

Ballarat Health Services

Residential Services



Ballarat Health Services
Putting your health first

WINTER NEWSLETTER

July 2013

Scarves for the *Soup Bus*



ABOVE: The W.B. Messer Hostel knitters Ros, Merle and Rose with Soup Bus Founder Craig Schepis, Lifestyle Coordinator Julie Cox (standing) and volunteer Cherie (seated right).

A small group of W.B. Messer Hostel residents, volunteers and staff have been spending their spare time knitting.

The five ladies, which includes Lifestyle Coordinator Julie Cox and 91-year-old resident Merle, have been knitting constantly for the past 18 months.

Usually the ladies donate their finished products to the local Church of Christ to assist people in need overseas. But after hearing of the work of the Soup Bus, they turned their attention to knitting scarves for the local needy.

Recently they presented the first 30 scarves they had knitted to Soup Bus founder Craig Schepis.

"Our residents are happy knitting scarves as it is giving them something to fill in their spare time and helps keep their fingers active," Julie said.

"We try to have wool donated, but some residents have been prepared to buy the wool themselves. One family has donated large amounts of new wool to use and we are very grateful for any donations.

We hope many people benefit from the warmth our scarves will bring them."

In receiving the scarves, Craig said they would be gratefully appreciated by Soup Bus clients.

"It's the simple things that really matter. This time of year it is so cold and we have a lot of people that go without all the basic things. We provide food, but to also be able to provide a jumper, a coat and a scarf just takes the edge of the coldness away," Craig said.

"From all the volunteers at the Soup Bus we just say thank you, it's quite an amazing thing."

An afternoon tea, fit for a "QUEEN"

Her Royal Highness 'The Queen' dropped into the Geoffrey Cutter Centre in June to celebrate Queen's Birthday weekend.

Residents dressed for the occasion, and munched on freshly made cucumber sandwiches, sponge cake and scones whilst the queen posed for photos and greeted her subjects.

Her Majesty ate cucumber sandwiches and sipped on a cup of tea before being whisked off in the royal carriage to her next engagement.



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INSIDE STORY

Jacqui King



Director of Nursing – Ballarat East Complex

DESCRIBE YOUR ROLE?

My role is to assist staff to develop their skills and strive to meet the goals of Ballarat Health Services. This includes raising awareness of financial constraints, service delivery, legislative requirements and maintaining compliance with the Aged Care Standards.

WHAT DO YOU LIKE ABOUT THE JOB?

My ability to support staff to improve their education and their ability to enhance the quality of the care we provide for our residents.

WHAT WAS YOUR PREVIOUS ROLE?

Nurse Unit Manager at Jack Lonsdale Lodge.

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

I would go to Italy and would order authentic Italian cuisine and coffee.

WHAT WAS YOUR FAVOURITE HOLIDAY EXPERIENCE?

Time spent in America and particularly New Orleans and San Francisco – I loved the culture there.

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

There are many over the

years but the one that had the most impact on me was very early in my career when I worked as a Lifestyle Coordinator and a Personal Care Worker. I came to work one mother's day and a favourite resident had passed away the previous evening, I was a bit sad mainly because I had not taken the time to pop in to see her the previous day. Another resident had picked up on this and had told me not to be sad she held my hand and said "Don't be sad when I go Jacqui I have had a wonderful life and have a wonderful family and I am ready to go when my time comes" – this profound moment really changed my understanding of caring for our aged residents and I will always remember 'Molly' and I think of her every spring when the daffodils bloom as her family used to bring in buckets of daffodils from their property to share with the residents each spring.

I'M PASSIONATE ABOUT... My family and friends, providing quality aged care and quilting.

IN FIVE WORDS, I AM...

Reliable, honest, caring, supportive and fair.

W.B. Messer Melbourne Train Trip

Tuesday 30th April, 2013.

The residents enjoyed a trip on the train to Melbourne.

Taxis were booked and we left from the Wendouree Station.

Station staff were excellent as we had four in wheelchairs and five wheelie walkers. All residents thoroughly enjoyed the trip looking at country side and the changes going into Melbourne.

Once at the station, we had a good look around upstairs (elevator) for lunch, coffee and cake. A quick visit to the DFO and boarded the train home with many sleeping residents after a big day.



FIVE MINUTES WITH...



Susan Devine

OCCUPATION: Previously was a Library Technician at Ballarat University.

BORN: 13th May 1945, St Georges Hospital, Kew, Victoria

INTERESTS: Poetry, reading, history, shopping, family history.

RESIDENT SINCE: 1993 – our longest serving resident.

BEST PART OF MOVING TO: First moved into PS Hobson but was happy to move to W.B. Messer as there was more freedom and I could go to the Village. Purchased a scoot and had more people to talk to.

MOST CHALLENGING PART: Thought W.B. Messer Hostel was going to be like a back packers Hostel!

EARLIEST MEMORY IS: Talking to the “then” Manager, Joan Slade.

WHEN I WAS A CHILD I WANTED TO: Be a Nurse.

MY PARENTS ALWAYS SAID: My Father always said “aim high” and to remember who I was.

MY GREATEST MOMENT IN LIFE WAS: Going to America, Sky diving and joining my church.

IN 5 WORDS I AM: Talker, Reader, Shopper, Family, Contented.

I WISH I'D NEVER WORN: Wedge Heels.

CAT OR DOG: Cat.

WHEN I WANT TO SPOIL MYSELF I: Buy Jewellery and have chocolate.

THE FIRST THING I REACH FOR IN THE MORNING IS: My Head Band.

THE HARDEST THING I HAVE DONE IN MY LIFE: Is being in a wheelchair permanently and seeing views of people's waists.

IF I COULD CHANGE ONE THING IN THE WORLD IT WOULD BE: For people to be more religious, and it may lead to world peace. Believe in Jesus and his values.

AFTER LIFE THERE IS: Another Life.

I LOVE: My Family, Hawthorn FC, fellow residents, my church family and Australia.

IN MY LIFE I HAVE LEARNT: You have to forgive and be tolerant.

MY PET DISLIKE IS: People who don't think I should be on my scooter on the roads. People who park over driveways.

I CAN'T LIVE WITHOUT: Church, books and family.

BEFORE I DIE I WOULD LIKE TO: Go to England.

IF I COULD INVITE FIVE PEOPLE TO DINNER THEY WOULD BE: President Thomas S. Monson, The Queen, Gus Wolf, Alistair Clarson and Elizabeth Murdoch.

THE MEANING OF LIFE IS TO BE: Happy and be with family.

IF I COULD BE ANYONE ELSE FOR THE DAY I WOULD BE: Me.

I AM PASSIONATE ABOUT: My church and my family.

A BOOK/SONG/MOVIE THAT INSPIRES ME: Bible Scriptures.

Resident Memory Books at GCC



Everyone has a unique story to tell. When there is someone in a nursing home, creating and recording a person's life is central to quality care.

A story book of a loved ones life is just one of the ways family members can provide nursing care staff with information to develop meaningful activities and conversations.

Family members often find it difficult to come up with things to say when they visit a loved one in a nursing home. Long silences can mean many visits are cut short.

Recording a loved ones life in a memory book can also be touching and memorable way of creating a life long legacy for your loved one.

Nursing staff that have a deeper understanding of a person's history, culture and relationships will be more likely to understand and manage a change in a person's behavior or mood.

It is also a nice activity to do with a loved one and other family members.

Activity staff at GCC have commenced on the above activity, with positive feedback from residents and families.



Remembering the ANZACS

BHS residential facilities commemorated ANZAC Day in April with activities galore. At Geoffrey Cutter Centre residents picked rosemary sprigs from their garden and made Anzac biscuits.



Eureka Village Hostel Re-Accreditation



During June 2013, in accordance with Aged Care Act 1997 requirements, BHS Residential Service Eureka Village Hostel under the guidance of Director of Nursing Jacqui King and Nurse Unit Manager Sherin Jose had undertaken an exhaustive external review of the quality of care and services provided to residents in the facility.

The review was undertaken by two auditors from the Aged Care Standards and Accreditation Agency over a period of two consecutive days, systematically determining if each of the aged care standards were being met. The process involved reviewing documented procedures, speaking to and observing staff

practices in the facility, speaking with residents and or their representatives, looking at resident records and other relevant documents.

As a result of the continuous effort made by management and staff at Eureka Village Hostel "to ensure resident's needs are met" the facility received the ultimate reward and has been awarded the maximum three year re-accreditation.

The results have been achieved as a result of an exhaustive amount of ongoing work which has enabled management and staff to "showcase" their achievements, demonstrate a commitment to providing a quality aged care service and a desire to seek improvements through regular review and evaluation of the care provided. The Agency assessment teams on completing their audit commended staff on the standard of care provided and highlighted residents and or their family's satisfaction with the level of care provided.

Having received full three years accreditation all staff concerned are to be congratulated on this fine achievement and the work to ensure "resident's and their family's needs" are being met.

Public Sector Residential Aged Care Equipment Funding

The Department of Health (DoH) have over recent years offered training to clinical staff in the area of comprehensive health assessment for older people. Ballarat Health Services sent a number of staff to this training from each facility. As a follow up to this the DoH offered \$8,000 per high care facility, who participated in the training, to purchase equipment to assist with the assessment, diagnosis and treatment of residents.

As a result BHS has purchased a significant amount of equipment for each high care facility based on a needs analysis of each facility and their identified needs. Below is a summary of the equipment purchased with the funding:

- Welch Allen Automatic Blood Pressure Units x 12
- Phillips Vital Signs Monitors x 3
- Sphygmomanometers (Manual BP units) x 2
- Stethoscopes x 40
- Auro / Ophthalmoscopes (instruments for assessing residents eyes and ears) x 7
- Syringe Drivers (for continuous delivering fluids or medications either intravenously or under the skin) x 2
- Portable Suction Unit Assists with resident who requires assistance with clearing fluids from throat / airways) x 1
- Tympanic Thermometers (For taking temperature by measuring the temperature in the ear) x 4
- Chair Scales x 2

The facilities really appreciate this funding and the equipment it will purchase, and we look forward to the equipment arriving over the coming weeks.