

RESIDENTIAL SERVICES
NEWSLETTER

Welcome Back

Welcome to another edition of the Residential Services Newsletter. August was a very busy month in Residential Services and saw us take a much-needed break from producing our newsletter. The break has allowed us to spend some valuable time revising and updating the way we look at quality within our nursing homes and hostels.

We have begun changing the way we approach issues of quality relating to procedures, protocol, audits and implementing improvements within our facilities. By making changes to the audit system we are able to survey and identify areas within our service that can be enhanced. Our main aim is to continuously improve the lifestyle, environment and care provided to our residents and their families on a daily basis.

We hope you enjoy this long awaited issue and find time to read about all the facilities and events that have been occurring in the last few months. If you have any articles or items of interest that you would like to see in the newsletter, please speak or write to the manager of any of our units. A broad range of articles will continue to keep this newsletter relevant to your needs.

Clint Sanders
- Residential Services Project Officer



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Bill Crawford Lodge

Fund Raising

Fund raising within Bill Crawford Lodge is always an ongoing venture. This year has proved to be no different with close to one thousand dollars being raised from numerous projects. The funds raised go towards improving the resident's lives and purchasing items that enhance the daily activities within the unit.

Funds this year have purchased a 'Metro Trolley', which is a trolley used to serve drinks for the resident's happy hour, and is well utilized at celebrations such as resident birthday parties.

A 'Pressure Care' mattress has also been purchased

with the unit. The mattress is used to improve comfort and reduce complications caused by being confined to bed for extended periods. The mattress has certainly improved the lives of several residents over the year.



Staff and residents at Bill Crawford Lodge are always appreciative of those who raise funds or donate time to do so as it directly has a positive impact on our lives. If you have any suggestions for fund raising methods, or would like to help, please contact Barb Delmenico at the unit on 53203970.

Jan Hutchinson -
Associate Director of Nursing TP and BCL

PS Hobson Nursing Home

Low/Low Beds

All residents now have low/low beds in place, which are assisting with managing care needs and ensuring easier mobility/transfers for staff.

This was a large job, moving the old beds out and the new in. Thanks to Environmental Services and staff from PS Hobson who assisted in making this process as easy as possible.

Allied Health Course

Two staff from the Nursing Home are attending the new Allied Health Course. Staff have reported they are very happy with course content and are learning new aspects to bring back to the Nursing Home. We wish them well with their endeavours.

Students

Recently we have had many students from the Ballarat University on placement in the unit. The students were involved with learning about resident care and also participated in the activities program.

Residents enjoyed BBQ's, exercise program and shopping at Wendouree Village.

Up and coming events

- Bob Franklin concert
- An inter-hostel visit with the Geoffrey Cutter Unit.

Anna and Lisa (lifestyle staff) would appreciate any input from family and friends as to activities they would like to see on the PSH Nursing Home activity program.

Pat Erwin - DON Queen Elizabeth Village

Dining Around The World

Staff and residents dined in Italy and China. They enjoyed a variety of take away food including Chinese, lasagne, pizza, garlic bread and fish and chips. In preparation for the night, residents made lanterns, fans and place mats to decorate the dining room. A great night was had by all.

Movements with Residents & Staff

A few changes have occurred at Pleasant Homes. Dianne Howell has moved to Hailey House to take over as manager and she has been replaced by Allan Carter. Angela Rickard has returned from maternity leave and Katie Conroy has just gone on maternity leave. We wish her luck with the forthcoming new arrival.

Two new residents have arrived and two residents have left, things have been quite in the arrivals and departure department.

Resident Profile

MARGOT JOBLING

Margot was born in Melbourne in 1924 and attended St. Michael's School. She has 3 sisters and 1 brother, 4 nieces and nephews.

Margot has been living at Pleasant Homes for 16 years now. She is a very keen and active participant in all our activities including craft, bingo, music and singing. She knits squares in her spare time and these are donated to Midlands Day Centre.

Margot also attends the Ethel Lowe Day Centre 3 times a week and enjoys going on trips to Warrnambool and Baraham. Margot said she is friends with everybody at Pleasant Homes and loves being here.



Margot Jobling of Pleasant Homes is our resident in focus.



A fantastic night of fun and feasting at Pleasant Homes.

STAFF PROFILE

MARG DELALAND

Marg has worked at Pleasant Homes for 9 1/2 years. She is a mother of 3 and grand mother of 2.

Her interests include craft, walking and her grandchildren; always keeping them warm with many jackets, hats, cardigans and booties.

Marg is also our activities coordinator and organises many exiting things for our residents.



Marg Delaland of Pleasant Homes.

FORTH COMING EVENTS

Remembrance Day to be announced.
Melbourne Cup Day
Dining around the world to be announced.

Article Supplied by: Amanda Driscoll.

All Fired Up

NEIL Nunn previously with Peninsula Health has joined Ballarat Health Services as the Fire and Safety Officer. Coming to Ballarat is a coming home for Neil as was born just a big stone throw from here at Norwood Private Hospital in Webster Street.

Neil and his wife Anne are delighted to come back as their son and daughter in law, and the one and only grand daughter live at Yendon.

You might notice from the photo that Neil sports a beard. This might have something to do with the 20 years he spent in the Royal Australian Navy. Obvious some thing Neil is very proud of. (It's a family tradition for this, navy lark, because Neil's youngest son Trent has just returned from six months service in the Persian Gulf.) Neil is looking forward to a long, prosperous and fun filled time at Ballarat Health Services.



**Ballarat Health Services new
Fire & Safety Officer - Neil Nunn**

Article Supplied courtesy of Health Matters

Private Patients in Ballarat Health Services

If you are being admitted to hospital for medical treatment you will be required to make a decision regarding your patient classification status. That is, you will be classified as either a

- Public patient
- Private patient
- Compensable patient (TAC etc)
- Veterans' Affairs patient

Patients with private health insurance have a choice to be treated as either a public or private patient. Ballarat Health Services now have a Private Patient Liaison Officer to help you with questions relating to issues of preference with regards to patient classification should you require hospital treatment. Some frequently asked questions have been listed below for your assistance.

What are the benefits of using my private health insurance at Ballarat Health Services?

You can choose to be treated by a Doctor of your choice and you will be helping the hospital maintain facilities, buy new equipment, and continue improvements in patient care.

Are there any costs that I will have to pay for myself at Ballarat Health Services?

You do not have to pay for any accommodation, pathology or radiology (excluding MRI) services whilst you are at Ballarat Health Services. All patients may incur a small charge for any medications prescribed upon discharge.

Who does all the paperwork regarding claiming from my private health insurance?

Hospital Accounts staff will submit all private accommodation paperwork to your private health insurance fund and radiology and pathology services fees to Medicare on your behalf, when possible.

What if my private health fund membership has an excess fee or co-payment attached?

Ballarat Health Services will cover any excess or co-payments you have to pay for accommodation. This will be done in the most convenient way to suit you and your health insurer.

As a private patient you are entitled to receive the following:

- Choice of doctor
- No 'out of pocket' hospital expenses for radiology and pathology services
- No health insurance excess or co-payment fees
- Single room with additional facilities, including free local phone calls, to create a relaxed atmosphere
- Extensive menu
- Comprehensive beverage list including wine and beer
- Complimentary daily paper
- Minimal waiting time for elective surgery
- Pastoral support available, if required
- Accounts sent directly to your health insurance where possible
- Access to Private Patient Liaison Officer - 53204214 or 0409 653280 who can assist you during your stay and clarify your level of benefits

Clint Sanders - Residential Services Project Officer

Eureka Village Hostel

Eureka!!!!

Great excitement and joy at Eureka Village as we passed our accreditation site visit by the Standards Agency on the 6th and 7th of July. It is a great result for us, 44 standards passed and a true reflection on the hard working staff here. As the only residential site being accredited this year it was nice to see the support of other units and the executive. Though it is a very busy time leading up to the day it is a great opportunity to review our quality service which we provide to our residents on a day to day basis.

Sadly we also lost our Director of Nursing, Alice Reed who resigned for a sunnier climate and blue skies

in Queensland.

Everyone here will miss Alice at Eureka Village but we now welcome Ross McPherson as our new leader. Residents have been busy with varied activities, which continue to be run so well by our activities girl Debbie and with the help of our hard-working volunteers. Recently they have celebrated Bastilles day with croissants and bread sticks, the Queens birthday with tiaras and teacakes and Christmas in July with a couple of Santa's running rampant

Lee Prentice - Manager Eureka Village Hostel



Hailey House

Hostel Manager

Residents and staff would like to welcome Hostel Manager Diane Howell to her new role. Diane has been manager of Pleasant Homes for the past months.

Staff and residents bid farewell to Denyce Mc Pherson whom has returned to RN Div 1 duties with Ballarat Health Services.

General News

Bus trips

Residents enjoyed a bus trip to Maldon in the past few months. They spent the day travelling around the heritage site and enjoyed a yummy lunch. Several residents also enjoyed a trip to the Imax theatre, followed by an enjoyable MacDonald's lunch.

Upcoming news

Regular groups attend and entertain all at Hailey House. We would like to say a special thanks to those people who continue to entertain our residents every month.

Currently the monthly "shoot and shuffle competition" is heating up to be a show down to see which unit wins the trophy.



Hailey House residents enjoy a trip to Maldon.

Exercise program within the Hostel is showing improvement and assistance with mobility and transfers. All residents whom participate enjoy this time.

Diane Howell - Manager Hailey House

Cultural/Spiritual needs

Ballarat Health Services is committed to fostering individual customs, beliefs, and cultural and ethnic backgrounds.

Here at Messer Hostel we have many church services to meet our resident's requirements.

- Catholic Mass-Weekly
- Salvation Army-Monthly
- Uniting Church-Monthly
- Anglican Church-Monthly



Residents enjoying church service within the Hostel



Resident's individual needs are assessed on admission and reviewed continually for effectiveness to meet their needs. These needs range from attending services within the community; services attended include Seven Day Adventist, Salvation Army, Jehovah's and Mormon services.

Hawaiian Theme

Student placement with Messer Hostel involves the organisation of a lifestyle activity for the residents. Students must plan the activity, formalise an invitation and coordinate with Lifestyle coordinator to ensure the activity is correctly carried out. This time three Certificate 3 students organised a Hawaiian Day which involved the decoration of our activities room, and making of foods in line with the theme. Residents enjoyed the day, along with the food and drinks.

Xmas in July

Residents enjoyed the Xmas in July Party which involved afternoon tea and entertainment from Macca's Musso's.



Jessie Yelland and Julia Egan enjoying the festivities

Inter-hostel Casserole luncheon

Lifestyle coordinators organise a monthly casserole luncheon which in July was at Messer Hostel. Staff and residents prepare a couple of casseroles and deserts from each area. Thanks to Hailey House, Steele Haughton and the John Curtain Hostel for making this an enjoyable day.



Residents enjoying casserole lunch.

*Sue Hall Hostel Manager
Julie Cox-Lifestyle Coordinator.*

New Bar-b-q for Talbot Place

In April 2003 a working-bee of volunteers, contractors and staff spent the weekend erecting a pergola to provide a covered area for the residents to be able to sit out in the fine weather and enjoy the garden. The only thing that was missing to complete the scene was a reliable bar-b-q.

During September with money raised from the Easter raffle and the Winter Warm Up raffle we were able to purchase a new bar-b-q that was christened on Grand Final Day.

Without the generous donations of items that make up the raffles and the people who purchase tickets we would not be able to purchase these extra items that go to improve the social life of the residents. So, to all of you who participate in fund raising at Talbot Place, THANK YOU VERY MUCH and on this occasion a special thank you to Maureen and Paul who took the time to go and select the bar-b-q and then spent the time and effort to put it all together.

Low-Low beds at Talbot Place and Bill Crawford Lodge

Over recent months both units have been fortunate to be provided with more low-low beds for the residents. The change over has meant that all residents are now being nursed in these special beds allowing staff to lower them when the residents are in bed so the risk of falls is minimised.

As you can imagine the day of change over meant more work from staff and I would like to take this opportunity to thank everyone concerned. Nursing staff who prepared the residents and beds for removal from the units, environmental staff who moved the new beds in and the old beds out, and engineering who set themselves up to perform the electrical check as the beds rolled into the units.

Aged Care Review at Ballarat Health Services

Recently Ballarat Health Services contracted Viney Hearn's Consultancy Group to undertake a review of the Aged Care Services provided and what the community will need in the future with the increase of services required by the Baby Boomers.

The Residential Aged Care Services, Charge Nurse Group got together in their own time to work on a submission to be presented to Viney Hearn's. After 4 hours of brain storming they produced a very informative 9 pages of what they perceived to be issues that would be facing aged care services over the next 5 - 10 years.

The group should be congratulated on their commitment to Residential Aged Care Services at Ballarat Health Services. Between them they hold a wealth of information and experience in the field and are all dedicated to ensuring excellent care for the 240 high care residents at BHS.

Jan Hutchinson - Associate Director of Nursing

Socialising in Talbot Place



Jack and Betty enjoying her birthday cake



Lilian with her granddaughter Yvonne and great-granddaughters Becky and Gabby

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)
Ross McPherson RN Div 1, RPN,
Grad Dip Management

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 Prodger 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
Diane Howell Cert 3 Community
Services in Aged Care

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:
Allan Carter, RN, Div 2

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