

Ballarat Health Services

Residential Services



Ballarat Health Services
Putting your health first

AUTUMN NEWSLETTER

April 2011

count *US* in Garden Program at Geoffrey Cutter



The residents of Geoffrey Cutter have been very busy over recent months producing a wealth of activities and produce. The Geoffrey Cutter Centre / Eureka Village Hostel "Count Us In Garden Program" has produced fresh vegetables and potted plants for sale. The funds raised are then "ploughed" back into the program to provide future seeds, seedlings and supplies. Every Friday students from the Ballarat Learning Exchange come to the combined centre's and assist the residents with the heavier duties associated with gardening such as digging, totting and shoveling. This has been a very positive intergenerational experience for both the residents and students, mutually enjoying the interaction.

The residents of Geoffrey Cutter have also formed a choir. This has been a lot of fun and very successful. The Choir, "The Cutter Coral", entered into the local Seniors Star Quest competition held at Bray Raceway in October during senior's week. They initially performed in the heats for the

experience, but gave a wonderful performance and were voted through to the grand final on October 7. Performing even better in the grand final they walked away with first place "Audience Choice". The choir has been so successful the residents have made it a permanent program and will now perform at the Christmas concert and have been booked to perform at another residential site.

The residents have also enjoyed a "Living Egg" program. This



program provides ready to hatch eggs in an incubator, the chickens hatch two to

three days after placement. The sight of newly hatched chickens cheeping around delighted the residents, staff and visitors alike. At the end of the program all of the chickens were re-housed and now live a life of luxury in backyards across Ballarat.

Budget for Equipment and Facilities

It is that time of year again and Residential Services are embarking on a budget build for the 2011 – 2012 financial year.

As part of the process all facility managers compile a list of priorities for equipment and capital works that need completion. The requests will be finalized by the end of April and then priorities established over the next few months.

Over the past two years some of the capital purchases and upgrades have included:

- Bathroom upgrades across several sites
- Wash basin upgrades
- Carpet and curtain replacement
- Resident hoists and lifting machines
- Dishwasher, washing machine and dryer replacement
- Upgrade of air-conditioning in a number of kitchens
- Curtain and furniture replacement across several sites

The process is vital to ensure equipment and facilities are maintained at their optimum and to make sure the environment for our residents is comfortable and safe.

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FIVE MINUTES

WITH...



Pat Myers

OCCUPATION: Retired nurse. Trained at the Royal Children's Hospital in Melbourne and later worked at the Ballarat Base for many years before ill-health caused her retirement.

BORN: 1943.

INTERESTS: Making cards, music and singing. A ballet dancer when younger (on the stage).

RESIDENT SINCE: August 2010.

BEST PART OF MOVING TO JACK LONSDALE LODGE: The lovely nurses, the meals are good and I get to listen to music and sing.

MOST CHALLENGING PART: Leaving friend Ron and cat Ginger.

WHEN I WANT TO SPOIL MYSELF I: Buy flowers and dolls.

I SEE MYSELF AS: Good, gentle and lovable, my favourite colour is red and I would never wear pink.

A GOOD NURSE IS: Young, with good manners, patient and able to listen.

IF I COULD INVITE THREE PEOPLE TO DINNER THEY WOULD BE: A nurse, a doctor and the interviewer ("because you are so lovely").

THE MEANING OF LIFE IS: To love.

IF I COULD BE ANYONE ELSE FOR A DAY I WOULD BE: A nurse.

MY FAVOURITE FLOWERS ARE: Roses and pansies.

A SONG THAT INSPIRES ME IS: After the Ball is Over.

Research

During April the Aged Care Nursing Research Unit will be hosting a visit by Professor Julienne Meyer, from City University London. Julienne has an international reputation for her work on promoting and maintaining dignity and respect in the care of older persons. This is a goal we all have in providing care for older people, but unfortunately we at times fall short on this goal.

Julienne's research has found eight areas where we need to focus our attention:

- helping residents in their transition to residential care;
- assisting residents in maintaining their identity;
- creating community in the residential setting;
- ensuring shared decision making is maintained;
- improving the health of residents and the quality of their healthcare;
- supporting good end-of-life;
- ensuring staff are skilled for the services they provide; and
- promoting a positive culture.

Julienne will be working with the managers of residential services to share her expertise in assisting us in working toward more inclusive care for older people.

During her time in Ballarat, Julienne will also work with researchers from the aged care nursing research team at Ballarat Health Services and University of Ballarat. We will develop a research plan for working with Julienne on an ongoing basis to assist us to continue to build improved services for residents.

Mock Wedding

Pictured are the residents and staff of WB Messer Hostel gathered in their finery for a mock wedding.

The idea was suggested by resident Graeme Osbourne, during a regular resident-relative meeting.

Planning took about two months which included the lifestyle co-coordinator Julie Cox seeking out participants and clothing for the wedding.

The day consisted of a four-course lunch at the wedding reception, which was decorated in mauve and pink.



The wedding party consisted of nursing student Rhys who was mother-of-the-bride; flower girls Bonnie and Grace, the daughters of staff member Nina Mader; bridesmaids included staff member Donna Moore and nursing students Paige and Elyse while the bride and groom were real-life husband and wife volunteers Cherie and Lance Duncan. The celebrant was another volunteer, Kaye Stickland. Naturally there was a cake, which was a tiered mud cake decorated with mauve and pink to match the décor.

The residents and staff participated in a lovely parade before the ceremony.

Nursing boost in aged care

Ballarat Health Services is in the process of establishing a Residential In Reach (RIR) Program for Residents living within BHS Residential Aged Care Facilities.

The RIR Program is a specialized assessment service working in conjunction with GPs, and staffed by suitably skilled and specially trained members of the BHS Nursing Team. It aims to enable residents to be seen and assessed in their home when their usual GP is not available to attend the Facility immediately. This in turn will ensure a rapid and comprehensive assessment of their medical condition. As a result, this may lead to a reduction in the need for the

Resident's attendance at the Emergency Department and possible subsequent admission enabling them to receive their treatment in their place of residence.

The Residential In Reach program will be operational by late May and initially the hours of service will be Monday to Friday 0800-1630hrs. It is intended to build capacity to the service by increasing the hours of operation and offering the services to facilities outside BHS.

For further information you may reach the Residential In Reach coordinator Carolyn Kirby (RN) Ballarat Health Services, on Ph: 5320 4748

INSIDE STORY

Claudio Dellore

Residential Services Aged Care Quality Manager



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

My current position as the Aged Care Quality Manager involves providing support to Ballart Health Services management and staff to maintain and continuously improve the standard of care provided to residents.

The role involves a range of responsibilities which include:

- supporting the accreditation process;
- monitoring areas of clinical risk and supporting interventions as necessary;
- monitoring resident/ relative feedback as a means for quality improvement; and,
- providing professional leadership, support and education as required.

WHAT DO YOU LIKE ABOUT THE JOB?

There are a number of aspects of the role that are rewarding.

These predominately revolve around the opportunity to work within a team environment with a wide range of people to ensure:

- the needs and expectations of individuals in care are met ; and,
- as an organisation we are in a position to deal with and meet the expectations of the residential aged care standards.

WHAT WAS YOUR PREVIOUS ROLE?

I have extensive experience working in the aged care sector having previously been involved in nursing education, staff development and in-service training.

Various roles have seen me involved in the development of gerontology nursing modules, contributing nursing text author, undertaken and completed JBI Fellowship and been a presenter at a number of state and national health care conferences.

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

A restaurant in the Italian Cinque Terre area with views over the rugged coastline sounds good for starters, sipping on a glass of red wine, anything from the main menu, followed by a short black coffee and perhaps a limoncelli liqueur.

WHAT WAS YOUR FAVOURITE HOLIDAY EXPERIENCE?

My favourite holiday experience was two years ago with my wife to Europe, travelling around different regions of England, Italy, Slovenia and Paris. Exciting time with many great memories of different places, people, history, and cultures.

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

Singling out the most memorable moment is too difficult. However one I will share involves me presenting an information session to a group "carers" who were or had been involved caring for a family member with dementia at home.

This forum was memorable in the sense that individuals confronted with a very difficult situation did share experiences, fears, needs, emotions, feelings of guilt and coping strategies in a very positive way. It was a privilege to be involved and be in position to assist them in some small way.

I'M PASSIONATE ABOUT...

At work I am passionate about ensuring staff up-hold resident's rights and afford them respect they deserve.

More personal passions involve family & close friends which are important, along with being active outdoors whether it be playing a round of golf, working in the garden or just going to see Essendon FC win.

IN FIVE WORDS, I AM...

In no particular order: hard working, practical, dependable and humorous. I am too "modest" to list any more.

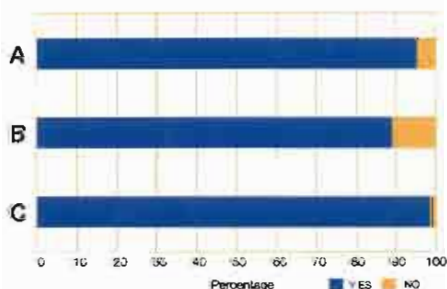
Resident's *and/or* Relatives Level of Satisfaction Report

2010 - 2011

Thank you to all residents and relatives who completed the annual Resident and Relatives Satisfaction Survey conducted between December 2010 and January 2011. Two hundred & thirty (230) or equivalent to 53.2% of the total number of surveys distributed to residents and or their representatives were returned. Residents and or their relatives were asked to rate different aspects of the care and service provided to them or their family member along with opportunity provided to record any associated comments.

The aim of the survey was to source feedback from residents and or their relatives in regards to the level of care and services provided to them, which included the following:

1. Consultation and decision making processes /concerns and complaints

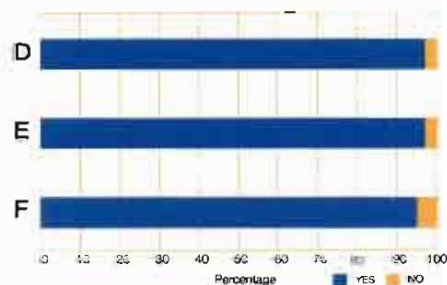


- A. Supported by staff/management to make decisions involving lifestyle & care
 B. Complaints ALWAYS resolved to your satisfaction
 C. Feel free to raise a Concern/Complaint

- Ninety five percent (95%) of respondents indicated that they were encouraged & supported by staff and management to make their own decisions about their (family member) lifestyle and care needs.

- While feedback in general was very positive, a pleasing aspect of the results was the fact that almost every respondent (98.7%) had indicated that they were felt comfortable in raising their concerns or making a complaint.
- In instances where an issue or concern was raised most respondents (89%) did indicate that actions taken had always resulted in a satisfactory outcome from their perspective.

2. Level of respect shown and attitude of staff/satisfaction with personal and nursing care



- D. Satisfied with staff attitude & level of respect shown
 E. Satisfied with Level of Nursing care assistance
 F. Satisfied with level of Personal care assistance

- Respondents had reported a high level of satisfaction (97%) in relation to the attitude and level of respect shown by staff towards them.
- In regards to clinical care ninety seven percent (97%) of respondents stated they were satisfied with the level of nursing care provided, while ninety five percent (95%) indicated this was the case in relation to personal care.

3. Social / Leisure interests

- In regards to social activities offered to residents ninety three percent (93%) of respondents reported that they were of the types that were of particular interest to them.
- A number of respondents did comment that they have always preferred their own company, that they kept themselves busy and are content.

4. Meals & Personal Laundry

- Across the wider residential aged care health sector concerns in relation to meals and personal laundry have been a regular issue and continue to present some significant challenges.
- While this also applies within BHS regular consultation with stakeholders and efforts to address matters as they are raised have had desirable outcomes.
- Ninety six percent (96%) of respondents rated meals as being between satisfactory and extremely satisfactory
- Ninety three percent (93%) of respondents rated personal laundry as being between satisfactory and extremely satisfactory.

Feedback from residents and relatives provides us with information about what we do well and also the opportunity to identify areas requiring improvement. This will enable us to better meet resident's needs in the future.

Aged Care TV filming in Bill Crawford Lodge

Bill Crawford Lodge has been part of a two year falls prevention project, better known as the 'Star Project'.

This project was conducted by The National Ageing Research Institute and funded by the Commonwealth Government. Staff in the unit took part in action research.

Being involved in the project allowed the unit to be able to purchase a new bed, a new computer, hip protectors, and gave funding for some environment modifications. It also allowed the staff endless opportunities to develop and implement strategies in falls

prevention.

In 2010 Bev Adams, the Manager of Bill Crawford presented the falls prevention strategies and results of strategies implemented at the Aged Care Better Practice conferences in Adelaide and Sydney. Whilst in Sydney, Bev was approached by Aged Care TV and asked if staff would be involved in making a DVD in regard to falls prevention.

Filming for the DVD took place in Bill Crawford on March 16. Staff and some residents were involved with the filming and all agree they were 'stars' on the day.

This DVD will be aired on Aged Care TV in late May 2011 (this is a

subscription TV station for aged care homes as an education tool for staff) The DVD also will be made available to nursing homes across Australia.

Staff and residents had a fun filled day filming, although in some instances we had to 'do it again' several times when things did not go quite right. A special thankyou to Mrs Rhook, the wife of one for our residents, who also took part in the DVD.

It is planned to have a special screening in Bill Crawford Lodge when the DVD is released later this year.

Influenza Season

What is seasonal influenza?

The influenza virus circulates every year and causes an infectious disease known as influenza (flu). Symptoms of the flu include: sudden fever, headache, muscle aches and pains, fatigue, cough, sore throat, stuffy or runny nose. The virus can cause a mild or severe illness depending on the type of influenza virus and the age and general health of the affected person. When you catch the flu it may take three days to show any symptoms and these may last up to a week.

How do you catch seasonal influenza?

The flu is easily spread through tiny droplets that are released through talking, coughing and sneezing. The droplets containing the virus may infect someone else by coming into contact with their eyes, mouth or nose. These droplets can also land on and contaminate surfaces, such as tables, cups, pens and toys. Someone else may then become infected by handling the contaminated object and then touching their eyes, nose or mouth.

It is important that if you are not well that you do not visit your relatives until you are feeling better.

Preventing seasonal influenza

Good health hygiene habits can greatly reduce the chance that you will get the flu or pass it on to others. You should always cough and sneeze into a disposable tissue and wash your hands afterwards.

The Australian Immunisation Handbook 9th Edition recommends that all residents and staff of nursing homes and other long term facilities be vaccinated against influenza. Vaccination both protects individual residents and assists in preventing outbreaks. Vaccination of workers protects the individual worker and reduces the need for time off work during the winter season. It also increases protection for the residents by reducing the risk of transmission of the virus from staff. High levels of staff vaccination assist in the prevention of outbreaks in facilities.

Employee of the Month

Outstanding work in providing diversional therapy to Bill Crawford Lodge residents earned Christine McGoldrick and Kerry Leishman BHS employee of the month recognition for December last year.

The nomination form noted that Christine and Kerry always maintained best practice and were constantly innovative with ideas for dementia patient therapy.

They were involved in the music for the mind program and in their own time took dementia residents on a Christmas lights tour last year.

