

RESIDENTIAL SERVICES
NEWSLETTER

Congratulations

Welcome to another edition of the newsletter. As you would be aware, Customer Service Week was celebrated across all Ballarat Health Services sites from Sunday the 14th of March until Friday the 19th of March. The week involved open days at the Base Hospital and Queen Elizabeth Centre, and numerous family celebrations within residential services.

The main focus of the week was to provide some excellent customer service activities and launch the Ballarat Health Services - Service Commitment. We hope you enjoyed the celebrations.

Service Commitment

At Ballarat Health Services we are committed to being responsive to the needs of our community and will continue to develop our services to meet your diverse requirements.

We undertake to:

- treat each other respectfully as individuals
- be courteous, considerate and respectful
- act responsibly and with integrity
- be fair, professional and impartial
- address any concerns, enquiries or complaints promptly
- ensure easy access to services
- acknowledge, embrace and be responsive to diversity
- be responsive to the needs of people with disabilities
- provide interpreter services when required
- create a culture of learning where all staff are provided with opportunities for education to maximise their potential to deliver a quality service

Ballarat Health Services continues the tradition of caring for the community. It is also worth noting that Eureka Village Hostel will be undertaking the Aged Care Accreditation Survey during July. We wish them well and have no doubt they are well prepared as has been the case for all other residential facilities over the past twelve months.

Michael Scarlett
Executive Director, Business and Development



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Geoffrey Cutter Centre

RESIDENT CONTACTS

When a person is admitted to one of our facilities we ask for two people to be nominated as contacts. In the event of an emergency or serious change in health we try to contact the first of these people and if unsuccessful try the second.

We appreciate that most people have many friends and relations who like to be informed of changes to their health status but for practical reasons we can only contact one person at such times. We suggest that families and friends organise a 'fan' system to let others know when we give our prime contact news of a resident's ill health.

Relatives are sometimes understandably upset when they do not get information as quickly as they would like but often it can take staff quite a long time to contact

the nominated people and we believe once this is done our first duty is to care for the residents and not to make further phone calls. For these reasons it is important that we have up to date contact details particularly when you change address or go on holiday. If you have any concerns about who is contacted and when for your relative please talk to the Director of Nursing or Manager of your facility.

EASTER CELEBRATIONS

The celebrations over the Easter period saw many visitors drawn to Geoffrey Cutter Centre. No one enjoyed the visits more than the Easter Bunny herself. She could be found hopping about the nursing home with a large basket of chocolate eggs bringing as much cheer as possible. The activities staff made the Easter period a great success. The staff and visitors were very appreciative.

Alice Reed - Director of Nursing (Eureka Village Site)



The Easter Bunny doing her rounds at Geoffrey Cutter.

Jack Lonsdale Lodge

GETTING TOGETHER FOR ANZAC

ON TUESDAY 20 April, at Boronia House, Jack Lonsdale Lodge, Sebastopol a pre ANZAC service was held. Ex-service men and women who are residents of Jack Lonsdale Lodge, digger representatives from the Sebastopol RSL and primary students from Ballarat Christian School attended the commemoration. The students sang the National Anthem and recited the ANZAC Requiem.

Following the service everyone enjoyed ANZAC biscuits and billy tea. A number of the diggers shared their memories and experiences with the young students. It was another example of the close and valuable ties Ballarat Health Services shares with the community and special groups such as the RSL.

Article Courtesy "Health Matters"



RESIDENTS PROFILE

Janet Allen

Janet was born in Richmond Victoria. At the age of 18 she trained as a nurse at the Austin Hospital. She then went on to train as a Deaconess and was involved in mission and welfare work with children and families.

After this Janet became matron of a hostel, caring and providing accommodation for young girls, guiding them



through their teenage years and into the workforce. Janet still has contact with some of these girls; some of them are now grandmothers. As she grew older Janet moved to Ballarat to be closer to her family and moved into Pleasant Homes, this was in 1997. She lives in a flat surrounded by her personal belongings which are very special to her. A very dedicated fan; weekends are often spent watching her beloved Tigers. Janet is an active participant in our activities and has made many friends at Pleasant Homes.

FAMILY & FRIENDS BARBEQUE

Our family & friends barbeque was held on Sunday 4th April. We had a great turnout and luckily fine weather. A fun day was had by everybody. Lunch was followed with a family & friends meeting.



EASTER RAFFLE

We had a very successful Easter raffle; money raised will be used for the residents. Thanks to all who helped. Winners were 1st Mrs Alisa Ginifer, 2nd Justin Cowan, and 3rd Mr Ian Magee.

MOVEMENTS WITH RESIDENTS & STAFF

Brenda has left us to concentrate on her training for Div 1 Nursing. We would like to wish her every success for the future and thank her for her dedication and service for the last 5 years.

We would like to welcome Helen & Stella to our team.

One resident has been transferred to another facility and we have one currently in rehab.

FIRE

We recently had a couple of fire incidents at Pleasant Homes. Both staff and residents are to be congratulated on their co-operation and professional handling in controlling these. On going training has proved to be very successful.

STAFF PROFILE

Marian Atkinson

Marian has worked at Pleasant Homes for 10 years. She is a Mother of 3 children and Grandmother of 2. Her interests are tennis, farming & a keen supporter of St Kilda Football Club. Her portfolio is continence, eating & speaking and she undertakes ongoing training and in-services to keep updated with new and improved products & services relating to these.

The residents enjoy a sing-along with Marian and Amy Young every 2nd Sunday afternoon.



UPCOMING EVENTS

Our remembrance day is coming up on September 7th with the past & present residents, staff & families remembering those who have left us.

We are also organizing another take-away food night for the residents because the last one was a great success.

Football - Our footy tipping competition is underway with both residents and staff participating, a very close contest after round 5.

Article Supplied by: Amanda Driscoll

PRIVACY AND DIGNITY

The purpose of privacy and dignity standards within the Aged Care Act is to ensure that each resident's right to privacy and dignity is recognised and respected at all times. This means strict adherence to all of the following points. Please take this opportunity to familiarise yourself with the requirements of the Act.

- Staff are to seek permission from residents before entering their room or private areas.
- Privacy **must** be given to each resident when undertaking personal activities e.g.. bathing, toileting, dressing and personal/intimate relationships.
- Residents are to be allowed privacy when speaking with visitors and during phone conversations.
- Residents mail is not to be opened or read by staff unless the resident requests or requires assistance.
- All information relating to residents is to be treated confidentially. (Refer to Standard 1.8 (02) - Confidentiality and Security of Information.)
- The residents personal property is their own and staff and other residents are **not** free to use it unless invited to do so.
- The environment within the nursing home is to be free from undue noise. Residents may be asked to use earphones if their sound equipment is too loud.
- Residents are to be addressed by their **preferred name** at all times.
- Residents are to be well groomed and dressed appropriately for the time of day.
- Staff are to receive education on privacy and dignity issues.

CONTINUOUS QUALITY IMPROVEMENT

Over the years, Residential Services facilities have proven to be committed to a culture of continuous quality improvement. That means we are always looking for new ways to correct problems, prevent problems and make improvements. We always aim to do things better today rather than tomorrow. Apart from being on the lookout for quality improvement opportunities, completing questionnaires, conducting interviews or holding focus groups, residential facilities have made efforts to maximise the use of the residential services Form 'C'.

The Form 'C' is available from all units and may be completed by residents, family members or staff for issues related to Congratulations, Compliment, Comment, Constructive Criticism, Concern or Complaint. The applicable areas of the form need to be completed and they can be handed to the unit manager, placed in the suggestion box or returned to the unit concerned by post.

Our continuous quality improvement challenge is to find answers to the following questions; are we doing the right things? Are we doing things right? How can we be certain that we do things right the first time, every time? Your input will always help us achieve these goals. As part of our effort to continually improve our processes within Ballarat Health Services, a working party has begun reviewing the processes used to review and address compliments and complaints. The working party will be reviewing procedures, brochures, and methods used within Ballarat Health Services. The end result will be a compliment and complaint process that makes it easier for you to be heard.

Clint Sanders
- Residential Services Project Officer

SITE HISTORY

Hailey House was built on the site of the Old Midlands Golf Course...going back quite a few years now. Part of House 3 sits on the 18th green. Members of the Golf Club used to sit in the club house (Midlands Day Centre) and watch the players hit up to the green. The bottom part of Hailey House, near House 1, used to be the 16th Tee. All interesting stuff but there is very little evidence of all this today. The current building has been in operation for about four years and although quite new and a nice place to work in etc. there are always things and aspects of the building that can be improved upon. It is only a matter of time and money!!!!!!

GENERAL NEWS

Many Thanks must go to all of our great and special entertainers who give so much of their time to come and entertain us all. They are a marvellous group of people. Some of our local bus trips continue to have a new 'flavour' with a number of residents able to give those in the bus a 'history lesson' about some of the places they have visited. All makes for interesting trips. Since the last issue, there has been Begonia Festival, Easter, Anzac Day, Customer Service Week, the Footy and Mothers Day. This year 25 residents have entered our footy tipping competition and already there has been a few changes to the leader board, and a few surprises. The Begonia Festival was a little bit of a non event and certainly much more expensive than any other year in its history. Some of the residents went to see bits and pieces with their families...and that was great. Customer Service Week was generally a success. Russell, the manager of the Q.E Kitchen, came along and gave us all a bit of an insight about the amount of meals that the Q.E staff produce and the ways that the meals are cooked. All very enlightening. Congratulations to our activity staff member, Kath Lyttle, in being a finalist in Customer Service. She is well deserved of all the accolades. It was a good idea by the Ballarat Health Services in issuing awards to people, as many good works by many go unnoticed...and we all need a pat on the back from time to time. Many THANKS to all our wonderful volunteers who make life better and interesting for our residents.

Hailey, who was our resident pet for many years, has been very lucky to have been adopted by a staff member (Sharon Parker) and her family. He is very happy in his new home near Smythesdale and has lost a considerable amount of weight. He looks great. Sometimes we go out in the bus to visit him and he is



always happy to see us.

The TRADE TABLE is back in operation and there are some wonderful items for sale at very cheap prices. Anyone is welcome to come in and have a look and buy these items. There are more items ready for sale in the Activity Room if it is not on the table. All monies reaped from the sales goes directly back into activities.

FORTHCOMING EVENTS

Residents/Relatives Meeting	May 12th at 7pm
Big Morning Tea	May 27th
Bus trip to Geelong/Bacchus Marsh	Date to be announced
Queens Birthday	June

MOTHERS DAY POEM (author unknown)

A mother has so many things to do, From washing, ironing, cleaning to tying a shoe.
She scrubs, she mends, she cooks and sews, Bathes the children and washes their clothes.
When they forget to wash their faces clean, And their clothes are the muddiest ever seen.
Who repairs the clothes and scrubs them like new, Of course that is what a mother would do.
Who becomes the doctor or nurse when they are ill, applying a bandage or giving them a pill.
Who becomes a teacher when the child has homework, She must never her duty to shirk.
Who becomes a detective to find a shoe or a book, For missing things she must look and look.
Who becomes a listener to every heartache, To every accomplishment that a child makes.
Who scolds their children when they are naughty, Or remind them of God when they are too haughty
Who attends her family with love and patience too, Of course, that is what a mother will do.

K. John Ciezki

DIABETES

WB Messer Hostel has named April as Diabetes Month. During this month we are carrying competency testing, education and review of all diabetic residents. Pictured is WB Messer Personal Carer Val Barry carrying out a random Blood Sugar Level on resident Peter Harris.



NO LIFT

Ballarat Health Services is committed to controlling risks associated with resident handling. Staff Shirley Taylor, Fiona Seamons and No Lift trainer Sue Beardsell carry out competency testing within the hostel.



Staff at WB Messer take every opportunity to improve their skills when it comes to resident comfort and safety.

OUR LIFESTYLE COORDINATOR

Lifestyle coordinator Julie Cox sees her role within the hostel as providing fun and enjoyable activities, a chance to enjoy dining out, happy hours and being available for their individual care and needs.

Julie seeks input into her program, let us know of any activities you would like to see on our program. Residents and Families if there is something of interest within the community please contact us, so we can meet the resident's needs. This information can be provided to us verbally, C Forms and by telephone.



CUSTOMER SERVICE WEEK

Ballarat Health Services celebrated Customer Service Week from Sunday the 14th to Friday 19th of March. Many special activities were celebrated across the Queen Elizabeth Village site. Residents at Messer Hostel enjoyed a Mc Donalds breakfast on Monday 15th March 2004, David Vanderkley, Manager of Sturt Street McDonalds, talked about Customer Service within the McDonalds restaurant chain. The company spent hours and a lot of money on customer service and pride themselves on providing good customer service. On Tuesday 16th of March, WB Messer celebrated with a resident/relative meeting, where we spoke about customer service within the Hostel, then a line dancing concert entertained family and residents followed by afternoon tea and guest speaker Jan Hutchinson DON Talbot Place/Bill Crawford Lodge. The afternoon was a great success and was enjoyed by all. We look forward to next years celebration.

Sue Hall - Manager WB Messer Hostel



Residents enjoying the attention of the visiting boot scooters.

WB Messer Lifestyle Coordinator, Julie Cox

Steele Haughton Unit

QUALITY PROGRAMS

The Steele Haughton Residential Care Unit continues its commitment to continuous improvement with a number of quality programs being implemented and maintained.

Recent improvements have been the replacement of lounge chairs in the unit. This was done in partnership with our Residents who inspected and sat in the chair to test for comfort and suitability prior to our purchase. This reflects our commitment to our Residents to have the ability to make choices and have a respected opinion in their environment.

Another recent example is our Easter function in which Residents invited their friends, family to participate in a barbeque. This turned into a fantastic day which was enjoyed by residents their families and staff.



BallaratHealthServices

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 Prodrger 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
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: 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