

# Ballarat Health Services

## Residential Services



Ballarat Health Services  
Putting your health first

SPRING NEWSLETTER

November 2012

## Advance Care Planning in Residential Aged Care Facilities

September 2012

BHS Residential Aged Care Services continue to engage residents and residents' families in the introduction of Advance Care Planning (ACP).

The ACP process involves supporting residents along their journey of life by initiating communication between residents and staff about the complex and sensitive issues with end of life care.

The aim of ACP is to ensure a plan is developed between residents, families and staff enabling the residents to plan their current and future health care needs.

When completing advance care plans, the residents are supported, along with their family, to reflect their beliefs, values and goals. A plan is developed for how the resident wants to be cared for. An essential part of ACP is also acknowledging when the resident may reach a stage where they might not be able to communicate or make decisions for themselves.

As the resident may decline in health, having an advance care plan in place ensures a sense of calm, tranquility and acceptance, as the resident can be assured that all wishes and requests are

attended as the resident has previously communicated. Ideally, providing comfort in an appropriate manner and in the place of choice, surrounded by family and staff known to the resident.

Participating in the ACP Project as an organisation has involved training staff and the development of an ACP policy. This ensures clinical practice guidelines and systems are established to support residents to make and communicate decisions about their own future health care in consultation with their GP, health professional, family and other important people in their lives.

BHS Residential Aged Care Services aims to have 100% of their residents with an advance care plan in place. A select group of staff have recently become trainers in ACP and will continue to support and further train residential staff to ensure ACP is successfully implemented and supported across all residential sites.

While completing each individual advance care plan requires a significant amount of time and organisation, 183 residents have now completed plans.

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## Helping Others



Congratulations to Shirley Voike in House 4 PS Hobson who has completed two beautiful rugs for clients who use the services of the Ballarat Soup Bus.

During this year Shirley has been knitting colourful woollen squares which have been crocheted together and then lined with contrasting fleecy material to make large, warm rugs for those who find themselves in need.

Each rug has 54 squares so you can see that she has been really busy Well done Shirley!

Shirley has not finished helping others & she has already made a good start on her third rug.

Anyone who would like to donate wool to Shirley is welcome to do so. Just drop off your surplus or unwanted wool at PS Hobson.



# FIVE MINUTES WITH...

## Gwendolyn Joseph



**Eureka Village Hostel and Damascus College's** woodworking activities ... and a **spiky visitor**

The students from Damascus College Woodwork and Art Class have been very generous to the residents of Eureka Village Hostel in making and donating a large number of Christmas decorations.

Residents and staff were most grateful for the donations which will brighten up many areas of the hostel over Christmas. Residents at Eureka Hostel have formed an affiliation with the students of Damascus College who are working in many different areas of the hostel.

They also donated an AFL football ladder which will keep the residents informed of where their team sits during each competition year.

Activities Co-ordinator Debbie is looking forward to working with students again next year.

The residents in House 1 were most excited and thrilled when an echidna tapped on the window one October morning. Staff could not believe it had made its home in their garden.



**OCCUPATION:** Nurse.

**BORN:** 1922 in Ararat.

**INTERESTS:** Sewing, knitting, cooking.

**RESIDENT SINCE:** October, 2010.

**BEST PART OF MOVING TO HAILEY HOUSE:** Feeling safe and being well looked after.

**MOST CHALLENGING PART:** Feeling homesick after having lived in my own home for 44 years.

**EARLIEST MEMORY IS:** Grandmother giving me a rag doll.

**WHEN I WAS A CHILD I WANTED TO:** Be a nurse.

**MY PARENTS ALWAYS SAID:** Be true to yourself.

**MY GREATEST MOMENT IN LIFE WAS:** Becoming a mother.

**IN FIVE WORDS I AM:** Family-oriented, loving, honest and loyal.

**I WISH I'D NEVER WORN:** A large wide brimmed white hat.

**CAT OR DOG:** Cat.

**WHEN I WANT TO SPOIL MYSELF I:** Go shopping or have my hair styled.

**THE FIRST THING I REACH FOR IN THE MORNING IS:** A cup of tea.

**THE HARDEST THING I HAVE DONE IN MY LIFE:** Losing loved ones.

**IF I COULD CHANGE ONE THING IN THE WORLD IT WOULD BE:** For peaceful times.

**AFTER LIFE THERE IS:** Rest.

**I LOVE:** My family and sweets.

**IN MY LIFE I HAVE LEARNT:** To be tolerant of others.

**MY PET DISLIKE IS:** Dishonesty.

**I CAN'T LIVE WITHOUT:** Family, crosswords, craft work.

**BEFORE I DIE I WOULD LIKE TO:** Make the most of every day.

**IF I COULD INVITE FIVE PEOPLE TO DINNER THEY WOULD BE:** My three children, my lifelong friend Vera, and my brother Max.

**THE MEANING OF LIFE IS TO BE:** Honest and happy.

**IF I COULD BE ANYONE ELSE FOR THE DAY I WOULD BE:** Marina Pryor.

**A BOOK/ SONG/ MOVIE THAT INSPIRES ME:** I loved The Sound of Music.



# Accreditation



Raylene Fresto and Jenny Relouw with retiring PS Hobson Nurse Unit Manager Julie Hinchliffe at the accreditation celebration.

BHS Residential Aged Care facilities have been awarded the maximum 3-year re-accreditation by the Aged Care Standards & Accreditation Agency (ACSAA).

ACSAA assessors recently reviewed procedures, observed practices, spoke to residents and/or their representatives and looked at relevant documents as part of the process.

The eight re-accredited facilities were:

- WB Messer - Hostel
- Hailey House - Hostel
- Bill Crawford Lodge- Nursing Home
- Geoffrey Cutter Centre - Nursing Home
- Jack Lonsdale Lodge - Nursing Home
- PS Hobson - Nursing Home
- Talbot Place - Nursing Home
- Steele Haughton Unit

The results were achieved through ongoing work which enabled management and staff to "showcase" their achievements, demonstrate a commitment to providing a quality aged care service and a desire to seek improvements.

The assessors commended staff and highlighted residents' and/or their families' satisfaction with the care provided.

## INSIDE STORY



# Robyn Jordan

### DESCRIBE YOUR ROLE AND HOW IT RELATES TO AGED CARE SERVICES?

My role is to manage all aspects of Geoffrey Cutter Centre. This includes looking after the needs of residents, their families and staff.

**WHAT DO YOU LIKE ABOUT THE JOB?** It's a challenge every day and I learn something new each day about the role, the residents and the staff.

**WHAT WAS YOUR PREVIOUS ROLE?** For the past six years I was Nurse Unit Manager of a community health centre within a prison.

### IF YOU COULD GO ANYWHERE WHAT FAVOURITE MEAL WOULD YOU ORDER?

Too many choices but definitely something Thai or Vietnamese.

### WHAT WAS YOUR FAVOURITE HOLIDAY EXPERIENCE?

Travelling through India and Asia for 12 months.

### WHAT WAS THE MOST MEMORABLE MOMENT YOU HAVE HAD WORKING IN AGED CARE?

I haven't been here long but the residents give you memorable moments each day. They put a smile on your face, especially when the police turn up because a resident has called 000.

### I'M PASSIONATE ABOUT...

My garden (even though it's full of weeds). My craft work, felting and natural dying. My family.

### IN FIVE WORDS, I AM...

Friendly, fair, good cook, non judgemental and too busy.



# What Should Residents and Visitors Do When A Fire or Emergency Alarm Sounds?

*Ballarat Health Services: Residential Aged Care Services*

This home has extensive and well maintained fire detection and fire fighting installations in place

These systems, along with a comprehensive fire and emergency management staff training program, ensure that residents, visitors and staff are well protected against any outbreak of fire.

## Fire & Emergency Staff Training

- Ballarat Health Services staff members are trained to manage fire incidents.
- All fire alarms are investigated by staff and the fire brigade are notified automatically.
- Due to the risk of injury to residents, automatic evacuation to the outside of the building is not instigated until the situation has been assessed by staff &/or fire brigade officers.

- Staff will assess the situation and then provide direction to residents & visitors.

***For persons living in or visiting this home knowing what to do in an emergency situation such as a fire is essential in ensuring every ones safety.***

## IF A FIRE ALARM SOUNDS

("whoop, whoop" sound)

- Pay attention to the alarm and scan your immediate area for signs of fire or smoke.
- In the event of a fire alarm sounding, residents and visitors are requested to stay in their room or general communal area if there are no signs of smoke or fire.
- If fire or smoke is evident staff will assist you to evacuate to a safe area.

Please remain calm and wait for instructions from a staff member.

**If you are asked to evacuate please:**

1. Remain calm
2. Staff will direct you to the designated assembly area
3. Follow instructions of staff
4. Leave belongings behind

## **KNOW WHAT TO DO IN AN EMERGENCY!**

**Discuss these arrangements with staff members & explore your building**

## Volunteering at Steele Haughton

Steele Haughton Unit is proud of our extensive activity program involving volunteers. The volunteers are a constant presence in the Unit and warmly regarded by residents and staff who appreciate the great contribution they make to enrich the lives of the residents in this unit.

The roles undertaken by the volunteers in the Unit are varied. Our volunteer representative, Barry, has gone to considerable lengths to apply for a volunteers grant and has also nominated

fellow volunteer Mary for a senior volunteer award from the City of Ballarat.

Other volunteer roles include bus trips every Wednesday; assistance with taking residents for counter meals, picnic lunches and outings such as concerts; Delta Dogs attending every Tuesday; craft with Rhonda on Mondays; CVS and BHS personal visitors to individual residents; monthly bingo with Glenys; entertainers who visit when they can and delight everyone; Michelle who runs a regular quiz

on Monday afternoons; Mary on a Friday who is happy to assist in every way; and the Ladies Auxiliary which provides wonderful gifts and supports the Unit all year and every year.

Leanne Reid a demonstrator for Stampin' Up generously donated a wonderful box of craft products which has meant our residents have access to brilliant craft supplies.

The various and generous support of our Unit has enhanced the lives of our residents.