

BallaratHealthServices

Residential Services



Ballarat Health Services
Putting your health first

AUTUMN NEWSLETTER

April **2013**

Celebrating Special Birthdays



We've recently celebrated a couple of special birthdays in our residential facilities.

106 Years Young

PS Hobson Nursing Home resident Emma Woods celebrated her 106th birthday on 19th February surrounded by family, friends and fellow residents.

Federal Member for Ballarat, Catherine King, dropped by for a slice of birthday cake and to present Mrs Wood with a certificate from the Queen, the Governor General and the Prime Minister.

The certificates were replacements for those Mrs Woods received on her 100th birthday but which were lost in a house fire last year.

An avid Carlton supporter, the team also sent Mrs Woods a bunch of flowers and a birthday card, which her daughter Margaret was proud to show off to visitors.

Mrs Woods was born in Hamilton and spent much of her adult life in Melbourne. She moved to PS Hobson in June last year.

A Centenary for Eloise

Eloise Goddard's 100th Birthday was celebrated at the Geoffrey Carter Centre on the 13th of February 2013 with a concert incorporating some of Eloise's favourite songs.

Family and friends joined in the celebrations; Eloise had a special afternoon tea with a magnificent birthday cake that was shared and enjoyed by all.

Eloise was asked what she thought contributed to her long life. Having wonderful parents and a happy home was Eloise's reply with a gigantic smile.



Resident Birthday

Hailey House resident Marion celebrated her birthday joined by her three daughters Bev, Lynne and Joy who are regular visitors. Bev's daughters often join in with activities. The celebrations included friendship hour and a sing a long with other residents.

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FIVE MINUTES WITH...



Norm Spencer

BORN: Ballarat, 1929.

INTERESTS: Gardening/listening to CDs.

EARLIEST MEMORY IS: Taking boxing gloves to school and belting all the kids.

WHEN I WAS A CHILD I WANTED TO BE A: Policeman.

MY PARENTS ALWAYS SAID: Chop the wood.

MY GREATEST MOMENT IN LIFE WAS: Going fishing/rabbiting.

IN FIVE WORDS I AM: Too honest, loving, caring about family.

I WISH I'D NEVER WORN: Salvation Army uniform.

CAT OR DOG? Dog – "Digger."

WHEN I WANT TO SPOIL MYSELF I: Eat prawns.

THE FIRST THING I REACH FOR IN THE MORNING IS: Look for a cigarette.

THE HARDEST THING I HAVE DONE IN MY LIFE: Used a pick and shovel.

IF I COULD CHANGE ONE THING IN THE WORLD IT WOULD BE: To get out of here and drive a car.

AFTER LIFE THERE IS: Life again.

I LOVE: My wife (Valma).

IN MY LIFE I HAVE LEARNT: To be mad.

MY PET DISLIKE IS: When dad used to give me the strap.

I CAN'T LIVE WITHOUT: Wife.

BEFORE I DIE I WOULD LIKE TO: Go home.

IF I COULD INVITE FIVE PEOPLE TO DINNER THEY WOULD BE: Valma, Rebecca, Joy, Lois, Allison - my family.

IF I COULD BE ANYONE ELSE FOR THE DAY I WOULD BE: Prime Minister of Australia.

I AM PASSIONATE ABOUT: Gardening.

A BOOK/SONG/MOVIE THAT INSPIRES ME: The Weird Mob (book).

Gardening Program Geoffrey Cutter Centre



One of the most popular activities at the end of last year and up until now has been gardening. There has been up to 15 residents attending and/or participating and all have been enthusiastic about the program.

Residents have gone from planting seeds, watering on a daily basis, weeding and now harvesting, cooking and preserving the produce including pickling cucumbers, making

Rhubarb Relish, Lemon Butter and Lemon Delicious Slice. Residents have enjoyed cucumber sandwiches for several afternoon teas.

Residents have also harvested the lavender which has been hung and dried. This will be a winter gardening activity where the residents will strip and place into lavender bags.

Residents have been planting seedlings of Petunias, Violas, Alyssiums, Impatiens and some succulents. The residents have also been pruning the roses and other shrubs in the gardens at GCC.

Entry in Begonia Festival Gardening Competition

The residents of GCC entered the Begonia Festival Gardening

competition in March.

No prize was awarded however, the residents and their families were proud of the entry. The residents plan to enter again next year.



2012 Residents and Relatives Satisfaction Survey

A Resident/Relatives Satisfaction Survey was conducted across the ten BHS Resident Aged Care Services (RACS) during January 2013.

Two hundred and eleven of the total number of surveys distributed to residents and/or their representatives were returned.

The Survey's objective was to seek feedback from residents and/or their family by rating five different aspects of the care and service provided to them. These included invaluable constructive feedback to the following:

1. Level of comfort and sense of safety regarding one room.
2. The variety of lifestyle activities offered to them and if they were of particular interest to them.
3. Level of satisfaction with the standard of service regarding the meals, personal care and nursing care.
4. The attitude of staff and respect shown to them (while providing assistance).
5. Staff support to them in making choices and decisions about lifestyle needs and the care provided.

Feedback in general was very positive while a number of survey participants also took the opportunity to draw our attention to different aspects that warranted further attention in order to better meet their needs.

Responses as to the level of comfort and satisfaction in one's room in most cases rated very highly. A few individuals indicated some difficulties associated with having a shared room.

In relation to the variety of lifestyle activities available in the home the feedback received across all facilities was very positive with ratings of "good" or "excellent" recorded in the majority of cases. At a couple of facilities comments received from some residents has prompted a review of their specific lifestyle program to ensure a greater variety of activities is provided.

Personal care and nursing care feedback was very pleasing indicating that a high standard was being provided to residents. In addition residents and or their relatives overwhelmingly indicated that staff attitudes towards them were respectful and positive.

Where issues were evident the majority of residents/families indicated that they do feel comfortable in raising complaints or issues with management which are usually satisfactorily addressed. A few residents/families did indicate that there could be more opportunities to suggest improvement in the home's environment and suggested that this could be an area to receive greater emphasis in future.

With the above feedback in mind, the challenge remains for us to consider and ensure residents' and their family's individual needs and concerns are consistently addressed.

In summary the Survey results are very positive, however, there is some scope for improvement. The support provided by survey participants will assist us to be better positioned to address any issues and to ensure residents needs are being met.

INSIDE STORY



Cheryl Keating

*Lifestyle Coordinator
Geoffrey Cutter Centre*

DESCRIBE YOUR ROLE:

My role is to give the residents confidence and a quality of life.

WHAT DO YOU LIKE ABOUT YOUR JOB? Working with the elderly – they make me smile daily.

WHAT WAS YOUR PREVIOUS ROLE? Laundry Hand at Eureka Linen.

IF YOU COULD GO ANYWHERE WHAT FAVOURITE MEAL WOULD YOU ORDER? Risotto.

WHAT WAS YOUR FAVOURITE HOLIDAY EXPERIENCE? Six weeks touring the USA in 2010.

WHAT WAS THE MOST MEMORABLE MOMENT YOU HAVE HAD WORKING IN AGED CARE? Starting the gardening program for residents.

I'M PASSIONATE ABOUT... The residents' gardening program.

IN FIVE WORDS I AM... Loyal, honest, hardworking, prompt.

Bill Crawford Lodge

Montessori Method for Dementia Care

Bill Crawford Lodge is moving towards what is called the Montessori Method for Dementia Care.

Montessori has been used in teaching children for many years. The focus of such an approach is on 'doing' - activities and roles are developed based on individual strengths, interests, needs and abilities. This leads to activities that are meaningful to the person.

Montessori methods for dementia focus on supporting both the person and the environment which is adapted to support memory loss and independence.

You will notice throughout the year we will be introducing items around the unit that focus on putting information into the environment.

The therapy calendar will continue as usual with the addition of placing items around the unit for residents to enjoy.



In BCL we already have the nursery for doll therapy. We are currently working on improving the TV area to look more like a TV room with movie posters and a couch.

We will be slowly introducing many 'memory' items which will be left around the unit for residents to touch and enjoy (each set of items will be checked for safety).



We will be setting up areas where residents can feel helpful such as sorting socks, placing artificial flowers in vases, sorting crochet doyleys, and doing simple puzzles. All items will be familiar to many of our residents.

Numerous items which may help stimulate memory have been donated to BCL from Mill Markets Ballarat.

Hailey House

New Lifestyle Staff Member

We are pleased to welcome Beth McPhan to our activities team. Beth has received a very warm welcome from our residents and staff. Beth has enjoyed her first outing with activities to Morning Melodies at Webbconna Bowling Club.

Morning Melodies

Residents really enjoy attending regular Morning Melodies where we are well looked after by the members of the bowling club who provide morning tea and lunch. We often join in with our friends from Messer Hostel.



Fashion Parade

Modeling clothing at Hailey House fashion display.

