



HAILEY NEWS

Over the past few months Hailey House has had lots of movements with staff and residents. There have been changes with staff leaving and new faces appearing. Residents have move to greener pastures, other Low Care and High Care Facilities.

This has brought new residents to Hailey and their families. We welcome them to Hailey House. One of the new residents is a keen gardener and with the help of the BHS gardeners we have set up a vegie patch for Peter to grow his vegies.

The monthly BBQ are a hit with all the residents, the new BBQ is getting a great work out
Hailey House have had the validators here looking over our Commonwealth claims for the residents. We did well and were helped with our documentation requirements.

Accreditation is creeping up on us once again; we are expecting a site visit in September 05. The official visit in June/July 06.

YOU'VE GOT TO LAUGH

If my body were a car...

This is the time I would be thinking about trading it in for a newer model because I've got bumps, dents & scratches in my finish and my paint job is getting a little dull. That's not all !!
My mudguards are too wide to be considered stylish. They were once as sleek as a little MG, but now they look more like an old BUICK.
My seat cushions have spilt open at the seams. My seats are sagging.
Air bags? Forget it. The only bags I have these days are under my eyes, not counting the saddle bags.
My headlights are out of focus & it's especially hard to see things up close. My traction is not as graceful as it once was.
My whitewalls are stained with varicose veins. It takes me hours to reach my maximum speed & my fuel rate burns inefficiently.
But the worst thing is ...Almost every time I sneeze, cough or splutter ... my radiator leaks.

Article Supplied by: John Ciezki



Peter in the Vegie Patch



CONTINUING EDUCATION

Geoffrey Cutter regularly plays host to a range of students from differing courses. Students in their first or third year of nursing at both Aquinas and Ballarat University are often here gaining valuable practical experience in the area of aged care. We have also recently played host to several re-registration students and Division 2 students doing the expanded scope of practice medication module. Having students come in for several weeks is a good experience for both the staff and the students. It gives the staff the opportunity to upgrade their teaching skills and it provides an opportunity to regularly review best practice activities and therefore avoid the encumbrance of bad habits.

DAY TO DAY

The activity program is forever changing and evolving to suit the needs of our clients. The Sundowner program is continuing to be a success and the list of residents that would like to be part of the program is increasing. Here we must make a special mention of the lovely ladies in Western Australia that keep us supplied with handkerchiefs for the program. Our fortnightly trips to the local shopping center are as popular as ever, and are in such demand we could run it daily if we had that very precious commodity - more time. Starting next week, will be a weekly Bible Reading group. Sr. Geraldine of the Sisters of Mercy is generously donating her time to come in and take the group for us. We continue to find any excuse to have a party. Easter, Australia Day, even the start of the footy

season is a good reason to celebrate.

Volunteers are a very special part of our program. We rely on and appreciate their contribution greatly. It takes a very special person to volunteer with residents in a dementia specific unit. Dementia can be very confronting to many members of our community and the patience, understanding and caring that our ladies and gentlemen offer is outstanding.

CONTINUOUS IMPROVEMENT

Smart Lift.

The Ballarat Health Services Smartlift: Safe transfer for Patients Program is an extension of the former No Lift patient handling program. The Geoffrey Cutter Centre applied for a \$22,000 grant from the Department of Health Services to assist with the smartlift program.

The application was successful and the grant monies have been allocated to install nineteen new 'Voyager' ceiling hoist tracks and purchase three new Voyager machines. This will make a total of twenty-four ceiling hoists throughout the Geoffrey Cutter Centre.

The Voyager hoist technique offers a more streamline transfer from bed to chair and chair to bed for both our clients and the staff handling them. We are looking forward to the installation of the Voyagers in the near future.

Articles supplied by Anne Dietrich, Activity Co-ordinator GCU



CHANGE TO ACTIVITIES PROGRAM

As a result of our recent residents and relatives meeting, a short survey on the re-vamping of our activities program was completed. All residents within the hostel replied to the survey. The result was the formation of the following new groups:

- Cooking group
- Gardening Group
- Knitting Group
- Painting group

KNITTING GROUP

GARDENING GROUP

Our recently formed gardening group kicked off on 29/6/05 with a great donation from Bunning's warehouse of pots, gloves, soil and trays, this has made a great start to our group. Volunteer Jill Morris is assisting with the group on a monthly basis. The first meeting was used to set-up our garden shed and to discuss outcomes the residents wished to achieve for the group.

COOKING GROUP

Our newly formed cooking group is meeting on a monthly basis also. Volunteer Wilma Gamston will be running the group.

PAINTING GROUP

The painting group has been formed; residents are currently enjoying painting canvas landscapes and signs for the new garden group.

COMPUTERISED CARE PLANNING

The QEV site is leading the way with a computerised care planning system. Staff recently attended a study day in Melbourne to learn the next phase - residents charting will now be completed on hand held midas units. Education sessions are being set up in July for further staff training.



Shows Marcie Buenen entering resident's data onto her hand held midas unit.

Article Supplied by Sue Hall



Peggy McVicar paints another masterpiece!



Myrtle Hope and Peggy McVicar begin knitting new items.



Shows newly formed gardening team at Messer Hostel

PS Hobson Nursing Home



HOSPITAL IN THE HOME PROGRAM

Ballarat Health Services has recently received a grant from the Department of Human Services to fund specific projects relating to 'Improving Care for Older People'.

PS Hobson will be participating in one of these projects to develop and trial a model of care for 'Hospital in the Nursing Home', in line with the principle of 'Right care in the Right Place at the Right Time'.

We have long recognized the additional stresses to residents and family members when one of our residents is transferred to hospital and have had residents specifically ask not to be sent to hospital for management of an acute illness. This program has the potential to also be of enormous benefit to those residents who become increasingly confused when placed in a strange environment. While the program will be limited to relatively small numbers of residents we believe that the outcomes for those residents and their families will be much improved.

Bill Crawford Lodge

CHANGE OF MANAGEMENT STRUCTURE.

There is a new management structure for Bill Crawford Lodge as a result of Organisational change. Mrs Barbara Delmenico is the Nurse Unit Manager under the direction of Ms Dot Rogers Director of Nursing - Queen Elizabeth Centre. We acknowledge the leadership and passionate care that Mrs Jan Hutchinson has given to the staff and residents of Bill Crawford Lodge over the last four years. Jan's expertise and her enthusiasm for aged care will be missed. We all wish Jan the best of luck in any endeavour she decides to undertake.

REMINISCING DAY:

Bill Crawford Lodge are having a morning of reminiscing on Wednesday 20th July. If anyone has anything that they think may be of interest to our residents please let us know. Your assistance would be greatly appreciated.

MUSIC MUSIC MUSIC:

On the 21st July we have a gentleman coming to play some piano favourites for us. Family are invited to attend. Please call Christine or Kerry if you are going to attend. Phone 53 203 970

Article Supplied by: Dot Rogers Director of Nursing - Queen Elizabeth Centre.

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)
Ross McPherson RN Div 1, RPN,
Grad Dip Management

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 Proddger 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
Diane Howell Cert 3 Community
Services in Aged Care

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 Agad 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:
Allan Carter, RN, Div 2

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