

Resthaven Review

Volume 28

Issue 4

Summer 2019-20



Residential Services

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

Community Services

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

From the Editor...



Hello readers,

As we near the end of 2019, it is a wonderful opportunity to reflect on the year that was.

In this edition of the 'Review,' we celebrate all that Resthaven has to offer across our wide range of services.

Resthaven Community Respite Services set the tone for celebrations with their 'diversity and harmony' art installation on page 14. Read all about the Resthaven Marion Community Services Open Day on page 15, the Limestone Coast Community Services social groups on page 17, and a Harley ride at Northern Community Services on page 18. Yes, really!

The celebrations continue in residential services, with Resthaven Aberfoyle Park's first birthday on page 21. At the other end of the spectrum, three residents from Resthaven Leabrook and Mitcham share their wisdom on the occasion of their milestone birthdays—two ladies aged 100 years, and one gentleman aged 105. See page 24, 25, and 27.

Speaking of birthdays, did you know that Resthaven will celebrate its 85th anniversary in 2020? See page 6 for more information about how you can get involved. We welcome your ideas about how we can celebrate!

All the best for the festive season, 2020 and beyond,

Resthaven Public Relations Team

From the CEO...

The Year in Review

As another year draws to an end, I reflect on what has been a somewhat difficult year for the aged care sector as a whole. However, the overwhelming reality is that thousands of older people and their carers benefit from the dedicated and caring work of staff and volunteers in aged care who have chosen to do this important work.

Multiple legislated changes came into effect from both 1 January and 1 July. Preparation for and implementation of the changes required a considerable focus to ensure compliance. I am grateful for those staff who worked hard to bring these government changes into our services.

The ongoing Royal Commission into Aged Care Quality and Safety continues to highlight many of the issues of concern that consumer advocates and the sector have called for change in, as well as some unfortunate and unacceptable situations that must be addressed.

Monday, 16 September was the first anniversary of the announcement of the Royal Commission. On Friday, 13 September 2019, the Australian Government announced the appointment of a new commissioner, the Hon Gaetano (Tony) Pagone QC, as well as a six month extension. Public submissions were also extended.

Sadly, the Chair of the Commission, Honourable Richard Tracey AM RFD QC, died on Friday, 11 October, after a short illness. Commissioner Pagone has now been appointed Chair.

Resthaven senior managers have been following the developments closely, noting the key issues and reflecting on people's experience at Resthaven.

The importance of cultural safety within aged care services for people of diverse backgrounds was a very relevant topic at the Commission in October.

Continued opposite page...

From the CEO... (continued)

One witness summarised that cultural safety is a “vital ingredient in making person-centred care effective”. The concept of cultural safety requires open and safe communication to create an environment in which people feel safe to disclose diverse needs and experiences without losing respect or dignity.

Cultural safety is important to all members of our community, including our residents, clients, staff and volunteers.

I was called to give evidence to a hearing of the Royal Commission into Aged Care Quality and Safety on 17 October 2019 in Melbourne. The focus of the hearing was on how to enhance capacity and how to make the aged care sector a more attractive and rewarding place to work.

On 31 October, the interim report into aged care quality and safety by the Royal Commissioners was released. It confirmed the need for significant structural, financial and workforce reform.

We have been advocating for reform for years, acknowledging that appropriate resourcing is fundamental to a sustainable aged care sector that offers best practice quality and safety in aged care.

The Commission’s three urgent areas of action, related to reducing the Home Care packages waitlist for high care need individuals, ensuring there is minimal reliance on chemical restraint, and finding options for younger people outside of aged care, are all consistent with matters we see as important outcomes.

We also continue to raise the critical need for the Government to make the resources required for sustaining residential aged care services and lifting staff hours available. I know this is a topic of importance to you and our staff. We have actively contributed

our views and ideas to the Commission for improvements in aged care, so that we can ensure high quality, sustainable aged care services into the future.

As people live longer, their health needs are increasingly complex. There is a general expectation that aged care is resourced and staffed like a hospital. This is not the case—they are significantly different. We need greater investment to increase staff levels and community education about what to expect of aged care services. This cannot wait until after the Commission’s final report, which is due at the end of November 2020.

Although it is hard to hear the negative stories brought to light during the hearings of the Commission, it does remind me how much trust is given to us all in these relationships. Yes, there have been failings in the sector, and this is not acceptable.

We pride ourselves on doing the right thing and doing it well. If for whatever reason, we do not get it right, I urge you to raise your concerns, observations or issues with staff, the Manager, or through our feedback brochure, ‘We’d Like to Hear From You,’ available at reception or from our website here: www.resthaven.asn.au/feedback/.

At Resthaven, across all of our sites and in people’s homes, we continue to be served by dedicated and outstanding individuals in their care and support of older people and their carers each and every day. This is good and important work, making a valuable contribution to the quality of people’s lives.

If you have any concerns about the Royal Commission and recent media reports, know that we have a deep commitment to our purpose, and acknowledge the incredibly hard work of our teams across the state.

Continued page 4...

From the CEO... (continued)

Industry Update

The Minister for Aged Care and Senior Australians, Richard Colbeck, has acknowledged the key issues facing the sector, including financial challenges, the trial of the new residential care funding instrument, the review of the ACAR process, board and governance issues, including the business and community responsibilities inherent in those roles, the regulatory framework, the balance between home and residential care, and the effect of poor media coverage on image and morale.

He recently announced extra funding for Commonwealth Home Support Programme (CHSP) providers of services in areas of high demand. This announcement comes as the latest home care package data report reveals the waiting list has dropped slightly from 129,000 to 119,500 people.

Board Update

Resthaven is fortunate to benefit from a well-qualified Board with an appropriate skill mix to guide the organisation's future directions. The annual Board workshop in November offered an opportunity to reflect on the five year strategic plan from 2015 – 2020, and to consider the next strategic plan from 2020 – 2025.

In December, Resthaven will farewell three long serving Board Members, Lee Sando, Renuka Visvanathan and Greg Arthur. All have served three terms of three years, and Lee has contributed an amazing 18 years on the Board.

I wish to thank them for their unwavering dedication, commitment and service to Resthaven and wish them well for their futures.

In addition, I wish to thank our Board President, Mark Porter, for his ongoing leadership, and for serving as Interim Treasurer during 2019.

Michael Haydon, who has served the Board and the Board Finance and Audit Committee throughout 2019 and is a Senior Accountant at Commercial and General Group, will commence as Treasurer of the Board from 1 January 2020.

Each Board Member is allocated a site or several sites that they take a special interest in. Refer to the chart on the opposite page for details.

Finally...

Next year, 2020, will mark Resthaven's 85th anniversary. Throughout the year, together we will celebrate this milestone with a number of events across the organisation. A calendar will be available.

Please consider how you will celebrate this milestone. What is your idea? See page 6 for information about how to share your ideas with us.

Wishing you a safe and happy festive season,



Richard Hearn
Chief Executive Officer



“ It is Christmas in the heart that puts Christmas in the air.

Keith Baines

”

Board Member Site Allocations

As mentioned in the CEO's update, each Resthaven Board Member is assigned sites of specific interest. These sites are below:

Name	Site Responsibilities
Greg Arthur	Resthaven Mitcham, Resthaven Leabrook
Annie Fabig	Resthaven Marion, Resthaven Marion Community Services, Resthaven Community Respite Services
Michael Haydon	Resthaven Malvern
Geri Malone	Resthaven Port Elliot
Mark Porter <i>Board President</i> <i>Acting Treasurer</i>	Resthaven Head Office, Resthaven Mount Gambier, Resthaven Limestone Coast Community Services, Resthaven Riverland Community Services, Resthaven Murray Bridge, Resthaven Murray Bridge, Hills & Fleurieu Community Services
Stephanie Rozokos	Resthaven Western Community Services
Lee Sando	Resthaven Craigmore, Resthaven Northern Community Services
Ben Sarre <i>Board Vice President</i>	Resthaven Onkaparinga Community Services, Resthaven Aberfoyle Park
Barbara Sibley	Resthaven Westbourne Park
Rev Dr Graham Vawser	Resthaven Bellevue Heights
Professor Renuka Visvanathan	Resthaven Paradise, Resthaven Paradise & Eastern Community Services

The Way We Were...

The Resthaven Board has steered Resthaven since our inception in 1935.

This photo of the Resthaven Board (right) was taken in 1955 at Resthaven Leabrook.

Thank you to all Board Members, past and present, for their service.



85th Anniversary Celebrations



Do you have any ideas about how we should celebrate Resthaven's 85th anniversary in 2020? They could include site events, open days, or site parties. We welcome your suggestions.

We would also love to hear your stories from our 'birth year', 1935. What were you doing in 1935? Do you have a story you'd like to share?

If yes, please contact the Resthaven Public Relations team on 8373 9141, via email: pr@resthaven.asn.au, or hand in to reception, or to a staff member, to be forwarded via internal mail. We look forward to hearing from you!

Below (clockwise from top): Resthaven Shirley Gardens, 1935; Resthaven Leabrook, 1944; Resthaven Malvern, 1954.



New Aged Care Quality Standards: Key Messages

The Aged Care Quality Standards came into effect on 1 July 2019 and have been put into practice throughout Resthaven's Residential and Community Services. Resthaven will now be assessed against the new Aged Care Quality Standards. This means that Resthaven Residential and Community Services will have unannounced visits from the Aged Care Quality and Safety Commission to assess our performance against the Standards.

The Aged Care Quality Standards include several key messages that are an important part of the assessment and continuous improvement of the quality of care and services that Resthaven delivers:

Cultural Safety

Cultural safety is an environment where residents and clients feeling safe and comfortable in expressing themselves, knowing that they are understood and do not need to explain themselves.

Open Disclosure

Open disclosure refers to Resthaven being open when something goes wrong, expressing regret, and providing a factual explanation of what happened, the potential consequences, and what steps are being taken to manage it and prevent it from happening again.

Diversity

Diversity relates to respecting the varied needs and characteristics of residents and clients such as different social, cultural, linguistic, religious, spiritual, psychological and sexual needs and characteristics.

Antimicrobial Stewardship

Aged care is contributing to broader national efforts to address increasing antibiotic-resistance infection appearing in the community.

This means using antimicrobial medicines wisely, focusing on the importance of hand hygiene, using standard precautions and transmission-based precautions when required, and promoting immunisation.

Choice

Choice responds to each resident's or client's right to make informed choices and understand their options to be as independent as they want to be.

Dignity of Risk

Dignity of risk is the concept that all adults have the right to make decisions that affect their lives, and to have those decisions respected even if there is some risk to themselves.

Governance

Governance relates to the rules, practices, processes and systems Resthaven uses to direct and manage the organisation and its services. The Resthaven Board has responsibility and ultimate accountability for the organisation, including responsibility for the strategic and operational decisions that affect the safety and quality of care and services.

If you have any questions, feedback or suggestions about the care and services you receive from Resthaven, please let us know. Resthaven continuously strives to improve care and services and invites residents, clients and their family and friends to speak with a Manager or staff at any time, or call Resthaven head office on (08) 8373 9000 during office hours if you have any queries or concerns.

If you prefer to make a comment in writing, please use the 'We'd like to hear from you' brochure available at Resthaven sites or via the Resthaven website www.resthaven.asn.au/ feedback to let us know how Resthaven can improve.

Building Services



Above: The hall at Resthaven Leabrook is undergoing a transformation, with the exposed brick walls being clad for a fresh, modern look.

Several redevelopments and upgrades are in the works across Resthaven.

Resthaven Leabrook

Work has commenced to upgrade the reception area, café, and shop ('Chatterry'), along with the lifestyle office, hairdresser and hall at Resthaven Leabrook.

The entrance area will be enlarged to facilitate informal gatherings, and remove its current 'corridor' appearance. This modern, welcoming, contemporary theme will extend through to the Chatterry and hall, making the area more appealing for recreation, and casual interaction.

Additional landscaping will be undertaken to enable residents to more easily access, navigate and enjoy the beautiful front garden.

The construction program will complete the hall upgrade prior to Christmas, so as not to constrain festivities.

Resthaven Bellevue Heights

A development application for the redevelopment at Resthaven Bellevue Heights has been lodged with Mitcham Council, and five separate information sessions have been provided to staff, residents, and the local community.

The development will extend the existing home to incorporate the rooms that are in the Manson and Grevillea lodges.

Much of the existing home will be upgraded, including the entrance, which will become a welcoming hub of activity with a café, hairdresser and casual areas.

Behind the scenes, a new kitchen, laundry and staff facilities will be constructed.

Works are also planned to improve the amenity of the independent retirement living communal area, 'Gum Tree Lodge'.

The plan also includes another entry/exit point to Eve Road, and additional car parking.

Continued opposite page...

Building Services (continued)

Our objective is to use this as an opportunity to improve the entire site and deal with issues such as car parking and access, which have been problematic over the years.

Subject to council approval, works are expected to commence during the first quarter of 2020.

Resthaven Marion

Additional rooms are under construction at Resthaven Marion to provide rooms for residents when the share rooms are being used as premium singles (i.e. accommodating one person instead of two).

Consistent with Resthaven's policy, rooms are only shared when two people indicate they wish to share, otherwise the share rooms are occupied by one resident.

If share rooms are occupied by only one person, we do not have additional rooms to use the licence to accommodate additional residents. The project will result in a net increase of two rooms at Marion to resolve this. The project is expected to be complete by March 2020.

Finally...

These projects will improve the environment in which our community lives and works.

Wishing you all the best for the festive season,

Emmet O'Donovan
Manager, Buildings and Capital Projects

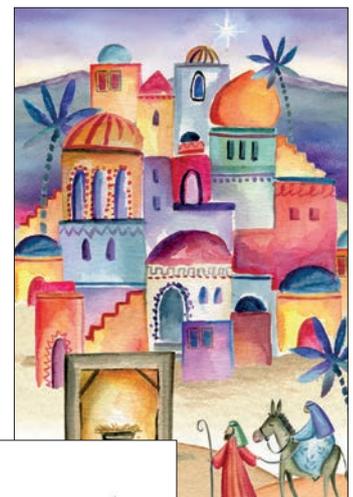


Feeling Festive?

Christmas will be here before we know it!

Christmas cards are now available from reception, at \$5 for a pack of eight mixed designs, or eight of the same design.

They come in a range of designs (some pictured). All proceeds go towards Resthaven.



Community Services

The past few months have been a very active time for Community Services staff.

Staff Movements

In November, we farewelled Sandy Smith from the role of Manager Riverland Community Services. We wish Sandy all the best, and thank her for her five years of service to Resthaven.

The position of Manager Riverland Community Services will be covered initially by Karen Boelens, Relieving Manager Community Services.

Quality Reviews

The Department of Veterans' Affairs conducted on-site quality audits of the DVA Community Nursing services at Murray Bridge and the metropolitan sites.

The assessors indicated they were pleased with the standard of the nursing services. We await the final report. DVA have also advised Resthaven that the Veterans' Home Care contract has been extended.

'Making Minds Matter'

Resthaven recently worked in partnership with UniSA Occupational Therapy students to develop 'Making Minds Matter', a Cognitive Stimulation Therapy (CST) program for Resthaven customers living with mild to moderate dementia.

Cognitive Stimulation Therapy is a structured, evidence-based group therapy, involving physical and mental exercises and activities to stimulate thinking, concentration and memory. Students and clients are pictured (right) during a group session.

Community Engagement

Several Resthaven Community Services locations have held activities recently to connect with their local communities.

On 30 October, Resthaven Marion Community Services and Resthaven Community Respite Services collaborated with the Resthaven Marion residential home to hold an Open Day at the Marion site (see page 15). The event gave members of the public the opportunity to find out about the services Resthaven offers.

To celebrate Carer's Week 2019 (13-19 October), Resthaven Community Respite Services organised a program of free workshops for carers of older people, facilitated by experts in their respective fields. The workshops covered a wide range of topics, and were well attended. We hope they made a difference in the lives of older people and their carers.

Sue McKechnie
*Executive Manager,
Community Services*



Volunteer Services



Volunteer Support

The homemade 'snow men' made by volunteer, Janet (above) were a hit at Resthaven Aberfoyle Park's 'Christmas in July' celebration. The snowmen Janet made touched many hearts.

In the spring edition of the 'Volunteer Buzz' newsletter, there were many examples of the talents, skills, energy and companionship that volunteers bring and share.

Along with Janet's snowmen, there was John playing the piano for Resthaven Aberfoyle Park's Queen's birthday celebrations; June playing the piano for Resthaven Leabrook's Annual Memorial Service; Deborah with both Marion residential and community services; Heather with her feathery friend, 'Rafferty' perched on her shoulder (top right); Mike hosting the Resthaven Port Elliot Men's Group barbeque; and Helen leading the Resthaven Westbourne Park Friendship Club, with Viv on the piano and Wendy on the piano accordion.

We can't forget Janet and Joshua dressing up in 'onesies' for Resthaven Aberfoyle Park's 'pyjama day', and Resthaven Leabrook residents enjoying lunch at the 'Maid of Auckland' driven by bus driver, Peter.

This is just a tiny snapshot of volunteer support and participation across Resthaven. As we head into the festive season, we look forward to Christmas celebrations, decorations, and creative talents and skills of volunteers.

If you know someone who would like to volunteer, please pass on Volunteer Services' contact details: phone 8373 9036, email volunteer@resthaven.asn.au, or visit www.resthaven.asn.au/volunteer.

Thank you, and best wishes for the festive season.

Stacey Thompson
Manager,
Volunteer Services



Residential Services

As always, life is busy in residential services, with ongoing government reform and changes being implemented regularly.

These include the commencement of the Aged Care Quality Standards from 1 July 2019, the introduction of the Aged Care Quality Indicator program from 1 July 2019, the new Charter of Aged Care Rights, and the new regulations related to physical and chemical restraint.

Additionally, Resthaven is involved in transition to a new finance system, Epicor, as well as the ongoing other business transformations related to the 'Ignite' program.

The effect has been many staff attending additional education and training. In addition, there were extra audits and reviews, to ensure that we are prepared, and meet our ongoing compliance regarding quality and standards.

I am grateful and most thankful to every member of the Resthaven residential team who has in some way contributed to the overall successful journey to such a level of reform and change.

Staff Movements

As we travel this journey of change, we also see some changes in our key personnel.

The first was the resignation of Charmane Hill from her role as Manager Residential Services at Resthaven Mount Gambier, after only a short time with us.

We wish Charmane the best in the future, and also celebrate the willingness of Belle Kerr, Manager Residential Services at Resthaven Paradise, to take up a secondment role to Mount Gambier whilst

we recruit a permanent replacement Manager. Thank you, Belle.

Disappointingly, Nicole Cannon, Manager Residential Services at Resthaven Craigmore, has also resigned from her role after five months. Again, I wish Nicole the best for her future. We are currently recruiting a permanent Manager for Resthaven Craigmore.

In the meantime, thank you to our wonderful Relieving Managers for stepping into the vacancies created by these changes.

As you might recall, Pam Alde moved from her role as Manager Residential Services at Port Elliot to Resthaven Westbourne Park earlier this year. I am pleased to announce that we have recruited a new Manager for Resthaven Port Elliot – Karen De Bonde, who will commence at the site from 25 November 2019.

Susan Biffin, Care Coordinator at Resthaven Port Elliot, has tendered her resignation, and we wish Susan the best for her future. We are now also recruiting for her replacement.

Additionally, one of our Relieving Care Coordinators, Rebecca (Bec) Bailey has resigned, to travel overseas. I thank Bec for her time with us. Bec may return to us again in the future.

The vacancy for a Relieving Care Coordinator was filled by our Relieving Clinical Nurse, Annie Kraft. We look forward to having Annie in this new role.



Continued opposite page...

Residential Services

(continued)

I am also pleased to announce the successful promotion of Clinical Nurse, Sam Pratt, to the role of Care Coordinator at Resthaven Mount Gambier. Well done, Sam.



Accreditation

On 24 September, the Quality and Safety Commission conducted an announced visit to Resthaven Port Elliot, to follow up on one outstanding non-compliance from their last visit. I am very pleased to report that this visit was successful, with all areas returned to full compliance at the home.

First Birthday Celebrations

On Friday 4 October, Resthaven Aberfoyle Park held a festive 'first birthday' celebration, to mark 12 months since the official opening event in October 2018. See page 21 for photos of the day.

I was honoured to attend and help the site to celebrate this milestone. Congratulations, Resthaven Aberfoyle Park!

Season's Greetings

I look forward to enjoying some festive cheer with you at the Resident Christmas Luncheons held in December. Season's greetings to all!

Tina Cooper
*Executive Manager,
Residential Services*



Retirement Living



'Operation Christmas Child'

Resthaven Bellevue Heights independent retirement living residents have donated and packed up 100 boxes of goodies for underprivileged children as part of their 2019 'Operation Christmas Child' initiative (pictured above) for Samaritan's Purse.

Resthaven independent retirement living residents participate in this initiative every year—it's just one way they give back to the community.

The boxes contain donated items to bring joy to children's lives at Christmas, and include hand-sewn bags, toys, knitted craft items, skipping ropes, and notebooks.

I thank all those who contributed, sewed, knitted and put together the donated items in order to give a smile to those less fortunate. Well done, everyone!

Best wishes for a happy Christmas and New Year,

Jeannie Peace
*Retirement Living
Coordinator*



Resthaven Community Respite Services

Diversity in Art - and Everywhere

To celebrate the 2019 'Zest Fest' festival (14-28 October), Resthaven Community Respite Services guests created an art installation entitled *Diversity and Harmony*, made out of recycled bottle caps.

Manager, Carole Matthews, says, 'The project was created by Community Respite's "The Shed" participants, and aims to show how communities can recognise their inherent diversity.'

'The three smaller "segregated" spheres represent segregated or monocultures, and the one large "mixed and harmonious" sphere reflects the more colourful and mixed blend of cultures and communities.'

'Which is more interesting do you think? I know which one I choose!'

'The sculpture is now installed at one of our respite cottages, Ridgway House, at 36 Sussex Terrace, Westbourne Park.'

'It is on display in the front garden, so members of the public can enjoy it too!'

This is one of many art projects created by Resthaven Community Respite Services, with the most recent being the 2018 SALA Festival exhibition, *Art in the (re)Cycle Lane*.

Carole says, 'Like *Diversity and Harmony*, *Art in the (re)Cycle Lane* used recycled materials. For this project, we blended rubbish, recyclables, and old items that were no longer loved or needed, turning them into some very eye-catching, thought-provoking, and entertaining pieces.'

'Resthaven Community Respite guests certainly are a creative bunch!'



'We encourage you to head over to the Resthaven Community Respite Services Ridgway House respite cottage to check out their latest masterpiece.'

'Let's celebrate diversity together!'

Resthaven Community Respite Services provides short term respite services for older people, offering their care gives a break from their caring role. Services include group programs, outings, in-home respite, and day or overnight respite at one of their three home-like cottages across metropolitan Adelaide.

To find out how Resthaven Community Respite Services can support you, phone 8198 2060.

Resthaven Marion Community Services

Open Day



On 30 October, Resthaven Marion Community Services hosted an 'Open Day,' with support from Marion residential services, and Community Respite Services, to showcase Resthaven's wide range of high quality services to the public.

There was a sausage sizzle, information displays, shoulder and hand massages, giveaways, live music, and even some adorable dogs from the Australian Lions Hearing Dogs.

Thank you to all who attended, and to all the staff who worked together to make this day such a success!



Resthaven Murray Bridge, Hills & Fleurieu Community Services

Sampling the Delights of 'Myppo'



On Friday 30 August, the Resthaven Murray Bridge, Hills & Fleurieu Community Services 'Support Shed' group hopped aboard for a bus trip to Mypolonga.

Program Assistant, Jenna Gamma, says, 'First up, the group visited "Aussie Apricots," where we enjoyed a presentation about the production of their products, along with some samples their delicious confectionery.'

'The group then made their way to the Mypolonga Primary School Shop, where students sell items made in the classroom, along with locally made crafts.'

'Having picked up some keepsakes from our visit, we then stopped off for a picnic lunch, before travelling to the Buffalo Dairy [pictured above].'

'Here, the group enjoyed a tour of the facilities, and even got to pat some adorable Buffalo calves.'

'The last stop of the day was Rio Vista Olives, where they grow their own olives to process into a delicious range of olive oils.'

'We were delighted to taste test some award-winning olive oils, with group members finding the range of different flavours most interesting and enjoyable.'

'It was a great day out, and we can't wait to do it again. Thank you for having us, Mypolonga!'

Resthaven Murray Bridge, Hills & Community Services runs a range of support, social, and wellness groups for older people across the Murraylands and Fleurieu Peninsula. Phone the friendly staff on 8534 2600 to find out more.

Resthaven Limestone Coast Community Services

Social Group Fun in the Limestone Coast

It's all happening at Resthaven Limestone Coast Community Services, with social groups for older people now running in Millicent, Naracoorte, Mount Gambier and Robe.

Resthaven Limestone Coast Community Services Manager, Liz Southall, says, 'Social group members enjoy lots of great outings together, along with activities such as cooking, exercises, and games.'

'The Millicent social group recently attended the Sir Robert Helpman theatre in Mt Gambier, where they enjoyed dinner together before attending a performance of Coppelia,' says Liz (pictured above right).

'Other recent group activities include a candle making day, a trip to the Edenhope Draft Horse Festival, and an art and craft day at the local Bunnings (right).'

'Group members meet new people, learn new skills, and remain socially connected.'

'If you would like to join any of the groups, just contact our office on 8762 4389. Our staff team will be happy to help you.'

'We also offer overnight and day respite for carers in at Naracoorte. We can provide transport to and from the respite cottage.'

To contact Resthaven Limestone Coast Community Services, phone 8762 4389 (Naracoorte), 8733 3311 (Millicent) or 8726 9400 (Mount Gambier).

Pictured right (from top): The Millicent Social Group attend 'Coppelia'; Mrs Eunice Hill enjoys some craft at Bunnings; The Millicent Exercise Group stretch it out.



Northern Community Services

90 Years Young on the Back of a Harley



Not many people ride to their 90th birthday party on the back of a Harley Davidson motorcycle – but that’s exactly what Mrs Gloria Watkins of Para Hills did!

Gloria, who lives independently in her own home with support from Resthaven Northern Community Services, was a little miffed when her family suggested she wear trousers, rather than a skirt, to her birthday celebrations at the Para Hills Community Club.

However, as Gloria came outside to go to the party, dressed in trousers as requested, she found her grandson, David, filming her, and the next thing you know, a Harley Davidson motorbike roared into the driveway!

Manager Community Services, Karen Hammond, says, ‘Gloria was very surprised, and also very excited, as she hadn’t ridden on a motorbike since before she was married.’

‘Her first husband had owned several motorbikes, including one with a sidecar, on which she learnt to ride.’

‘Despite having a bit of trouble getting onto the seat, she absolutely loved the ride, and can’t wait to do it again.’

‘Apparently, she is thinking about getting a tattoo for her next birthday, and might even get a Harley ride to the tattoo studio!’

Many happy returns, Gloria.

Resthaven Riverland Community Services

Resthaven Sponsors 'Listening Posts'



Above: Nicola Thurston (COTA SA Policy Coordinator) with Jane Mussared (COTA CEO) at Resthaven Riverland Community Services.

Although not directly involved, Resthaven sponsored 'Listening Posts,' facilitated by the Council on the Ageing (COTA) in South Australia, throughout regional areas in September and October.

The purpose of the Listening Posts is to give older people living in rural areas the opportunity to share what is important to them, and learn their experience of ageing in their communities, with the aim of informing COTA SA policy.

The information learned will assist in better understanding of the needs and matters of importance to individuals in rural communities. Listening Posts were arranged for Murray Bridge, Port Lincoln, Wudinna, Kimba, Whyalla, Kapunda, Waikerie, Berri, Loxton, Nuriootpa, Lyndoch, Clare, Port Pirie, Port Broughton, Kadina, in the Fleurieu and upper and lower south east.

Resthaven Riverland Community Services were delighted to support the Listening Posts in Loxton on 18 September.

Resthaven Onkaparinga Community Services

Office Relocation

With increased service demand, Resthaven Onkaparinga Community Services is moving to a new, larger office space at 3-5 James Clark Road, Noarlunga Centre, from Monday 18 November, 2019.

The site contact phone number (8307 3700) remains the same.



Resthaven Paradise & Eastern Community Services

Did you know...? Christmas Facts

- ★ Before turkey, the traditional Christmas meal in England was a pig's head and mustard.
- ★ The holly in a wreath symbolises Christ's crown of thorns while the red berries are drops of his blood.
- ★ Jingle Bells was the first song broadcast from space when Gemini 6 astronauts Tom Stafford and Wally Schirra sang it on December 16, 1965.
- ★ The word Christmas comes from the Old English "Cristes maesse" meaning "Christ's Mass".
- ★ Christmas pudding was originally a soup made with raisins and wine.
- ★ Electric tree lights were invented by Edward Johnson in the US in 1882.
- ★ Rudolph the red-nosed reindeer was invented for a US firm's Christmas promotion in 1938.



Resthaven Western Community Services

Welcome, Natasha!

After 12 years in the Human Resources industry, Natasha Dickinson, 44, was 'looking for a change.' She has certainly found it in her new role as Assistant Manager at Resthaven Western Community Services, at 96 Woodville Road, Woodville.

Now several months in, Natasha explains: 'I wanted to go into something that I could get involved in for the next ten years, that could be a second career.'

'I'd done a bit of research, and Resthaven seemed like a really genuine company, which wanted to do what's best for the community – and I would say that Resthaven has definitely met my expectations.'

'Resthaven is great, the team here all have the clients' interests at heart.'

'There's no one I've come across who doesn't seem willing to help you.'



'It's a caring, nurturing, organisation that's always trying to do the best for the client.'

'I find it a privilege that I was able to move into this industry, and I want to spend the rest of my career here.'

It's a pleasure to have you on board, Natasha! Welcome to Resthaven.

Resthaven Aberfoyle Park

First Birthday Celebrations

On Friday, 4 October Resthaven Aberfoyle Park celebrated its first birthday, with a morning tea and afternoon concert.

'We asked staff and residents to dress up in outfits from their favourite era, and they certainly delivered!' says Mia Brooks, Manager Residential Services. 'We had 30s flappers, and flower children galore, and many staff dressing in a 60s theme.'

'Residents and their families gathered in the beautifully decorated hall, accompanied on piano by resident musician, Mrs Alida Van Helden.'

'They were joined by special guest, Steve Murray MP (State Member for Davenport) and several members of the Resthaven Executive team.'

'Invited to cut the cake were two of Resthaven Aberfoyle Park's earliest residents, Mrs Olive Goddard and Mrs Denyse Doumanis.'

When asked about their experience of Resthaven Aberfoyle Park, Mrs Doumanis said, 'I just think all the staff here are wonderful and look after us so well.

I couldn't ask for a better place to live.'

Happy birthday, Resthaven Aberfoyle Park!

Pictured right (from top): Mrs Denise Doumanis and Mrs Olive Goddard cut the cake with Manager Residential Services, Mia Brooks; Nicky Jackson (Clinical Nurse), Richard Hearn (CEO), Ali Dickinson (Care Coordinator) and Michelle Hobbs (Lifestyle Coordinator) in their costumes; Steve Murray (Member for Davenport) and Tina Cooper (Executive Manager Residential Services).



Resthaven Bellevue Heights

Retirement Living is 'Magic' Says Janet



Mrs Janet Paull of the Resthaven Bellevue Heights Independent Retirement Living village 'couldn't be happier' in her two bedroom unit overlooking Sturt Gorge.

Before moving to the village at 47 Eve Road, Bellevue Heights, Janet, whose husband passed away several years ago, was living in 'this big house, all on my own'.

'I was paying for all these people to maintain a big house, and I was the only one in it! What a waste of money!' she says.

'The best thing about living here is, firstly, I don't have the maintenance of a home and garden. If I need something done, it just happens, the maintenance people just come and do it. People don't know how good it is, it's magic! You just move in and it's all there, it's all done.'

'Also, knowing I'm here at Resthaven means that I can access ongoing care if I need it [in the adjacent residential aged care home].'

Janet is also a big fan of the village's bushland setting, saying how much she loves watching 'the kookaburras, the koalas' from her balcony (above).

Now that Janet doesn't have a big house to maintain, her time is freed up to enjoy the things she loves most: 'I go to the movies with girlfriends, I go shopping or out to lunch with my daughter,' she says.

'I go to my local church, where I've volunteered in the community programs office for the last 21 years, and in the play group on Monday mornings.'

'Living here, you just carry on with your life as it was before. It's a great life, and now I can enjoy it.'

Resthaven independent retirement living units are co-located with residential aged care homes at Bellevue Heights, Malvern, Marion, Paradise, and Port Elliot, with apartments at Resthaven Leabrook.

Resthaven Craigmore

Gardens and Grounds



The gardens of Resthaven Craigmore are blooming!

All Resthaven residential aged care homes maintain lovely gardens and/or courtyard areas for residents and visitors to relax in and enjoy.

We encourage you to get outside and soak up the sunshine this spring.

Don't forget to wear your sunscreen on those hotter days!

Resthaven Marion

Footy Tipping Competition 2019

Congratulations to the Resthaven Marion footy tipping competition winner for 2019, Mrs Thelma White!

Mrs White (pictured right, with Lifestyle Coordinator, Karen Neighbour) was delighted with her delightful handmade trophy, made by Clerical Assistant, Sue Tiddy.

Well done to all who participated in the 2019 footy tipping competitions across Resthaven, and good luck for 2020!



Resthaven Leabrook

Happy 105th Birthday: Mr Victor Patrick

Mr Victor Patrick was born in Newtown, Sydney, on 6 October, 1914. He was the youngest of seven children – three boys and four girls. His father worked in the manufacturing industry.

As the 'baby' of the family, he was always very well looked after, with one notable exception. At age three, he spilled hot coffee on his arm. As he was wearing a woollen jacket, the hot liquid stuck to his skin and caused a nasty burn. 'Back in those days, we didn't have the sort of medicine we have now,' he says. 'There was only an awful rub to put on it, which really hurt.'

'It was so bad that, when the nurse would visit to dress my arm, I would go and hide next door in my auntie's house! The nurse always found me anyway,' he says with a rueful grin.

Aside from this, Victor had a happy and uneventful childhood. He attended Petersham High School, becoming a mechanical engineer when he had finished his studies.

In 1937, when he was 19, one of Victor's friends remarked that he had some people coming to stay with him, and that he'd heard the girl 'was really something out of the box.' Would Vic like to accompany them and another girl to a local ball?

Victor agreed. However, when he saw his friend's visitor, he immediately turned to him and said, 'Forget it! I'm taking that one!' 'She was just beautiful,' he says.

Luckily, Gayless liked Victor too, and the couple were married less than a year later at Marrickville. They had one son, Kent.



The family lived in Sydney until many years later, when Kent moved to Adelaide. In the late 1990s, Vic and Gayless moved to Buderim, Queensland, where they lived for approximately ten years.

Eventually, Kent convinced them to move to Adelaide, and they relocated in 2008. Sadly, Gayless passed away in 2010, after more than 70 years of marriage. Victor says that the best thing that happened to him in his life was meeting his wife.

Victor moved to Resthaven Paradise in 2015, aged 99, after a hip injury made it difficult for him to live in his flat, which was part of an apartment block. He moved to Resthaven Leabrook in 2017.

Victor says that he has 'no secret whatsoever' to longevity, but firmly believes that, in life, 'You just have to do the best with what you're given.'

Happy 105th birthday, Vic!

Resthaven Leabrook (continued)

Happy 100th Birthday: Mrs Jean Millard

Mrs Jean Millard was born in Kadina on 30 October, 1919. 'My dad was a farmer,' she says, 'And I had three brothers – one younger, two older. They were scallywags.'

As a child, Mrs Millard enjoyed school, where her favourite subject was arithmetic. She remembers riding to school in a 'horse and sulky,' or ride a little pony called Neddy.

At age 14, Jean finished school, and stayed home with her mum to help raise her baby brother, who had just been born.

In her late teens, she began courting with a local boy, Howard. 'We'd been friends for years,' she says. 'Then, during the war, Howard went to New Guinea, and we wrote to each other.'

During the war years, Jean was stationed in Queensland as a transport driver. 'It was one of the best times of my life,' she says. 'All that female camaraderie.'

In 1947, Jean and Howard were married at the Kadina church. Coincidentally, the couple were married by Rev Ivon Wardle, who was a Resthaven Board President from 1983–1992, and after whom the Resthaven Leabrook hall is named.

'That's how we knew that Resthaven Leabrook was the right place,' says Jean. 'We walked in and saw the sign that said 'Ivon Wardle Hall!''

Jean and Howard bought a farm at Kulpara, where they farmed sheep, along with wheat, barley, and, later, lentils and pigs. A daughter, Lynley (pictured above with Jean), was born in 1950, followed by a son, Cohen, in 1954.

The family stayed on the farm for the next 34 years. 'They were happy years, but busy,' says Jean. 'The days started with getting breakfast around 6am. Monday was washing day, Tuesday was baking day.' Lynley adds that 'Mum used to make lovely pies and pasties.'

Jean continues, 'Thursday was cleaning day, Friday I'd drive 20 miles to Kadina to go shopping. There was footy on Saturday, Church on Sunday, then we'd start it all again.'



Eventually, Jean and Howard retired, and Cohen took over the farm, which remains in the family to this day. Following their retirement, Jean and Howard travelled 'all over,' heading to England, Scotland, and France. 'We also went to Canada and America,' she says, adding that Howard 'loved Disneyland'.

Lynley says, 'Mum looked after dad at home until his late 80s, but he died in 2010. So Mum was living in Kadina with a big home, and a big yard to look after.' Aged 91, Jean sold the house and moved to Resthaven Leabrook, to be closer to Lynley, who lives close by and visits often.

Until recently, Jean was very involved in the site lifestyle program, enjoying bingo, concerts, bus trips, and bingo. 'I'd go to everything,' she says, 'But now my eyesight is getting bad.'

However, she is grateful for her many years and good health, crediting it to having 'never smoked or drank much' – although she 'might have a sherry or a musket every now and then.'

Her words of wisdom to the younger generation are not to worry, because 'everything will work out in the long run.'

Jean celebrated her milestone with cake and balloons in the Resthaven Leabrook heritage dining room, followed by a larger celebration for all the family on 16 November in the aptly named Ivon Wardle hall.

Many happy returns, Jean!

Resthaven Malvern

Never Too Old for the Sandpit!

Resthaven Malvern residents have made good on their promise to visit the 'Jacaranda' children (aged 3-5) of the Hyde Park Nursery School and ELC, visiting the centre in September for morning tea, a singalong, and a sandpit session.

Lifestyle Coordinator, Felicity Billing, says, 'The children have been visiting Resthaven Malvern at 43 Marlborough Street, Malvern, every week since February. The visits are a wonderful highlight, with great friendships developed.'

'We always promised that one day we would come to them – and today we were delighted to keep that promise!'

'It was a beautiful spring day to walk over to the Hyde Park Nursery School and ELC, which is located within easy walking distance from Resthaven Malvern. The group was eagerly greeted by the children looking over the fence, awaiting their arrival.'

'After our warm welcome, residents and children joined in a group sing-along of Hokey Pokey, which has become a favourite at our sessions, followed by play doh making, and painting. Heading outside, we spent time in the sandpit, and assisted the children to climb trees.'

'The children then assisted in serving a real morning tea to residents, followed by a group story time, where residents shared memories of their own school days.'

'It was a wonderful, interactive morning, enjoyed by all!'

'We can't wait to visit the children again soon!'



Resthaven Mitcham

Happy 100th Birthday: Mrs Gwenda Johnson

Mrs Gwenda Johnson was born in Cheltenham on 25 October, 1919. However, as she says, her family history in South Australia goes back to the very first settlers.

'My people came out from first ship to Outer Harbour,' she says.

'My grandfather was a watchmaker from Germany.'

'My dad was a carpenter, and my mum was a homemaker.'

Mrs Johnson had two sisters, Marjory and Nellie, and enjoyed being the youngest of the three girls. 'It was lovely,' she says.

She attended Pennington School, finishing her formal education at age 13, as was customary in those days. 'I enjoyed school,' she says.

'After I finished, I went into the workforce pretty quickly.'

'There wasn't much around though,' she says, 'but you had to help out in the Depression days.'

'It was hard times. If you got a job, you kept it,' she says. 'I worked in a shoe shop in the city.'

Mrs Johnson met her husband, Harold, during the war years, but the pair waited 'for a couple of years' before they wed.

'We rented a house after we got married, until Harold was able to get work,' she says, 'then we bought a house in the city.'

The couple went on to have two children – a daughter and a son.

'I had my daughter on my birthday, so we share it,' she says with a smile.



Mrs Johnson is happy with her life, saying 'we're all very fortunate in some ways.'

'The children these days are very fortunate, especially with the schools they can go to.'

'People should be grateful for what they have, and grateful for their families.'

'Families are the most important.'

Mrs Johnson is an active member of the Resthaven Mitcham site community, attending the first residential Focus Group held on 6 November at Resthaven Mitcham. Focus Groups are held at all residential homes throughout November.

She celebrated her milestone birthday with family and friends.

Happy birthday, Mrs Johnson!

Resthaven Mount Gambier

A Literary Visit from Author, Maya Linnell

On 16 September, Resthaven Mount Gambier was delighted to host a guest visit from Australian author, Maya Linnell, at the home at 24 Elizabeth Street, Mount Gambier.

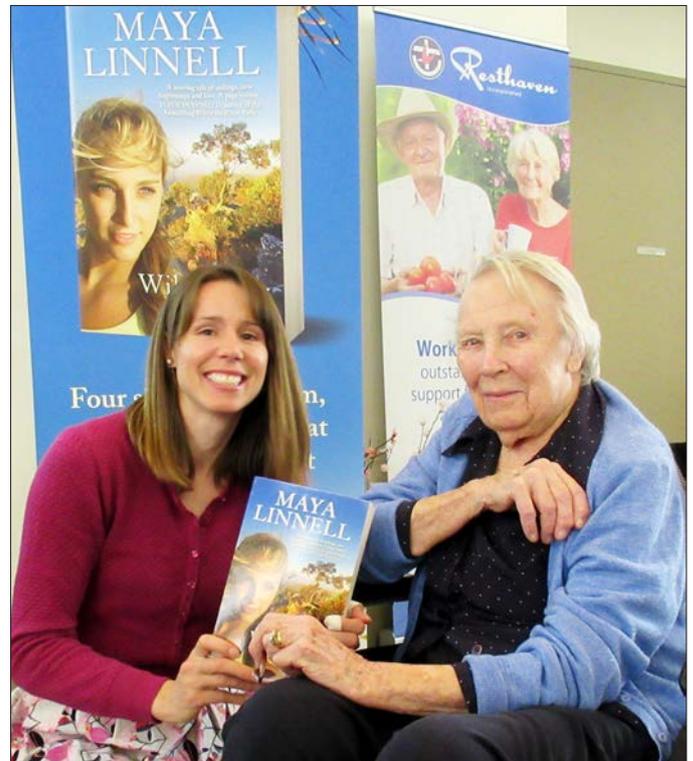
Maya is a rural journalist and lifestyle blogger who has turned her hand to fiction writing, with her debut romance novel, "Wildflower Ridge".

Lifestyle Coordinator, Trudyanne Bedson, says, 'Maya gave a fascinating speech to residents in the hall (below), where she told us all about how she became an author, and her influences and inspirations.'

'She then spoke about "Wildflower Ridge", and read us a passage from it.'

'Around thirty residents, visitors and staff attended the event, including several people from St Mary's nursing home, located close by to Resthaven Mount Gambier.'

'After the event, we all enjoyed a delicious afternoon tea together, made by our kitchen team.'



Several residents purchased a copy of Maya's book for themselves, including Mrs Daphne Bush (above, with Maya).'

'Resthaven also purchased a copy for the site library for residents to read at their leisure.'

'Thank you to Maya for her visit!'



Resthaven Murray Bridge

Christmas Wishes



The Chapel space at Resthaven Murray Bridge has been decorated for Christmas with a festive holly garland.

The Bible verse it is wrapped around (John 3:16) is a reminder of the true meaning of Christmas.

Blessings to all.

Resthaven Paradise

Resthaven Board Meeting Held at Paradise

In October, the Resthaven Board held their monthly Board meeting at Resthaven Paradise.

The Resthaven Board holds their meetings across many Resthaven locations, in order to meet and speak with as many customers and staff members as possible.

All Resthaven Board members serve on a voluntary basis, with each Board Member having a site of special interest. See page 5 for the list.

Right: The Resthaven Board and Executive team chat with Resthaven Paradise residents and their families.



Resthaven Port Elliot

'Farmer Darcy' Visit

On 8 October, the 'Farmer Darcy' travelling farm visited Resthaven Port Elliot.

'Farmer Darcy', a regular visitor to the home, brought along a variety of small animals for residents to touch and hold. All are rescued farm animals.

They included a calf, baby alpaca, piglet, lamb, several baby goats, and a variety of chickens and ducks.

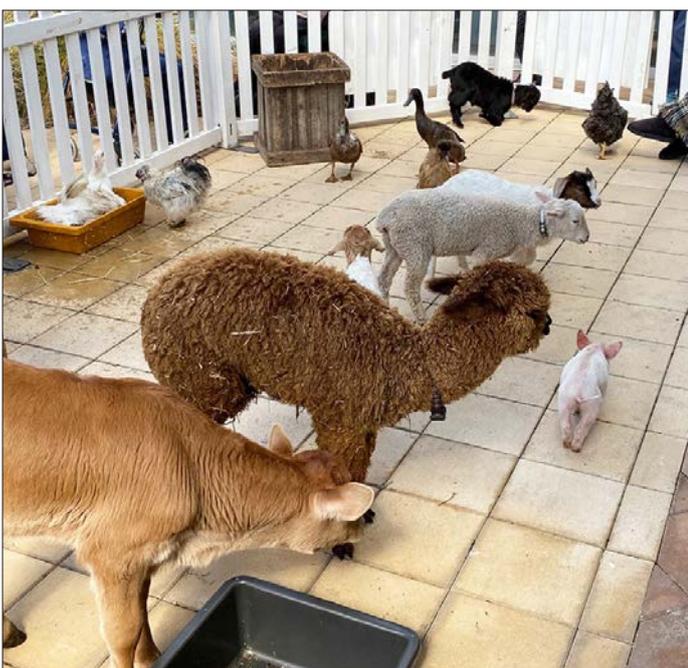
Residents loved watching the animals frisking around in their special enclosure in the courtyard gardens, with much hilarity ensuing when a miniature goat found his way out! Luckily, he was quickly returned to the group.

Thank you to Farmer Darcy for the visit, everyone thoroughly enjoyed the day.



Above: Mrs Marian Carnegie Smith and Mrs Dora Hunt cuddle a baby goat.

Below: Mrs Paula Rawson with a sleepy piglet.



Resthaven Westbourne Park

Sensory Garden



The Resthaven Westbourne Park Sensory Garden (above), created with support from the Rotary Club of Mitcham, is now almost complete.

Residents are now able to access the garden to experience the sensory delights! The garden contains many beautiful plants to touch and smell.

Residents are encouraged to spend time in the garden, soaking up some sunshine whilst they admire the spring blooms.

A path is also planned to the garden to further improve resident access.

What is a Sensory Garden?

A sensory garden is a self-contained garden area that aims to stimulate the five senses.

Sensory gardens contain features such as scented and edible plants, sculptures, and water features designed to make sound and play over the hands. The design and layout of the sensory garden provides a stimulating journey through the senses, heightening awareness, and bringing positive experiences.

Source: Wikipedia

Working together: Outstanding care and support for older people and their carers.

RESIDENTIAL SERVICES

Aberfoyle Park

100 Hub Drive
Aberfoyle Park, 5159
Phone (08) 8115 1600

Bellevue Heights

47 Eve Road
Bellevue Heights, 5050
Phone (08) 8273 4400

Craigmore

200 Adams Road
Craigmore, 5114
Phone (08) 8288 4800

Leabrook

336 Kensington Road
Leabrook, 5068
Phone (08) 8332 4333

Malvern

43 Marlborough Street
Malvern, 5061
Phone (08) 8272 0222

Marion

10 Township Road
Marion, 5043
Phone (08) 8198 2000

Mitcham

17 Hill Street
Kingswood, 5062
Phone (08) 8378 8999

Mount Gambier

24 Elizabeth Street
Mt Gambier, 5290
Phone (08) 8723 0911

Murray Bridge

53 Swanport Road
Murray Bridge, 5253
Phone (08) 8532 1969

Paradise

61 Silkes Road
Paradise, 5075
Phone (08) 8336 5444

Port Elliot

3 Frederik Street
Port Elliot, 5212
Phone (08) 8554 2000

Westbourne Park

30 Sussex Terrace
Westbourne Park, 5041
Phone (08) 8271 3300

COMMUNITY SERVICES

Community Respite

31/12 Township Road
Marion, 5043
Phone (08) 8198 2060

Limestone Coast

17 Gordon Street
Naracoorte, 5271
Phone (08) 8762 4389

Marion

43 Finnis Street
Marion, 5043
Phone (08) 8306 4400

**Murray Bridge,
Hills & Fleurieu**

37 Swanport Road
Murray Bridge, 5253
Phone (08) 8534 2600

Northern

16 Gillingham Road
Elizabeth, 5112
Phone (08) 8259 5600

Onkaparinga

3 James Clark Road,
Noarlunga Centre, 5168
Phone (08) 8307 3700

Paradise & Eastern

61 Silkes Road
Paradise, 5086
Phone (08) 8337 4371

Riverland

60 East Terrace
Loxton, 5333
Phone (08) 8584 5866

Western

96 Woodville Road
Woodville, 5011
Phone (08) 8345 0577

**General Enquiries:
Phone 1300 13 66 33**

www.resthaven.asn.au

AGEDCARE ALTERNATIVES

Free aged care information service 8408 4600

Newsletter Submissions

Do you have an item for the 'Resthaven Review'?

Residents, clients and staff are strongly encouraged to submit items for publication.

Please give your items to Reception, or a staff member, to be sent to the Public Relations Department via the internal mail.

Alternatively, you can email items to pr@resthaven.asn.au.

Read online issues of the newsletter, and stay up to date, by checking our website:

www.resthaven.asn.au

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