

Resthaven **REVIEW**

Quarterly newsletter by and for the residents, clients, volunteers, families and friends of Resthaven Inc.

Winter 2011



Residential Services

- Bellevue Heights • Craigmore • Leabrook • Mitcham • Malvern • Marion
- Mount Gambier • Murray Bridge • Paradise • Westbourne Park

Community Services

- Community Respite • Limestone Coast • Marion • Murray Bridge & Hills • Northern
- Onkaparinga • Paradise & Eastern • Riverland • Western

Head Office: 43 Marlborough St, Malvern SA 5061 Telephone (08) 8373 0211

Volume 20 Issue 2

From My Desk ...



Board Matters

Dr Di Wickett retired from the Resthaven Board on 31 December 2010, having completed the maximum three terms of three years.

Tragically, Dr Tony Clarkson lost his battle

with a long illness in January this year.

We are grateful for their considerable expertise and voluntary contribution.

Subsequently, we recently welcomed new Board Members, Mr Greg Arthur, who brings legal expertise, and Associate Professor Renuka Visvanathan, a specialist geriatrician and academic.

Current Resthaven Board Members are:

- Carole Davidson, President
- Lee Sando, Deputy President
- David Norton, Treasurer
- Malcolm McArthur
- Mark Porter
- Ben Sarre
- Suzanne Fuller
- Greg Arthur
- Renuka Visvanathan.

We also acknowledge the contributions of three individuals appointed by the Board (as appointees - non Board Members) to key Board Committees. They are Dr Di Wickett (Governance Committee), Mrs Barbara Sibley and Mr Geoff Tully (Finance and Audit).

Federal Budget 2011 - 12

The Federal Budget and related forward estimates offered very few new initiatives

to aged care services. Despite the current difficult financial circumstances for the Federal Government and the broader international economic impacts, in recent years, several sectors have been targeted with significant resources found for these areas.

Clearly, I see the needs of frail older people and their carers as very important, relative to other government spending priorities.

It has been acknowledged that the recent Productivity Commission Review, "Caring for Older People", will offer a critical reflection of the needs of a growing aged care service sector. The report is due to be finalised late June. Our first concern will be to ensure that the Federal Government releases the report as soon as practically possible to ensure it is considered in the next Federal Budget. There is huge expectation developing around this final report and upon Government to deliver outcomes in the 2012-13 budget.

Our Finance staff and managers are also working hard to complete Resthaven's budget for the next financial year.

Quality Reviews

Congratulations to Resthaven Craigmore on successfully achieving three years accreditation (more details on page 17). Other sites will commence their accreditation preparations shortly.

The North East and Marion Community Services and Community Respite Services have all had successful Community Care Quality Report visits. Paradise and Eastern Community Services and Riverland Community Services sites have prepared self assessments to the new standards.

From My Desk ...

New Developments

On Friday, 20 May, the President of the Resthaven Board, Carole Davidson, officially opened new offices for Resthaven's Limestone Coast Community Services at 17 Gordon Street, Naracoorte.

We are very grateful for a very unexpected and generous bequest from the estate of the late Mr Ernest Rutt, which has made possible the purchase of this beautiful, heritage style property. Mr Rutt was a Millicent resident, and the Resthaven Board thought it appropriate to use the funds in the Limestone Coast.

Resthaven's newest residential site, at 24 Elizabeth Street, Mount Gambier, will open in July. The Manager, Residential Care Services, Pam Alde, is to be commended for her wonderful efforts to ensure that the site opens on time with 'all systems go'. Applications from potential residents are being processed, staff are being employed and oriented to Resthaven systems.

At Port Elliot, extensive planning and consideration has been undertaken to achieve a site plan that is pleasing to the community and will meet the needs of older people in the area. Local consultation on the plans will occur soon.

After an extended period of rebuilding at Paradise, the facility was formally opened by the Moderator of the Uniting Church, Rev Rob Williams, on 10 June.

HACC Funding 2010 - 11

Excellent results were achieved in the HACC Funding Announcements from the Office for the Ageing (HACC Round 26). We received approval for three time-limited projects (one-off funding) under



Above: Opening the new offices in Naracoorte for Resthaven Limestone Coast Community Services are (from left) Board President, Carole Davidson, CEO Richard Hearn, Executive Manager, Community Services, Sue McKechnie, and Liz Southall, Limestone Coast Manager.

the Innovative Projects Funding pool:

- Consumers Directing Consumer Directed Care: training consumers by consumers to be able to direct their services.
- Headstart to Independence: a trial of a revised assessment model in HACC (North, East) and comparison to traditional model.
- Stronger Communities, Brighter Futures: in partnership with Unitingcare Wesley Adelaide, and Better Practice Project, looking at ways we provide social support to individuals.

Two recurrent funding expansions:

- Playford Home Support Services
- Southern Aged Community Respite: providing respite to existing clients.

Compulsory Reporting

The value of an older person's "being" as an individual is not easily measured. I believe that even the frailest of individuals offer an important contribution to the fabric of our community, with an on-going role and intrinsic worth.

I believe that aged care is an essential service that older people have a right to

Continued next page...

From My Desk ...

receive when it is required. We aim to maintain quality services and encourage feedback regarding any issues as they arise.

Resthaven supports initiatives to ensure that inappropriate behaviour in the provision of services does not occur. I trust that this is evident in how we deliver our services.

We all have a legal and ethical duty of confidentiality to residents and clients.

We all share the need to be vigilant about any inappropriate behaviour and to be sensitive about how we communicate with others.

Any form of abuse is not and should never be tolerated. However, despite the best of intentions, on occasion, unacceptable incidents may occur and require investigation, as the safety and well being of our residents and clients is our primary concern.

We encourage thorough investigation of all relevant contributing factors and responses, as it is important to give a balanced, informed view whenever such an issue is raised.

It is not our intention, nor is it acceptable, for residents or clients to have a fear of retribution that is directly caused by inappropriate interactions with staff.

Government legislation requires mandatory reporting of abuse of older people, as well as police checks for all staff and volunteers working in Aged Care Facilities. All staff have an obligation to report any incident of suspected or alleged abuse of residents or clients, and undertake mandatory training on this topic. This obligation is in addition to reporting incidents as part of our duty of care.

Under compulsory reporting requirements, Resthaven has obligations to report issues of resident abuse to external authorities (police and the Department of Health and Ageing). There is only a 24 hour window from the initial identification of the issue to when external reporting must occur, so timing is very important.

Resthaven encourages feedback and suggestions for improvement. If you have any concerns at all, please report them to the supervisory staff, or in writing via the *We'd like to hear from you* brochures.

You may choose to write to me at Resthaven Head Office, PO Box 327, Unley SA 5061.

I encourage you to bring concerns or suggestions to our attention in the first instance. You can be assured that we will investigate the matter.

Alternatively, you may seek independent advice from external advocates such as the Aged Rights Advocacy Service, telephone 8232 53770, the Aged Care Complaints Investigation Scheme (CIS), telephone 1800 550 552 or the Health and Community Services Complaints Commissioner, telephone: 8226 8666.

I wish to reinforce my appreciation of the good work and positive interactions that occur every day at Resthaven.

Richard Hearn
Chief Executive Officer

Worth Quoting

'You can judge a nation by the way it treats its most vulnerable citizens.'

- Aristotle

On Volunteers: Thank You for Your Time!

This year, to thank volunteers, we held 'High Teas' throughout May at all residential sites. Community volunteers were invited to the closest residential site function.

The High Tea format gave an opportunity for everyone to mingle and chat. The theme this year was *Time*, recognising and thanking volunteers for their time.

However, volunteering is more than just about their time.

They bring with them their spirit, energy and many talents and skills, all of which make such a difference to the lives of our residents and clients.

This was highlighted in the story that prompted the theme; a story about a young boy who had visited his elderly neighbour frequently as a young boy, not realising the difference he had made to the man's life until years later.

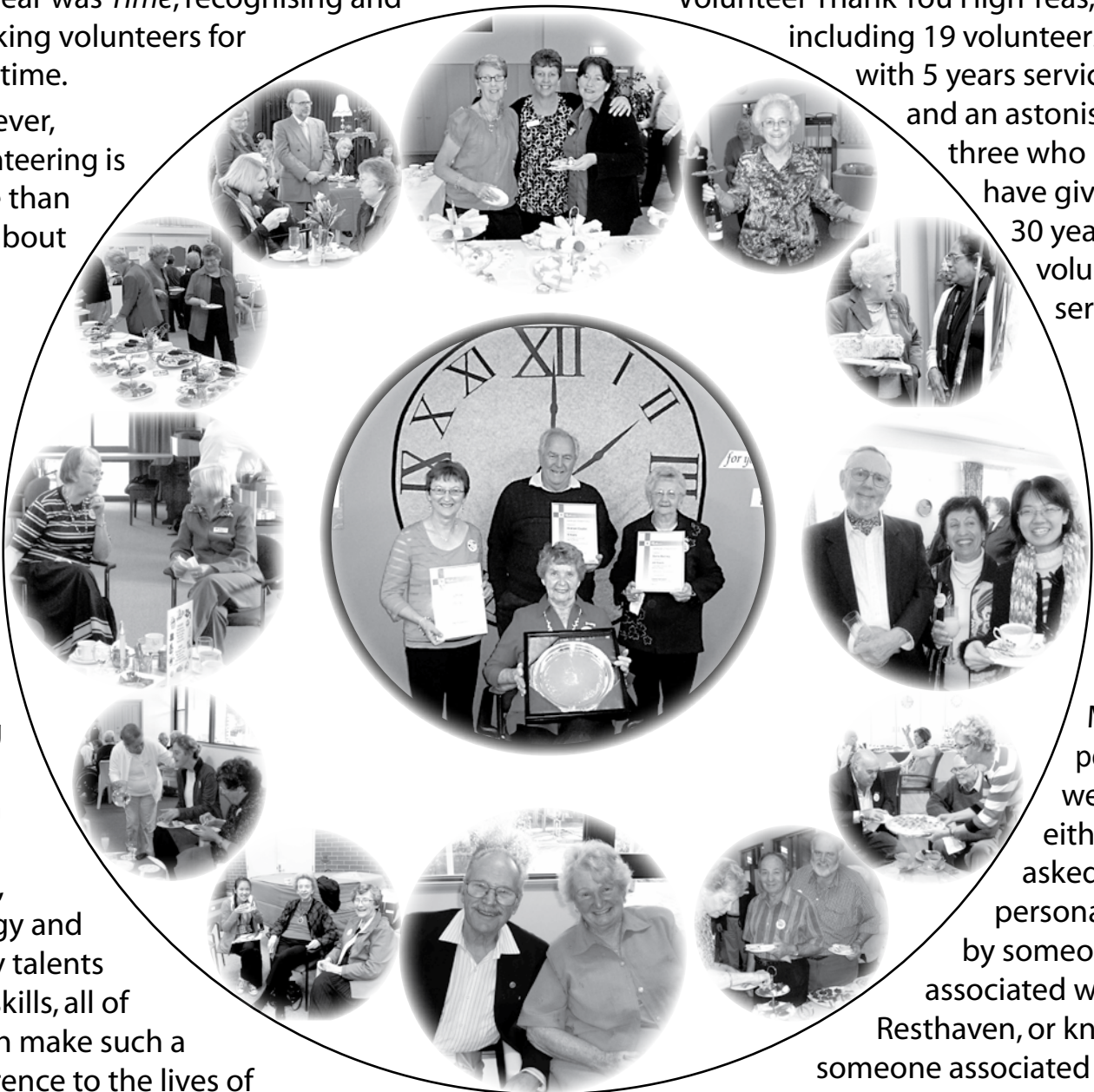
His former neighbour bequeathed Jack his gold pocket watch, with a note thanking him for his time – the thing he valued most.

This year, 40 volunteers were eligible for Appreciation Awards, recognising years of service. They were presented during the Volunteer Thank You High Teas, including 19 volunteers with 5 years service and an astonishing three who have given 30 years voluntary service!

Many people were either asked personally by someone associated with Resthaven, or knew someone associated with Resthaven, to volunteer.

Thank you. Simply by talking to others, you help to spread the message about volunteering.

Stacey Thompson
Coordinator, Volunteer Resources



Chaplain's Message



400th Anniversary of King James Version of the Bible

This year is the 400th anniversary of the King James Version of the Bible.

The majestic beauty of its language and content has been appreciated by people from all walks of life. The Bible continues to influence and shape not only the church but also many areas of private and public life.

The significant anniversary celebrations are international and will include discussions on literary and scholarship areas, the arts, music and displays of very old and rare copies of the Bible.

There is much to be learned and appreciated about the background to the King James Version of the Bible at the web site:

www.kingjamesbibletrust.org/events

These days there are many versions and translations of the Bible that are widely, though not universally, available in 2011.

Many of our residents enjoy reading or hearing the language of this particular version of the Bible, as it may have been familiar version childhood and much of adult life.

As we celebrate an old and traditional version of what truly is a living Word, here are a few well known and loved verses;

Genesis 1 (King James Version)

- ¹ *In the beginning God created the heaven and the earth.*
- ² *And the earth was without form, and void; and darkness was upon the face*

of the deep. And the Spirit of God moved upon the face of the waters.

Psalm 23 (King James Version)

- ¹ *The LORD is my shepherd; I shall not want.*
- ² *He maketh me to lie down in green pastures: he leadeth me beside the still waters.*
- ³ *He restoreth my soul: he leadeth me in the paths of righteousness for his name's sake.*
- ⁴ *Yea, though I walk through the valley of the shadow of death, I will fear no evil: for thou art with me; thy rod and thy staff they comfort me.*
- ⁵ *Thou preparest a table before me in the presence of mine enemies: thou anointest my head with oil; my cup runneth over.*
- ⁶ *Surely goodness and mercy shall follow me all the days of my life: and I will dwell in the house of the LORD for ever.*

Matthew 11 (Kings James Version)

- ²⁸ *Come unto me, all ye that labour and are heavy laden, and I will give you rest.*
- ²⁹ *Take my yoke upon you, and learn of me; for I am meek and lowly in heart: and ye shall find rest unto your souls.*
- ³⁰ *For my yoke is easy, and my burden is light.*

John 3:16 (King James Version)

- ¹⁶ *For God so loved the world, that he gave his only begotten Son, that whosoever believeth in him should not perish, but have everlasting life.*

Rev Kingsley Congdon
Coordinating Chaplain

Chaplain's Message



“Let the bells ring...”

When there is a peal of bells, the music captures the person, and physically affects the hearer. The music and type of peal can

lift the soul, or sound a warning, or sing in the season, or physically resonate deep in the body. It is a sound that can shake the world.

One of the constant occurrences this year, across the world, has been the quest for more democratic governance. We have seen it in the Eastern and Western worlds, continuing in the Pacific region and Asia – in fact, it is a continuing struggle, a millennia long.

A theme in most main-stream religions and philosophies is democratic living - to live in community with each other through love at peace. It is a basic teaching of Judaism, Ba’Hai, Hinduism, Buddhism, Christianity, Islam, Humanitarianism, Theosophy, Meditationists and the list can go on...

The “fair go” of Australia is something we are proud to speak about – and hopefully – work to keep in place.

Jesus teaches:

“Love your neighbour as you love yourself.”

Gandhi teaches:

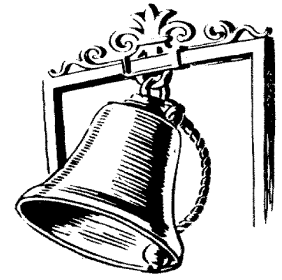
“Be the change you want to see.”

Rabindranath Tagore teaches:

“The human soul travels from the law to love, from discipline to freedom, from the moral plane to the spiritual plane.”

Mother Teresa teaches:

“Do not wait for leaders: do it alone, person to person”



Paul the apostle was pointing this out to a new group in Corinth, who became stressed by who was going to be the ‘leader’, and what ‘rules’ should they follow.

If we live for the Law rather than living the law of love, we become a “noisy gong” rather than a tinkling bell – the focus was all wrong.

Each of us must be the leader in love, seeing our brother and sister through this lens, living in respect and harmony.

Today, perhaps we would say the Corinthians became focused on policies and procedures, rules and regulations, on the importance of the leader, and forgot to see the active living of love, the listening to each other and the walking alongside each other. This is the true path to follow.

So, in our living and being, are we living in democracy?

Are we striving to live in community with each other through love at peace?

Are we focused on the policies and procedures, clanging loudly and missing the musings of relationship?

Or are we tinkling gently as we engage in a carillon of bells in community?

I say, “Let the bells ring”.

May the carillon be a community of change ringers, who peal fresh change, announcing peace, a focus on active love, person to person, ringer to ringer.

Rev Anne Hewitt
Coordinating Chaplain

Take Time Word Find

E	O	V	E	R	T	I	M	E	V	E	C	N
M	D	N	S	E	C	O	N	D	I	A	L	N
I	A	R	S	M	I	D	D	A	Y	H	O	E
T	Y	N	O	O	N	R	E	T	F	A	C	B
T	U	T	H	G	I	N	N	N	S	L	K	G
S	R	N	O	O	N	R	W	U	N	F	W	I
O	E	R	U	T	U	F	N	A	N	H	O	B
P	A	G	N	I	N	R	O	M	D	O	R	E
N	T	W	I	L	I	G	H	T	F	U	K	D
T	N	P	A	S	T	E	T	A	D	R	E	T
T	I	M	E	S	H	E	E	T	N	N	E	I
Q	M	I	N	U	T	E	H	A	N	D	W	M
N	E	N	O	Y	A	D	A	Y	T	I	M	E

Clues

- | | | | | |
|-----------|-----------|-------------|-----------|------------|
| AFTERNOON | DAYTIME | MIDDAY | OVERTIME | TIME SHEET |
| BEDTIME | DIAL | MINUTE HAND | PAST | TWILIGHT |
| BIG BEN | FUTURE | WEEK | POST TIME | DATE |
| CLOCKWORK | HALF HOUR | MORNING | SECOND | DAY |
| DAWN | HOUR HAND | NIGHT | SUNRISE | |
| DAY ONE | MAN-HOUR | NOON | SUNSET | |



Solution: page 14

Residential Services

Charter of Residents' Rights and Responsibilities

Rights

Each resident of a residential care service has the right to:

- full and effective use of his or her personal, civil, legal and consumer rights
- quality care appropriate to his or her needs
- full information about his or her own state of health and about available treatments
- be treated with dignity and respect, and to live without exploitation, abuse or neglect
- live without discrimination or victimisation, and without being obliged to feel grateful to those providing his or her care and accommodation
- personal privacy
- live in a safe, secure and homelike environment, and to move freely both within and outside the residential care service, without undue restriction
- be treated and accepted as an individual, and to have his or her individual preferences taken into account and treated with respect
- continue his or her cultural and religious practices and to keep the language of his or her choice without discrimination
- select and maintain social and personal relationships with anyone else without fear, criticism and restriction
- freedom of speech
- maintain his or her personal independence
- accept personal responsibility for his or her own actions and choices, even though these may involve an element of risk because the resident has the right to accept the risk and not to have the risk used as a ground for preventing or restricting his or her actions and choices
- maintain control over, and to continue making decisions about, the personal aspects of his or her daily life, financial affairs and possessions
- be involved in the activities, associations and friendships of his or her choice, both within and outside the residential care service
- have access to services and activities available generally in the community
- be consulted on, and to choose to have input into, decisions about the living arrangements of the residential care service
- have access to information about his or her rights, care, accommodation and any other information that relates to the resident personally
- complain and to take action to resolve disputes
- have access to advocates and other avenues of redress
- be free from reprisal, or a well-founded fear of reprisal, in any form for taking action to enforce his or her rights.

Responsibilities

Each resident of a residential care service has the responsibility to:

- respect the rights and needs of other people within the residential care services, and to respect the needs of the residential care service community as a whole
- respect the rights of staff and the proprietor to work in an environment free from harassment
- care for his or her own health and well being as far as he or she is capable
- inform his or her medical practitioner as far as he or she is able about his or her relevant medical history and current state of health.

Residential Services Diary Dates 2011

Site	Event	Date	Time
Bellevue Heights	Memorial Service	Tuesday 21 June	2.00pm
	Residents' AGM	Wednesday 28 September	2.00pm
	Christmas Dinner	Wednesday 7 December	12.00pm
Craigmore	Memorial Service	Wednesday 8 June	2.00pm
	Residents' AGM	Thursday 29 September	2.00pm
	Christmas Dinner	Tuesday 13 December	12.00pm
Leabrook	Memorial Service	Wednesday 22 June	2.00pm
	Residents' AGM	Wednesday 21 September	11.00am
	Christmas Dinner	Monday 12 December	12.00pm
Malvern	Memorial Service	Thursday 9 June	2.00pm
	Residents' AGM	Friday 30 September	11.00am
	Christmas Dinner	Thursday 15 December	12.00pm
Marion	Memorial Service	Thursday 23 June	2.00pm
	Residents' AGM	Wednesday 28 September	10.30am
	Christmas Dinner	Wednesday 21 December	12.00pm
Mitcham	Memorial Service	Monday 6 June	2.00pm
	Residents' AGM	Thursday 22 September	2.00pm
	Christmas Dinner	Friday 16 December	12.00pm
Mount Gambier	Christmas Dinner	Friday 9 December <i>(to be confirmed)</i>	12.00pm
Murray Bridge	Memorial Service	Tuesday 7 June	11.00am
	Advisory Committee Meeting	Thursday 16 June	6.00pm
	Advisory Committee Meeting	Thursday 18 August	6.00pm
	Residents' AGM	Monday 26 September	2.00pm
	Advisory Committee Meeting	Thursday 20 October	6.00pm
Murray Bridge	Christmas Dinner	Thursday 8 December	12.00pm
	Advisory Committee Meeting	Thursday 8 December	2.00pm
Paradise	Memorial Service	Monday 20 June	2.00pm
	Residents' AGM	Thursday 29 September	11.00am
	Christmas Dinner	Tuesday 20 December	12.00pm
Westbourne Park	Memorial Service	Friday 10 June	2.00pm
	Residents' AGM	Thursday 22 September	11.00am
	Christmas Dinner	Wednesday 14 December	12.00pm

Building Projects Update



Mount Gambier front view

Mount Gambier

Mount Gambier – Stage 1 is at a very busy stage with final finishing off by many trades.

Painting is progressing, joinery is being installed, electrical, mechanical and plumbing fittings are being terminated, flooring is being laid and site works are being undertaken prior to landscaping.

Behind the scenes, many Resthaven staff are working on the operational side of the building with staff being appointed, furniture, furnishings and equipment being ordered, operational documentation being prepared and arrangements being made with the necessary suppliers and contractors.

Mount Gambier – Stage 2 has commenced and the ground floor has been laid.

Paradise

Wren Lodge has been completed and occupied. The builders have left the site. Additional landscaping is being planned around the perimeter of the site, which will complete the project.

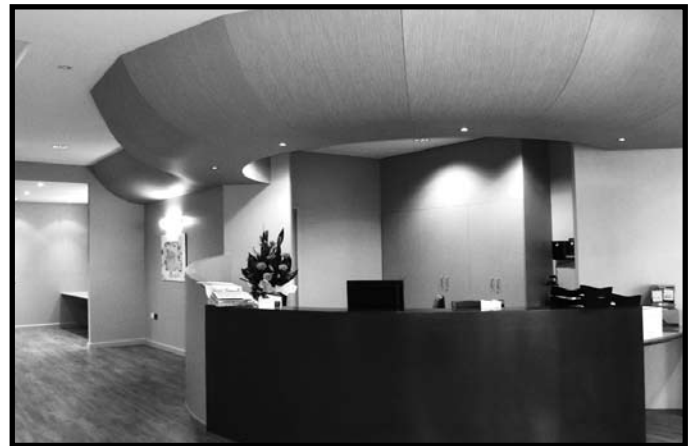
Port Elliot

The plans for the new 94 bed facility on the site of the old primary school are being finalised. We should soon be ready to lodge

them for Planning Approval and release for public comment.

Marion

The builders have finally left site and all contracted work completed. All areas have now been occupied. Only some very late variation and maintenance work is ongoing.



Marion reception area

Leabrook

The plans for a site redevelopment, focusing on a new wing in the Semmens Wing area in the North West corner of the site, are being developed. Consideration is being given to conversion of one floor of the three storey Low Care building for high care use and work on a prototype room is about to commence.

Other Projects:

Bellevue Heights continued to have various initiatives progressing on site to improve the bushfire safety of the site.

Naracoorte – upgrading of a house in Gordon Street for new offices for Limestone Coast Community Services has been completed, with an opening on 20 May.

Andrew Davies

Manager Building and Property Services

Community Services

Consumer Directed Care

We are progressing our development of Consumer Directed Care. I am often asked to outline the distinctions between Consumer Directed Care (CDC) and Client Centred Care (CCC).

With the CDC approach, the client has decision making power regarding their care, eg the client designs their plan of care, chooses the staff who provide it and chooses how the services are delivered within their individual budget.

Client Centred Care incorporates each client's personal preferences for a defined range of options they are presented with.

Quality Review Outcomes

Recently, several community sites underwent a review of their services. All outcomes were met at Marion Community Services, Community Respite Services - Hersey Cottages, North East and Western Community Services. Thanks to everyone involved for their outstanding efforts in maintaining high quality service provision. Paradise and Eastern Community Services and the Riverland will be reviewed next.

Funding Extensions

I am pleased that funding has been extended for the respite, day therapy, HACC, ACHA and CPP Serbian programs. The national pilot program under the National Respite for Carers Program, at Hersey Cottages, Marion, has been a success and funding continued.

Staffing

Currently, a number of our staff are taking maternity leave. Client services should not be affected.

I am pleased to advise that Deb McDonald commenced on 26 May as the Manager, Western Community Services, whilst Melanie Howard is on maternity leave.

Denise Daviess commenced as Assistant Manager at Marion Community Services on Monday, 23 May. She will work in this role whilst Rachel Elliot is on maternity leave.

Sue McKechnie

Executive Manager, Community Services

Infection Control

This is the time of year when coughs, colds and sniffles abound. Please ensure that you use good cough etiquette to prevent the spread of these infections.

Second Pneumovax 23 Dose Suspended

A precautionary suspension of the second five yearly dose of the Pneumovax 23 vaccination has been recommended by the Therapeutic Goods Administration (TGA), due to reports of increased reactions interstate. People should not receive the second dose until their investigation is complete. This does not apply to administration of the first dose of Pneumovax 23 or pneumococcal vaccine Prevanar. Please check with your Doctor before being vaccinated.

Suzanne Candy

Quality and Infection Control Coordinator

Community Respite Services

The Lane Cottages program



Congratulations!

Happy 100th Birthday,



Fran Brown!



Isabelle Brown, known as Fran, attends the Community Respite Program for working carers at Lane Cottages, Truro Avenue, Kingswood.

On 23 May, Fran celebrated her 100th birthday. A morning tea to celebrate with other attendees was held on 26 May. Fran was presented with a congratulatory message from the President of the Resthaven Board, Carole Davidson, along with a copy of Resthaven's history book. Fran was born in Christchurch, New Zealand. She can remember various earthquakes and small tsunamis (tidal waves), which were a regular occurrence during her childhood. She came to Australia after her Victorian born mother died of bubonic plague (the "black death"). Fran was 12 when this occurred and can remember the journey by sailing ship, along with her three younger siblings and grandmother, who had sailed over to Christchurch to help bring the devastated family back to Victoria with her. During the Second World War, Fran worked for Kodak, where she tinted Japanese war films for the government. It was here that she first exhibited her interest in colour,

form and shape. Over the next few years, she lived and worked in Sydney, Brisbane and Melbourne.

In 1954, she arrived in Adelaide to marry, as this was where her fiancé lived. She was 45 years old when she had her only child; a daughter, who grew to become a school teacher.

She soon became interested in painting with water-colours and oils, and remembers painting with Hans Heysen. "One day", she told him, "you'll be known for your paintings." Fran still enjoys the process of painting, and has sold many, although her limited eye-sight makes it more difficult now.

Living in her own home, Fran receives various community assistance, including a gardener to mow the lawns, and Meals on Wheels. She attributes her longevity to good health, and says, "I really don't feel one hundred years old."

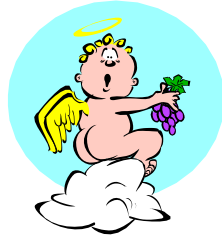
Fran was excited to receive a letter from the Queen and enjoyed celebrating her birthday with family and friends.

***With thanks to Judi Brown,
Fran's daughter, for these insights.***

Paradise & Eastern Community Services

Church Bloopers

The following are some of the notices a country parson wrote notifying his Parish of the events of the coming week:



THURSDAY

Choir practice will begin with a song "A Little Stream of Water". As the Choirmaster is absent, will some kind lady start "A little stream of water".

FRIDAY

Christening Service will be held in the east and west ends of the Church, in the morning and afternoon. Babies will be christened at both ends.

SATURDAY

As I will be absent on Saturday, Rev Goodes will carry on as usual with my wife. The Preacher for next Sunday will be found hanging on the Notice Board.

**Submitted by Eleanor Tucker
Client PECS**

Believe it or not...

This year, 2011, has several unusual dates, eg 1/1/11, 1/11/11, 11/1/11, 11/11/11 and that's not all... 20/11/2011, 11/02/2011, and so on.

Take the last two digits of the year in which you were born - now add the age you will be this year, and the result will be 111 - for everyone!

This year, October will have five Sundays, five Mondays and five Saturdays. This happens only every 823 years...

Western Community Services

Service Name Changes

The restructuring of Western Community Services and Paradise and Eastern Community Services is progressing to a point of full implementation from 1 July 2011 for all the Resthaven business systems.

As of 1 July, North-East / Inner West (NEIW) Community Services will cease to be represented in any of our systems as a Resthaven business unit.

The two units will be as follows:

Paradise & Eastern Community Services (PECS), with any reporting relevant to specific activities occurring at the Manningham base being represented as Paradise and Eastern (Manningham) Community Services.

Western Community Services (WCS), with any reporting relevant to specific activities occurring at the Regency Cottage base being represented as Western (Regency Cottage) Community Services.

All phone numbers remain the same.

Take Time Word Find Solution

E	O	V	E	R	T	I	M	E	V	E	C	N
M	D	N	S	E	C	O	N	D	I	A	L	N
I	A	R	S	M	I	D	D	A	Y	H	O	E
T	Y	N	O	O	N	R	E	T	F	A	C	B
T	U	T	N	G	I	N	N	S	L	K	G	
S	R	N	O	O	N	R	W	U	N	F	W	I
O	E	R	U	T	U	F	N	A	N	H	O	B
P	A	G	N	I	N	R	O	M	D	O	R	E
N	T	W	I	L	I	G	H	T	F	U	K	D
T	N	P	A	S	T	E	T	A	D	R	E	T
T	I	M	E	S	H	E	E	T	N	N	E	I
Q	M	I	N	U	T	E	H	A	N	D	W	M
N	E	N	O	Y	A	D	A	Y	T	I	M	E

Limestone Coast Community Services

Resthaven Limestone Coast Community Services have expanded and moved to a new office at 17 Gordon Street, Naracoorte.

The move to the bigger office will not affect clients, who will continue to receive help with day to day tasks, assistance after a period of illness or hospitalisation, and keeping in touch with their friends and community contacts. We will continue to provide overnight and day respite services at the respite cottage on Pavy Drive.

Resthaven recently received additional funding to offer a greater range of support for more older people living at home in the Limestone Coast, as part of a Commonwealth Funded Pilot Program to trial a "Consumer Directed Care" model that gives clients more scope with decision making when negotiating the components of their care, and how



Above: Barry Moyle, Presiding Member, Naracoorte Area Health Advisory Council; Richard Hearn, Resthaven CEO; Mitch Williams, Deputy Leader of the Opposition; Erika Vickery, Mayor, Naracoorte Lucindale Council; and Liz Southall, Manager, Limestone Coast Community Services at the opening.



Above: At the opening were the new Mount Gambier staff: Joan Magarey, Care Coordinator; Pam Alde, Manager, Residential Care Services; and Public Relations Manager, Julie Johnke.

it is delivered. Clients who have an Aged Care Assessment Team approval for a community care package are also eligible, and are invited to speak directly with staff at Resthaven if they are interested.

In addition, there is an outreach office in Millicent. Our clients live throughout the south east, including Mount Gambier, where our new residential facility is nearing completion and due to open in July 2011.

Resthaven provides planned individual and extended day respite and overnight respite for carers, in-home care and support and Veterans' Home Nursing in the south-east.

For details about the range of community services offered by Resthaven locally, contact Resthaven Community Services, on 8733 3311 or 1300 136 633 or email naracoortecs@resthaven.asn.au.

Time Quote

***The time is always right
to do what is right.***

– Martin Luther King, Jr

Bellevue Heights Residential Services

Volunteers High Tea

On Tuesday, 26 May, Bellevue Heights hosted a High Tea in honour of volunteers. The theme was time, in particular the gift of time that volunteers freely give to the residents and staff here at Resthaven.



It was a rainy day, and the perfect place to chat and mingle. A lovely time was had by all. Congratulations to all award winners, who were presented with a certificate.



Pictured Above: Board Member, Rev Dr Malcolm McArthur, with Phyllis Mitchell, who has been volunteering with Resthaven for 10 years.



Pictured Above: Site Manager, Elaine Whitford, with 15 Year award recipient, Olive Marston.



Pictured Above: Margaret Parrington (left) and Sheila Lane (right).

Pictured Left: Larry Pickering (left) with site Manager, Elaine Whitford (right).



Pictured above: Ruth Foreman, Joyce Wainwright, Sheila Lane and Reg Campbell.

Craigmore Residential Services

Accreditation

The residential accreditation round is due this year for all of our ten sites. Resthaven Craigmore was first, with an accreditation audit held from 16 - 18 May, 2011. A focused and planned approach to the completion of the self-assessment and visit was well managed by the site manager, Roger Levi, other key site staff as well as key head office staff.

I am very pleased to advise that all that the Aged Care Standards and Accreditation Agency Assessors have recommended compliance with all 44 expected outcomes and provided some extremely positive feedback about the services provided to residents.

I extend my thanks to Roger Levi and his team on this wonderful achievement, as well as head office staff who gave invaluable support to the site.

Thanks also to Anthea Tyler, who supported the clinical team with her great expertise and knowledge.

The outcome is a credit to a great team effort and the wonderful management and staff of the site.

Towards the end of 2011 and into early 2012, we will be completing the other nine residential sites' accreditation visits.

Tina Emery

Executive Manager, Residential Services

***"As we let our own light shine, we unconsciously give other people permission to do the same."
- Nelson Mandela***

Leabrook Residential Services



Pictured: Melva Freeman with her 30 year service award and her two daughters, also volunteers, at the Leabrook Volunteer High Tea, on 9 May.

At the Resthaven Leabrook Volunteer High Tea, one of the Volunteer Years of Service Award recipients, Melva Freeman, was presented with a 30 year award. Many may know Melva and her life of community work, which was featured in the Morialta Uniting Church project last year.

To commemorate 30 years with Resthaven Leabrook, Melva was presented with an engraved silver tray, along with a 30 year badge and certificate. The Volunteer High Tea was an opportune time to recognise and celebrate with Melva, other award recipients and Leabrook volunteers.

We congratulate Melva, thank her for her dedication, energy and spirit and support of Resthaven Leabrook all these years.

Her support has included active membership with the Leabrook Friends of Resthaven group, working in the Shop, Chatterry, the Sunday Devonshire Tea afternoons, including the roster coordination and many fund raising events.

This special lady is a most deserving recipient. Melva's family have been long associated with Resthaven and continue to do so, with her two daughters also volunteering with Resthaven.

Malvern Residential Services



Malvern Stars

There was great excitement at Resthaven Malvern on Thursday 7 April, when the University of South Australia's media unit visited. A film is being produced to showcase Resthaven and aged care at the Uni SA Nursing Scholarship presentation in June. Resthaven CEO, Richard Hearn, and Head of the School of

Nursing, Professor Helen McCutcheon, were interviewed for the film, along with vision of staff and residents at the site. We look forward to seeing the finished product, which will feature snippets of life in aged care, similar to the montage, pictured above.

Did You Know?

Australian Census

The 16th Census of Population and Housing will take place on the night of 9 August, 2011.

The Census aims to accurately measure the number of people in Australia, their key characteristics, and the dwellings in which they live. The Census provides a snapshot of Australia and helps define who we are.

Everyone in Australia is counted on Census Night, regardless of how long they have been in the country, including international students and tourists. Only foreign diplomats and their families are not included.

From 29 July, Census Collectors will be out in the community visiting every dwelling in Australia, including aged care facilities. They will assist residents to complete their forms, which can also be completed online with the eCensus.

Marion Residential Services

Many happy returns!

Resthaven Marion Low Care resident, Mr John Broadley, celebrated his 100th birthday on 10 June.

Born in Glasgow, Scotland, on 10 June 1911, John grew up in what he describes as 'a rough city'. Despite this, Glasgow offered adventure for young lads. John recalls jumping from fences to walls to wash-house roof-tops with the lads, and drawing on the pavement, all the while trying to keep out of trouble! He is one of six children, five boys and one girl, Anne.

John's father was a Ham Curer and Bacon Smoker – a specialist trade. When John finished school at 14 years of age, his uncle found him a job in the engineering industry, fitting rivets. He continued to work in this industry until after the second world war, when he became a painter. Both John and his father were good with their hands, and enjoyed woodcarving and making furniture in their spare time. A travel lover, John cycled around Scotland and Ireland.

John also has a lifelong love of painting in watercolours, and is an accomplished artist, despite having no formal training.

Just before the war broke out, John married Nellie, who went by the name 'Helen'. Together they raised three boys, Malcolm, Ted and John. At a time when Australia was encouraging migration from post-war Britain, John decided to move, having initially considered going to New Zealand. Friends suggested Adelaide, and the whole family emigrated to Australia by sea, arriving on 25 March, 1955. Initially living at Croydon, they then moved to Brighton.



John now has seven grandchildren and nine great grandchildren. Unfortunately, Helen died in 1980.

Helen had been delighted when their niece, Annette Jones, came to live with them for several years, as she was like the daughter Helen never had. Annette now lives in Sydney and visited for John's birthday, as did his sister, Anne, aged 87, who travelled all the way from Scotland for the party!

John enjoys very good health, and joins in activities at Resthaven as much as possible, including the gardening group and bowls. Failing eyesight is his only problem.

On his birthday, John's family held a party for around 100 guests, including many visitors from interstate and overseas.

Many happy returns!



Pictured left: Volunteer, Phyllis Wise, receives her 30 year service award (a certificate, a badge and a silver tray) from Coordinator Volunteer Resources, Stacey Thompson, at the Marion Volunteers High Tea on 19 May.

Mitcham Residential Services

100 reasons to celebrate

Resident Profile: Mrs Eva Mumford

Eva Mumford (pictured) was born on 19th March, 1911, near Caltowie and Jamestown in South Australia. She was the second daughter and one of nine children – three boys and five girls. Eva still enjoys chats with her two surviving sisters, Mavis and Jean.

The family lived on a farm called 'Rockville' in Hornsdale. This tiny settlement had a school, church and a post office. Eva and her brothers and sisters walked four miles to school every day, rain or shine. The children had chores to do each day, and one of Eva's was to bring home the cows for milking after school. The cows were kept a mile or so away from home, but Eva had a cow called Ruby, who would obligingly save her the walk home by letting her ride on her back. They had a very busy but happy childhood.

The family all played musical instruments, and weekends at their house were always busy with visitors. The young people worked hard, but enjoyed barn dances and sports. Her parents attended the Church of England, and the children took part in church activities. Eva taught at Sunday School and played the organ.

Eva married Victor ('Jack') Mumford, a farmer, on 7th February, 1934, and went to live in Georgetown with him. They had two children, Laural and Mervyn.

Jack sold his farm in 1970, and his son, Mervyn, went to live in Western Australia. Eva and Jack retired to Port Hughes, where they spent many happy years.

Jack died in 1981, and Eva lived on at Port Hughes for a time before moving to Balaklava, where she was closer to her family. When Mervyn retired, she went to live near him at Wallaroo. She lived there until 2005, when she moved to Resthaven Mitcham. She is now enjoying a happy and comfortable life here.

Eva is very much loved and respected, and has always been most generous with her love and time for her family and friends. She celebrated her 100th birthday with family and friends, including seven grandchildren and twelve great grandchildren.

Submitted by Laural (Eva's daughter)



Murray Bridge Residential Services

OLD AGE IS A GIFT

I am now, probably for the first time in my life, the person I have always wanted to be.

Oh, not my body... the wrinkles, the baggy eyes, and the sagging butt. And often, I am taken aback by that old person that lives in my mirror (who looks like my mother!), but I don't agonise over those things for long.

I would never trade my amazing friends, my wonderful life, my loving family for less grey hair or a flatter belly.

As I've aged, I've become kinder to myself, and less critical of myself.

I've become my own friend.

I don't chide myself for eating that extra biscuit, or for not making my bed, or for buying that silly cement gecko, that I didn't need but looks so 'avante garde' on my patio. I am entitled to a treat, to be messy, to be extravagant.

I have seen too many dear friends leave this world too soon; before they understood the great freedom that comes with ageing.

Whose business is it if I choose to read or play on the computer until 4.00am and sleep until noon? I will dance with myself to those wonderful tunes of the 60's and 70's, and if I, at the same time, wish to weep over a lost love... I will.

I will walk the beach in bathers that are stretched over a bulging body, and will dive into the waves with abandon if I choose to, despite the pitying glances from the jet set.

They, too, will get old.

I know I am sometimes forgetful. But then again, some of life is just as well forgotten. And I eventually remember the important things.

Sure, over the years my heart has been

Growing old is inevitable, Growing up is optional.



broken. How can your heart not break when you lose a loved one, or when a child suffers, or even when somebody's beloved pet gets hit by a car? But broken hearts are what give us strength and understanding and compassion. A heart never broken is pristine and sterile and will never know the joy of being imperfect.

I am so blessed to have lived long enough to have my hair turning grey, and to have my youthful laughs be forever etched into deep grooves on my face.

So many have never laughed, and so many have died before their hair could turn silver.

As you get older, it is easier to be positive.

You care less about what other people think. I don't question myself anymore. I've even earned the right to be wrong.

So, I like being old. It has set me free. I like the person I have become. I am not going to live forever, but while I am still here, I will not waste time lamenting what could have been, or worrying about what will be.

And I shall eat dessert every single day if I feel like it.

Author Unknown

Editor's Note: This item was submitted by several contributors from various sites.

Paradise Residential Services

A rose garden for reflection is part of the landscaping plans for Resthaven Paradise and the landscaper suggested an inspirational message be cut into a paver.

Going upstairs through the Low Care area to the Southern end, there is a balcony which overlooks the staff car park. Looking over the rails, you see below the entrance to the High Care area. One of the pavers leading to the entrance is engraved with the Robert Browning quotation,

'Grow old along with me...

The best is yet to be.'

Realising we will grow older each day is all right, but I would like to find out what the second line means to the residents of the various Resthaven sites, and give their version as to the meaning of "The best is yet to be."

This has meaning from early days at Kindy, then Employment, Business, Marriage, bringing up the family, Retirement - a different meaning for each part of life.

What do you think?

Send your comments in to the Public Relations Department at Head Office via the internal mail system. Simply hand your thoughts to the staff at reception or your Home Support Worker, in an envelope clearly marked:

To: Resthaven PR Dept. via internal mail

For: Resthaven Review

From: (your name) and the relevant Resthaven program.

Alternatively, email them to:

pr@resthaven.asn.au



Keith Collins
Resident, Resthaven Paradise

Did I Read That Sign Right?

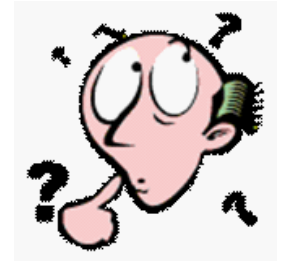
The following funny signs were spotted in various locations around Australia...

In a bathroom:

Toilet out of order. Please use floor below.

In a Laundromat:

Automatic washing machines: please remove all your clothes when the light goes out.



In a department store:

Bargain basement upstairs.

In an office:

Would the person who took the step ladder yesterday please bring it back or further steps will be taken.

In an office:

After coffee break, staff should empty the coffee pot and stand upside down on the draining board.

Outside a second-hand shop:

We exchange anything - bicycles, washing machines, etc. Why not bring your wife along and get a wonderful bargain?

Notice in health food shop window:

Closed due to illness.

Notice in a farmer's field:

The farmer allows walkers to cross the field for free, but the bull charges.

Message on a leaflet:

If you cannot read, this leaflet will tell you how to get lessons.

On a repair shop door:

We can repair anything (please knock hard on the door - the bell doesn't work).

Author Unknown
Submitted by Keith Collins

Westbourne Park Residential Services

100 not out!

Mrs Eileen Amber believes that a positive attitude to life is the key to longevity.

Born Eileen Bott on 6 March, 1911 at Two Wells, Mrs Amber celebrated her 100th birthday with a family afternoon tea party at Resthaven Westbourne Park on her birthday.

Mrs Amber is one of four, two boys and two girls. She attended Kilburn School until she was 14 years old. She says, 'Believe me, I got out as fast as I could. I didn't like school.'

By chance, a friend told her about a junior position that was vacant at Spicers and Detmold, a packaging company, prompting her to apply. She won the position and worked there, operating a paper bag machine, until she married Walter Bruce Amber.

The couple lived at Prospect for nine months, before moving into a house owned by her father-in-law at Black Forest.

They lived here most of their married lives, raising their son, Donald Keith, who has three children, two boys and a girl. Eileen has five great-grandchildren.

When the couple downsized into a retirement unit, they only moved a couple of blocks away, still in Black Forest.

They enjoyed numerous caravan holidays and spent many enjoyable weeks visiting Darwin, Waikerie and other holiday destinations.

Mrs Amber continued to live in the unit when her husband passed away, ultimately staying 37½ years. She moved to low care at Resthaven Westbourne Park on Valentine's Day, 14 February, 2010.

Whilst the move was rushed, once she settled in, she began to enjoy the opportunities available at Resthaven. She participates in most of the activities, such as exercise classes, craft and worship services



and says, 'I don't think you could get a better place than here. I can't speak highly enough of the staff. Everybody is fantastic.' Eileen is very independent and rates her health as good. She says, 'I am very satisfied to be as healthy as I am. While I am able, I want to do all that I can.'

She is keen on craft work, including quilting, knitting and crochet. Still very active, she also enjoys walking and chatting.

In her younger days, she loved to go out dancing and enjoyed gymnastics.

Congratulations on your 100th birthday!

Friday Men's Morning Tea Group

Members of this group were recently asked to name the first motor car they had owned. An interesting discussion followed - and the star of all this was...

Brian Lock, who stated that his first car was a yellow MG with a maximum speed of 102.4 miles per hour!

- Anonymous

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 well being.

Chief Executive Officer: Mr Richard Hearn

Coordinating Chaplains: Rev Kingsley Congdon
Rev Anne Hewitt

RESIDENTIAL CARE SERVICES

Bellevue Heights	47 Eve Road, Bellevue Heights
Phone (08) 8278 8588	
Craigmore	200 Adams Road, Craigmore
Phone (08) 8254 4008	
Leabrook	336 Kensington Road, Leabrook
Phone (08) 8332 4333	
Malvern	43 Marlborough Street, Malvern
Phone (08) 8272 0222	
Marion	10 Township Road, Marion
Phone (08) 8296 7555	
Mitcham	48 Smith-Dorrien Street, Mitcham
Phone (08) 8271 0639	
Mount Gambier	24 Elizabeth Street, Mount Gambier
Phone (08) 8723 0911	
Murray Bridge	53 Swanport Road, Murray Bridge
Phone (08) 8532 1969	
Paradise	61 Silkes Road, Paradise
Phone (08) 8336 5444	
Westbourne Park	30 Sussex Terrace, Westbourne Park
Phone (08) 8271 3300	

COMMUNITY SERVICES

General Enquiries	Phone 1300 13 66 33
Community Respite	Unit 31/12 Township Rd, Marion
Phone (08) 8358 3173	
Limestone Coast	17 Gordon Street, Naracoorte
Phone (08) 8762 4389	
Marion	43 Finniss Street, Marion
Phone (08) 8296 4042	
Murray Bridge & Hills	88 Adelaide Road, Murray Bridge
Phone (08) 8531 2989	
Northern	16 Gillingham Road, Elizabeth
Phone (08) 8252 6811	
Onkaparinga	103/Commonwealth House Beach Rd, Noarlunga Centre
Phone (08) 8326 3444	
Paradise & Eastern	61 Silkes Road, Paradise
Phone (08) 8337 4371	
Riverland	60 East Tce, Loxton
Phone (08) 8584 5866	
Western	391 Torrens Road, Kilkenny
Phone (08) 8261 3411	

www.resthaven.asn.au

Keep up to date by checking Resthaven's website. It includes all services and a comprehensive outline of the organisation. The News Update Page has the most recent news. Please let us know how our website could be improved.

Email comments to: pr@resthaven.asn.au

The **Resthaven Review** is a quarterly newsletter produced and published by Resthaven Inc for all of Resthaven's residents, community services clients, volunteers, friends, relatives and staff. Articles are invited for consideration to effectively communicate news of events and items of interest throughout the Resthaven network.

Those wishing to contribute articles are encouraged to do so. Items for publication can be given to the Program Manager, the Clerical Assistant, or to a staff member, to be forwarded to the Public Relations Department at Head Office. We reserve the right to determine the appropriateness of items and to edit or adapt articles as necessary at any time.

Please mark on the article the Resthaven program or site, author's name (if desired) and 'For Resthaven Review'.

Thank you. We appreciate your contributions!

Published by Resthaven Incorporated
Head Office : 43 Marlborough Street,
Malvern SA 5061
Phone (08) 8373 0211

Postal Address: PO Box 327,
Unley SA 5061

Website: www.resthaven.asn.au

Editorial enquiries can be made to the Public Relations Department, phone (08) 8373 9141.

The material contained in the **Resthaven Review** is of the nature of general comment and interest only, and neither purports nor is intended to be advice on any particular matter.

This publication may not, in whole or part, be lent, copied, reproduced, translated, or reduced to any electronic medium or machine readable form, without the express written permission of the publishers. While the publishers have taken all reasonable precautions and made all reasonable effort to ensure the accuracy of material contained in this publication, Resthaven does not assume any responsibility or liability for any loss or damage which may result from any inaccuracy or omission in the publication, or from the use of the information contained herein and make no warranties, expressed or implied, with respect to any of the material contained herein.