

In Touch With Volunteers



Statement of Purpose

Resthaven provides outstanding care and support to older South Australians and their carers.

Resthaven is a diverse community of people: residents, clients, staff, volunteers, families, friends and other stakeholders.

We Value:

- Respect
- Integrity
- Choice
- Individuality
- Independence
- Belonging
- Resourcefulness
- Safety and wellbeing.

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Hello,

'Being socially isolated is a health hazard'
(ref The University of Adelaide, Research Week 2011).

It is estimated that 20% of older Australians are socially isolated. The health impacts of social isolation include insomnia, depression, elevated blood pressure, dementia and more. As volunteers, every day you help prevent, alleviate, ease, lessen and improve the lives of older people.

You change lives!

Thank you.

You give the gift that money can't buy. The song, 'What a Wonderful World', is playing in my head... turn to page 9 for the lyrics.

We need more people like you... to bring some cheer to older people in their own homes. We are raising the volunteer flag across Resthaven's Community Services (see back page).

This edition features an update from CEO Richard Hearn,

Community and Residential news, a Christmas message from Rev Kingsley Congdon and... just for fun, some Rhyming Slang (on page 11).

In honour of International Year of Volunteers plus 10 (IYV+10) and International Volunteer Day, 5 December, we enclose a gift - a memento pin for you... wear it with pride.

Together, we fly the volunteer flag.

Thank you for flying with Resthaven, we look forward to flying with you next year!

Merry Christmas and Happy New Year.

Make merry not just on this wonderful day but all throughout the year!

Stacey Thompson

Coordinator Volunteer Resources



शुक्रिये

THANK YOU!

Dankie *তোমাকে ধন্যবাদ

Terima 謝謝 *HVALA dakuji

Kitos Merci *ευχαριστώ XIE XIE

Köszönöm kasih *GRAZIE 감사합니다 Istufi: M goi

dank u *dziękuję OBRIGADO ΧΒΑΛΑ GRACIAS * Fa'afetai

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P.S I will be on leave from 9 December-4 January - See you in the New Year!

Weronika and Yoana will be holding the flag while I am on leave (read more on page 9).



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From My Desk



Industry Update

I recently returned from a leave break and study tour to the United States of America, which

was very enjoyable and illuminating.

Immediately upon my return, I participated in industry discussions and consultations regarding various aspects of the Productivity Commission Report on 'The Care of Older Australians'. I am less focussed on deregulation as an important outcome and see an increase in care places for people who live at home as the most important next step.

We are seeking a strong commitment from Government to dedicate the resources necessary to achieve improved outcomes arising from recommendations of the Productivity Commission. We believe the most important initial outcomes should focus on an increased number of "in-home care" places and increased opportunity for people to receive medium and higher levels of care in their homes.

In residential care, it is most important that the government responds to the current inadequate funding for residential care accommodation.

The Government needs to consider a greater 'user fee' contribution than occurs in the current service system.

With an ageing population and dramatic need for increased service support in the community, we must ensure that the great work of those involved in aged care services and their family carers is acknowledged.

Workforce strategies and ensuring aged care services are given prominence is essential in the way the Government responds to the Productivity Commission and

related matters being considered by Fair Work Australia at present.

I met with the Federal Minister for Mental Health and Ageing, Hon Mark Butler, along with other UnitingCare Chief Executives and key Canberra based UnitingCare staff. Minister Butler has embarked on a national tour of consultations. Resthaven supported some residents and clients to attend these consultations, to offer their perspectives about what is important to them.

I also met with the Shadow Minister, Senator Concetta Fierravanti-Wells, who visited Resthaven Murray Bridge on 1 September, with Member for Barker, Patrick Secker. This followed a visit to Resthaven Marion on 20 July.

Board Matters

At the end of the year, after 14 years on the Resthaven Board, the past five as President, Carole Davidson will step down. Fortunately, she will continue her involvement as a member of the Board Finance and Audit Committee. We are very grateful to Carole for her continuing expertise, valuable wisdom and leadership. I greatly appreciate her personal mentoring and support of me as CEO.

Mark Porter has agreed to take on the role of President from 1 January 2012. Mark joined the Board in 2005 and is Headmaster of Woodcroft College. He is also a Board Member, State and National Independent Schools Association.

Carers' Week

October 16-22 was Carers' Week, and I reflect on Resthaven's Statement of Purpose, that we *provide outstanding care and support to older South Australians and their carers.*

Our work is a partnership with family carers. Aged care functions most effectively when involving those who dedicate their time and love to others in their lives who need care and support.

On Monday, 17 October, State Minister for Families and Communities and Minister for Ageing, the Hon Jennifer Rankine, presented Resthaven's Community Respite Services with an Inaugural Carers Award for an 'Outstanding Initiative for Carers as Customers.'

Congratulations to Carole Matthews and the Community Respite Team for their creativity and responsiveness in service delivery to support carers. The award recognised initiatives such as a Carer Education and Support Group, offering socialisation and problem solving for carers, a Creative Carers Workshop and opportunities to develop meaningful and lasting relationships and support networks with other carers.

WorkCover

Resthaven is currently undergoing a seven week audit by WorkCover. The Annual OHSWIM plan was considered by the Board at the October meeting. The Board noted progress in the key system improvements that have been a focus over the past 12 to 18 months. A number of improvements implemented include the 'Chemalert system,' 'Rapid Induct' system for contractors and revised purchasing systems. The plan will next be reviewed in February 2012.

Accreditation

The triennial accreditation audit of Resthaven's residential sites is underway. Dates are listed on page 8. These audits scrutinise our practices to ensure they meet high standards.

Resthaven's Community Services have completed the second cycle of Community Care Quality Reviews. All had successful outcomes.

Accommodation Bonds

The Federal Government has introduced changes to requirements for accommodation bonds.

Details from the Department of Health and Ageing:

From My Desk cont.

From 1 October 2011, there are clearer and stronger arrangements to protect residents' savings held in the form of accommodation bonds. The arrangements clarify the intended purpose for bonds as a source of capital for investment in aged care infrastructure. They also improve governance arrangements for bonds and provide greater transparency and accountability for bonds. This will improve consumer confidence in the aged care sector by assuring residents that their funds are being used for intended purposes and that their bond balances will be refunded when they fall due.

In order to enhance transparency, accountability and consumer confidence, the disclosure requirements now include reporting on how approved providers use bonds.

To ensure that we comply with the new requirements, we reviewed our processes, which were very similar to the outcomes the Government has now introduced.

Resthaven Marion Opening

Thursday, 22 September marked the official opening and dedication of the redevelopment of Resthaven Marion. This event finalised the significant, four year, \$16 million redevelopment of the site.

Program Managers' Conference

Recently, Resthaven's Program Managers met to consider current key topics, with a focus on customer service. This includes constructive, appropriate interactions with residents, clients and between staff. Other sessions included consideration of research projects undertaken at Resthaven over the past year. Although I was not able to attend, Sue McKechnie, who was Acting CEO, advised me that the conference was very successful. I was reminded of the breadth of skills and experience within Resthaven and

how good it is to appreciate each other's company and insight.

Fire Precautions

On Friday 18 November 2011, we were saddened to learn of a fatal fire at a nursing home in New South Wales. Our thoughts and prayers are with the residents, their families and staff. There will be formal inquiries and reviews to assess the specific causes of this sad experience and these outcomes will be shared across Australia for all providers to review.

I wish to reassure you of the significant safety practices and strategies we undertake to ensure the safety of people at all of our residential sites. Importantly, if you have any concerns, please do not hesitate to speak with the site manager.

Resthaven undertakes extensive measures in all our facilities to respond to fire risk.

These include overhead sprinklers that initiate automatically, automatic fire alarm systems that are linked to the Metropolitan Fire Service (MFS), fire rated compartments, including ceiling cavities, to ensure that if a fire were to occur in one area, it will not spread to other areas.

Staff undertake annual mandatory training in strategies to respond to a fire alert and fire systems are regularly tested. External bodies, such as the MFS and Standards and Accreditation Agency, undertake inspections of our sites from time to time.

Christmas Message

As another year draws to a close, I wish you and your loved ones a safe and happy festive season.

With best wishes

Richard Hearn
Chief Executive Officer



Chaplain's Christmas Message

I recently enjoyed viewing some Australian outback landscape paintings by Australian artist, Peter Coad. There is no doubt in the physical, emotional and spiritual benefits of being in the Australian bush or outback. Sometimes, the horizon seems far away or even non-existent. At other times, it seems so close it could be touched.

Two paintings at the exhibition really impressed me. The artist's placement of the horizon allowed me to slow down and even caused me to have a second and third look at the painting. In one of the paintings, the horizon is high up in the picture. With wonderful creativity, the artist has used a mix of vibrant and subtle hints of the beyond just peeping over the horizon.

Each year, I enjoy the old words in the Advent reading from the prophet Isaiah, which were eventually spoken by John the Baptist in the wilderness, 'Prepare the way of the Lord; Make His paths straight' (Mark 1:3 NKJV).

Those words created a new 'horizon'. Indeed they drew a line in the sand for many people. They pointed beyond the confines of all that had been to the arrival of a king, Jesus. With His arrival, it is said, 'God is with us' (Matthew 1:23). The horizon was suddenly alive again and filled with expectation and hope!

Life lived with the perspective of the Christmas message can provide peace for the present as well as a horizon and future filled with hope.

With every blessing to you and yours for this Christmas and New Year.

Rev Kingsley Congdon
Coordinating Chaplain





Community Services

Carers' Week 16-22 October 2011

On the first day of Carers' Week, Community Respite Services (CRS) attended the 'Wellbeing Fiesta 2011' on Sunday 16 October (pictured right).

The next day, State Minister for Families and Communities and Minister for Ageing, Hon Jennifer Rankine, presented Resthaven Community Respite Services with one of the Inaugural Carer Recognition Awards, for an 'Outstanding Initiative for Carers as Customers.'

Congratulations to the Community Respite Services team on receiving the award, which recognises the peer support and education offered to carers - an important part of a successful partnership with carers.



Resthaven Western Community Services recognised Carers' Week on Tuesday 18 October, during their annual Focus Group. Held at Regency Cottage respite house at Croydon Park, it was followed with a relaxed social occasion with finger food to share. The carers were very responsive and social, and the food was magnificent. Everyone enjoyed themselves immensely.

It was great to hear from those who attend the Social Club just how important the social interaction that they get from participating in activities is to their wellbeing, enhancing quality of life and extending longevity.

Pictured: (clockwise from left) The tempting food; Carer, Marge Harris and Coordinator, Kathy Monks; Valerie Strezovski, Maureen Gwiazda and Madelene Arbon.

Book Launch

On Thursday 20 October, Community Respite Services held an intimate book launch of a resource for carers, a collaboration of the Resthaven Carers Community Advisory Group. The booklet, 'With a little help', will be distributed widely. The carers contributed to compiling the handbook over the past two years. A copy of the book can be downloaded from Resthaven's website, or you can obtain a hard copy on request (phone 8358 3173).

Pictured right: The launch of 'With a little help', held in the Garden Room at Resthaven Marion Community Services. Left to right are Philip Ellison, Community Services Project Officer, Tony van Kalken, Pat Smytherman, Carole Matthews, Manager, Community Respite Services, Mary Jarvis, Beryl Ducray, Myra McGinn and Vicki Kelly.





Residential Services

Life in residential services remains full of activity, with the ongoing preparation for the upcoming re-accreditation audits for the remainder of our sites. These audits will occur from December 2011 through to March 2012.

Donation

On 25 August, Resthaven Mount Gambier was presented with a \$10,000 donation from the Mount Gambier Community Nursing Support Group to buy a mobile bath, a stand lifter and a sling lifter, all of which will assist in providing the best quality care to residents.

The Mount Gambier Community Nursing Support Group has many objectives, but its principal role is to support nursing services and health initiatives within the community. We are very grateful for this generous donation to our new site.

Staff Movements

Key personnel changes include the appointment of Marian Greenshields to the position of Manager, Residential Care Services, at our Westbourne Park site. Marian is currently the Care Coordinator at the site, and will take up her new role in December 2011.

This appointment has come about as the current Manager, Anthea Tyler, and her family are moving to New South Wales.

I would like to acknowledge the wonderful contribution Anthea has made to residential services at Resthaven. We are all sad to see Anthea leave, and we wish her well. We hope that Anthea will come back to Resthaven at some time in the future!

I am also pleased to announce the appointment of the new Manager, Residential Care Services, at our Craigmore site. Kerri-Anne Barnes will commence in her new role in November 2011. Roger Levi, who currently holds this position,

Pictured: Resthaven Leabrook held a Spring Fete on Friday 30 September, with bric-a-brac, clothing, and plants for sale, colourful orchid displays and an 'animal barn'. Leabrook Manager, Heather Kerby Eaton (centre), chats with volunteers, Jan Guy (left) and Marlene Jones (right) who assisted on the plant stall.



has been appointed Resthaven's Workforce Development Manager.

I am pleased, yet disappointed, with the change of role for Sue Springbett. Sue had recently taken up the role of Senior Manager, Residential Services, but was drawn back to the site Manager role, to 'hold the fort' at Paradise following the resignation of Jan Finch. However, Sue then decided this was the role for her, and as a result has taken up the position of Manager, Residential Care Services, at Paradise. This is a great opportunity for Paradise and I know she will be welcomed by the staff, residents and their families at the site. However, she will be missed by the Head Office team.

I also acknowledge the work that Jan Finch undertook at Paradise during a difficult redevelopment and building project. We all wish Jan well with her future endeavours.

In the short term, Jenny Whitting will remain as Senior Manager, Residential Services, until a replacement is made for Sue's Senior Manager position.

Another new Senior Manager, Residential Services, Darren Pike, commenced on 1 September. As Senior Manager, Darren has oversight of Resthaven Mount Gambier, Murray Bridge, Westbourne Park, Leabrook and Craigmore.

I am very pleased to announce the appointment of the new Care Coordinator at Resthaven Mount Gambier. Cosimo Greco joined the

Mount Gambier team on 31 October.

Another change is the appointment of Val McGhee to the position of Relieving Coordinator, Housekeeping Services.

Val is very experienced, having been in the position of Coordinator, Housekeeping Services, at Resthaven Bellevue Heights for the past eleven years. Her knowledge and experience will be of great value across Resthaven residential services.

Season's Greetings

Soon, each site will host a Residents' Christmas Dinner - a time of sharing.

Happy Christmas!

It's not the ability that comes in. It's the passion that counts!

- Ashutosh L Rajkule

Tina Emery
Executive Manager,
Residential Services

Think Green

Resthaven is working towards improving our green credentials by improving our recycling efforts, and saving money at the same time! By changing waste and recycling suppliers, we saved 33% or \$48,000 in the first year (FY2010-11).

As a result of the change, Resthaven's recycling rate to recycling facilities increased to 35% and we are improving all the time. Well done to everyone for thinking and working green!

Governance & Workforce Development



Getting Past the Past

'Almost all human beings are bound by their cultural norms, and, as hundreds of psychological studies show, are soothed and comforted by old and familiar ways of thinking and acting, and seeing the world.

Traditions and old ways of seeing the world have many advantages, as they induce loyalty and often continue to be effective ways of thinking for hundreds, even thousands of years.

There are also times when such ingrained, old ways become obsolete and downright destructive' (*Ulrich & Sutton, 2010*).

As Resthaven staff, what can we do in our day to day work to both respect Resthaven's past in terms of its history and development, yet adapt to the new challenges and unique contributions of this year's residents and staff groups?

What can we do to demonstrate the flexibility and responsiveness that is needed to match the demands of our clientele and our funders?

The answer is not generally found in the big strategic plan. Rather, it is found in the small day to day responses we make; instant decisions we make on the spot.

Why are some people healthy and others not?

Health is one of the most important conditions of human life, and a significant influence upon life quality for individuals, families and societies.

If we asked ten different people their definition of 'health', we would get ten different answers!

Health is a dynamic concept, with multiple meanings, that are each dependent upon the context of the person.

Generally, people see health as essential to their wellbeing, and will define their own health according to their own experiences in relation to

age, personal knowledge, and social and illness experiences.

In the fifth century, a Greek philosopher named Democritus wrote: 'without health, nothing is of any use, not money, nor anything else'.

Did you know that the way in which Resthaven conducts its business - in providing care and services to older people - actually determines the health outcomes for residents and clients? Client and resident health is enhanced or diminished by the way in which we, as staff and volunteers, go about our work.

How?

- By the way we work alongside them as they manage their chronic diseases,
- By the way we organise our treatments for their conditions,
- By the way we invest improvements to our services, care and treatments,
- By the way in which we are concerned for their safety and accident prevention,
- By the way in which we handle their money or respond to their queries.

There are many ways in which we actually determine the health outcomes of residents and clients. Our work has a ripple effect; for good, or otherwise.

Chaplaincy

I am pleased to announce the appointments of Anthony Hill and Dianne Bailey-Walters to the role of Coordinating Chaplains at Resthaven. Dianne commenced on 18 October at Resthaven Mount Gambier for two half days a week. Anthony will commence full time on 5 December, and will be responsible for chaplaincy services at the Leabrook, Paradise and Murray Bridge residential sites. I know you will make them feel welcome.

Following is a summary of current Coordinating Chaplain site responsibilities.

COORDINATING CHAPLAINS

Kingsley Congdon: Mitcham, Craigmore, Malvern and Westbourne Park.

Anthony Hill: Leabrook, Paradise and Murray Bridge.

Relieving Coordinating Chaplain, Liellie McLaughlin: Marion and Bellevue Heights.

Dianne Bailey-Walters: Mount Gambier.

New Project: The Culture and Spiritual Life of Older People in Residential Aged Care

Flinders University, together with Resthaven, are undertaking a research project which is investigating what culture and spiritual life means to older people living in residential aged care facilities.

Culture and spirituality mean many different things to people. But what does this really mean to residents living in one of the Resthaven facilities?

We commenced this project in October at the Malvern and Mitcham residential sites.

It involves residents agreeing to be interviewed, or chatting with a researcher from the University, for up to one hour. This is arranged at a mutually convenient time and place, and if residents agree to be involved, they are asked to share their thoughts on what culture and spirituality means to them at this time in their life journey.

The interview is fully confidential and residents' names are not used.

It is anticipated that the information that is gathered will assist Resthaven staff to provide the best possible service and environment for residents when it comes to culturally sensitive spiritual care and support.

Wendy Morey

Executive Manager, Governance and Workforce Development

