Chaplain Welcome

On 7 June, a Commissioning Service was held at Resthaven Murray Bridge for the new Coordinating Chaplain, Shelley Alexander.

Shelley was joined by around 100 residents, staff, volunteers, family and friends. Special guest, Rev Philip Gardner, UnitingCare Placements Officer, officially commissioned Shelley as Coordinating Chaplain for Resthaven Murray Bridge.

Shelley says that ‘The occasion was a very happy one for me, and I truly believe that Resthaven is where God has called me to be at this time.’

All site Coordinating Chaplains are supported by volunteer Chaplain’s Assistants, and Resthaven Murray Bridge is no exception.

Shelley is pictured (above, fourth from left) with volunteer Chaplain’s Assistants (L-R): Rhonda Packer, Ann Puust, Ian Kluge, Shelley Alexander, Des Khul, Shirley Hack, Bev Villaver, and Coral Coulter.

Welcome to Resthaven, Shelley.

Hi from Stacey

Welcome to spring!

We congratulate Shelley on her recent induction service held at Resthaven Murray Bridge! She is pictured (right) with most of the Resthaven Murray Bridge Chaplaincy team. There are more fantastic photos like this in our ‘Out and About’ section (pages 10-11), showcasing just a sample of the variety of creative ways in which you enhance the wellbeing of people in the Resthaven community. There are bus outings, men’s lunches, pyjama days and Christmas in July – just to name a few!

How wonderful are Janet’s snowmen on page 11? I was just at Resthaven Aberfoyle Park, and saw the spring-themed display in their shop window, creatively made by volunteer Melinda. As the weather gets warmer and the days longer, we look forward to being able to spend more time outdoors, enjoying the breeze, sounds and sunshine. We thank you for making it possible for people to enjoy being outside with your support and companionship.

On page 7 and the back page we have included a range of volunteer opportunities, to keep you in the loop and share with friends. You might be the link in the chain.

Some important safety and infection control tips are worth a look on page 8, and you can test your brainpower as well with our ‘word hub’.

The latest news from the CEO, and residential and community services, round out pages 3-7. Don’t forget to check out the latest building updates on page 5.

Until next time, enjoy the sunshine.

Stacey Thompson
Manager, Volunteer Services

Above: The Resthaven Murray Bridge Chaplain’s Assistant’s team at the Commissioning service of new Resthaven Murray Bridge Coordinating Chaplain, Shelley Alexander.
What’s the Buzz?

Spread the Cheer (and the Word)

Volunteer, Ronna Fisher, is pictured above on her shop trolley round at Resthaven Paradise. During her travels, Ronna spreads her cheerful nature, engaging with people living and working at the home.

Ronna is just one of the many volunteers like you, who connect with the people whom Resthaven supports, in a myriad of areas. These include companionship, learning, creativity, entertainment and wellbeing.

We would like more volunteers.

We are particularly seeking new volunteers for Resthaven Northern and Onkaparinga Community Services, and Craigmore, Malvern and Mitcham residential services. Turn to page 7 and the back page for more details.
From the CEO

Quality

I am delighted that Resthaven was successful in recent Aged Care Quality and Safety Commission reviews.

Resthaven Community Services met 18/18 Standards Outcomes in the June Quality Framework Review and were re-accredited for three years.

Resthaven Craigmore and Resthaven Aberfoyle Park were re-accredited for three years. Several other residential sites met full compliance following assessment contact visits. Well done to all!

ACSA Award

In 2018, Resthaven was named South Australian Aged Care Provider of the Year in the Aged and Community Services Australia state Awards for Excellence. This was a great honour. As the previous year’s winner, we cannot enter the same award in consecutive years. This honour has now gone to another organisation for 2019.

I was humbled to have been nominated for, and subsequently awarded, the 2019 Aged and Community Services Australia Distinguished Service in Care Award for South Australia, presented on 19 July.

This award reflects the combined efforts of all those Resthaven staff and volunteers who work together with the older people who have invited Resthaven to support them in their individual wellness goals.

ACSA’s national awards will be presented in October.

$300,000 Scholarship Boost

In recognition of the importance of an appropriately skilled aged care workforce, the Resthaven Board has agreed to fund a further $300,000 towards scholarships at all three major South Australian universities, to support the future aged care workforce.

This extra investment in the future workforce is in addition to the existing scholarships Resthaven already supports at the University of South Australia, Flinders University, and the University of Adelaide.

We thank all three universities for partnering with Resthaven over many years on these scholarship programs, and look forward to continuing to work together to support the future aged care workforce.

Below: Richard Hearn (centre) with fellow award winners at the 2019 ACSA Awards on 19 July.

We have worked hard as an organisation for many years to seek to have aged care highlighted in tertiary institutions as an important area of work for graduates to consider undertaking.

This is complemented by the important role staff play in supporting student placements and making this a meaningful and rich learning experience for individuals.

It was very gratifying to learn that Nicole Cannon, recently appointed as Manager of Resthaven Craigmore, was one of the earlier scholarship recipients.

Royal Commission into Aged Care Quality and Safety

The Aged Care Royal Commission hearings began in February, with hearings in all capital cities and a number of regional locations, such as Broome, Cairns and Townsville. In addition, community forums are being held to offer an opportunity for members of the community to hear about the work of the royal commission and to offer ideas on the challenges, strengths and opportunities to improve aged care. A community forum was held in Adelaide on 12 August.

The Commission is reviewing all aspects of aged care and we trust it will ultimately mean better outcomes for older people and, of critical importance, increased resources committed by the Federal Government.

The Commission’s draft report is due at the end of October, with the final report now due in October next year, as a six month extension has been granted.

For more information, visit: agedcare.royalcommission.gov.au.

Continued page 4...
From the **CEO** (continued)

**Governance**

Resthaven hosted this year’s second Governance workshop of the SA Innovation Hub on Thursday 25 July at Head Office.

The 53 attendees from the twelve participating aged care organisations of the Hub comprised mainly of Board members and senior management representatives.

We were delighted that the Aged Care Quality and Safety Commissioner, Janet Anderson, attended to address the meeting of industry leaders and answer questions. President of the Australian Medical Association, Dr Chris Moy, also gave a valuable presentation.

**Board Update**

Resthaven has a capable and professional Board to oversee organisational governance.

Several long serving board members are due to retire at the end of the year, so I was pleased to welcome Annie Fabig to the Resthaven Board on 1 August 2019.

Annie (right) holds positions on several not-for-profit boards, including Palliative Care SA.

**Aged Care Reforms**

On 1 July, many government reforms commenced. These include the National Aged Care Mandatory Quality Indicator Program for residential care services. This involves three quality indicators related to the use of physical restraint, pressure injuries and unplanned weight loss.

These are in addition to the way Resthaven has been monitoring such areas to date, and their introduction requires a focused approach to establishing the new systems required by Government.

A new Charter of Aged Care Rights for both residential and home care service consumers was introduced (published in the winter edition of this newsletter). Service providers are required to assist consumers to understand the new charter and invite them to sign this document.

The new Aged Care Quality Standards came into effect on 1 July. These were also published in the winter edition of this newsletter.

Other reforms and regulation include further encouragement of open disclosure approaches to matters raised by consumers, and Home Care reforms such as the posting of home care package pricing on the MyAged Care website.

All home care package providers are required to publish their pricing information in a new standardised home care pricing schedule on the MyAged Care website and their own website. Resthaven’s published prices were adjusted to be consistent with the processes required by Government.

The Aged Care Quality and Safety Commission (ACQSC) has released the Open Disclosure Framework, which complements the new Aged Care Quality Standards.

**Clinical Governance**

Another related aged care reform is Standard 8, 3(e) of the Aged Care Quality Standards. Providers are required to demonstrate the use of a clinical governance framework.

Clinical Governance involves the integrated use of strong clinical leadership, policies, procedures, guidelines, planning, monitoring and the use of best practice principles to provide safe clinical care and sustainable clinical outcomes for consumers.

Resthaven has a well-established Clinical Governance model and related reporting and monitoring of outcomes. This includes the report we provide the Board Governance Committee. We have reviewed our systems against what is being defined by the Commission.

**Finally...**

At the heart of what we share at Resthaven is our commitment to supporting the quality of life of those older people who invite Resthaven into their lives. I thank you for your part in this good and important work.

Until next time,

Richard Hearn  
Chief Executive Officer
Several redevelopments and upgrades are in the works across Resthaven.

**Resthaven Leabrook**
An upgrade at Resthaven Leabrook is in the design stage. Plans include an upgrade of the reception area, café, and shop, along with the hairdresser and hall.

The design is currently being finalised, with works expected to commence in late October 2019. An artist’s impression of the proposed new cafe/reception area is above.

**Resthaven Bellevue Heights**
A redevelopment is planned for Resthaven Bellevue Heights to bring the Manson and Grevillea area together within the main residential home.

This will involve the construction of a new extension. The redevelopment will also provide more car parking and improve access to the site.

Information sessions were held for residents, families and staff in August, and works are expected to commence during the first quarter of 2020.

**Resthaven Marion**
Additional rooms are planned for Resthaven Marion, to provide rooms for residents when the ‘couples’ rooms are being used as premium singles (ie accommodating one person instead of two).

Below: The Resthaven ‘Lane Cottages,’ which were upgraded earlier this year.

Three new rooms will be constructed in the Koolkuna area, and one existing older room will be demolished.

Work is scheduled to commence in September, and expected to be complete by March 2020.

**Lane Cottages**
The upgrade of the external appearance of the ‘Lane Cottages’ at Resthaven Mitcham, including the cottage used by Resthaven Community Respite Services for group day respite programs, is now complete (below left).

The exposed brick was rendered and painted, with landscaping and new fencing. The drop off area for community service clients was also improved.

**Finally...**
These new projects aim to provide high quality amenities and living environments.

All the best,

Emmet O’Donovan
Manager, Buildings and Capital Projects
Accreditation

The new Aged Care Quality Standards commenced on 1 July. These standards require a strong and continued focus to ensure that residents and clients are at the centre of all that we do.

Resthaven has a Governance Model and a Clinical Governance Framework which ensures that consumers remain at the centre of all service provision. Our care planning processes are designed to promote partnerships between Resthaven and each consumer, and to respect and value the choices individuals make in regard to their care and services.

We have completed two re-accreditation audits at Resthaven Craigmore and Resthaven Aberfoyle Park, with both receiving three years accreditation. This is a credit to both homes, their leadership teams, and all of the residential site staff.

From May to July 2019, a number of our other residential homes had assessment contact visits from the Aged Care Quality and Safety Commission (ACQSC). Prior to 1 July, these were under the previous Accreditation Standards. Those from 1 July were assessed under the new Aged Care Quality Standards.

On 3 July, the ACQSC returned to Resthaven Mount Gambier to review the areas of non-compliance found earlier in the year. Their assessment was that we met full compliance in these areas. This was a wonderful result for the home and I extend my sincere thanks to all who assisted in this process.

Staff Movements

In July, Marian Greenshields stepped down from her role as Manager Residential Services at Resthaven Westbourne Park, after 13 years with Resthaven. Marian will return occasionally in a casual capacity to undertake some project work in residential services.

Pam Alde has taken the opportunity to change sites, and relocated from Resthaven Port Elliot to Resthaven Westbourne Park. Recruitment for a new Manager Residential Services for Resthaven Port Elliot is underway.

A ‘welcome and farewell’ morning tea was held at Resthaven Westbourne Park for Marian and Pam (pictured above) on 16 August.

We welcome the following new staff to the Resthaven residential services team (pictured below, L-R):

- Catherine Carroll, or ‘Cat’, Relieving Manager Residential Services
- Tammi Schubert, Care Coordinator, Resthaven Murray Bridge
- Ashley van Rynveled, Relieving Care Coordinator.

I am very proud of the strong staff and volunteer team who support those who live in Resthaven’s high quality residential care homes.

“In a world where you can be anything, be kind.”

Jennifer Dukes Lee
Quality Review
The triennial community services Quality Review was undertaken by the Aged Care Quality and Safety Commission (ACQSC) in June 2019. I am pleased to advise that Resthaven achieved 18 out of 18 Home Care Standards outcomes across Community Services.

The Review was based on the standards as they existed up to 30 June, 2019. However, from 1 July 2019, new Aged Care Quality Standards came into force.

The new standards apply to all aged care services, including residential care, home care, flexible care, and services under the Commonwealth Home Support Programme (CHSP). The new standards also apply to Veterans’ Home Care. The new Charter of Aged Care Rights also covers all aged care services. Clients received a copy of the Charter and were encouraged to sign it.

Reablement Focus
The government policy for the Commonwealth Home Support Programme (CHSP) is strengthening attention to a reablement mode of service. This means that new CHSP referrals will be very focused on reablement, with time-limited interventions that are targeted towards a person’s specific goal or desired outcome to adapt to some function loss or to regain confidence and/or capacity.

The support plans may include identified training in a new skill, home modification, or access to equipment or assistive technology.

Language no Barrier
Mrs Mara Lalic of Salisbury East may not speak English, but that doesn’t stop her from accessing support services to assist her to remain living independently at home – and it’s all thanks to Resthaven Northern Community Services Home Support Worker, Zora Peric.

Zora and Mara (above) met through the Macedonian community in Adelaide two years ago. Mara’s health was declining, but she was hesitant to use any support services. Luckily, Zora was able to reassure Mara, in her own language, to reach out to Resthaven for support.

Now Zora spends quality time with Mrs Lalic each week, assisting with meal preparation, shopping trips, and attending appointments.

Well done, Mara and Zora.

New Offices
Due to expansion, I am pleased to announce that Resthaven Onkaparinga Community Services will move into much larger offices that Resthaven has purchased at 3-5 James Clark Road, Noarlunga Centre. Following refurbishment, we expect to move in at end of 2019.

Onkaparinga Volunteer Opportunities
Office Relocation Supporter
In the excitement of the pending move of Resthaven Onkaparinga Community Services, a few things need to be organised to help the move flow smoothly. Someone with a level head, who is well organised and enjoys detail, would be a great asset during this time.

This role involves working with the Assistant Manager in the development, maintenance and implementation of the ‘office move task list’, for one or two half days per week, for around six months.

Service Promoter/Champion and Group Activity Supporters
The new Resthaven Onkaparinga Community Services premises will mean more and new group activities! It will be great to have people who would like to join in the promotion of services and pending group activities. If you are interested, refer to the Volunteer Services contact details on the back page of this newsletter.
Food Safety

A reminder to be aware of individual food and dietary requirements. We cannot provide food or drink to someone unless we know it is safe for them.

Staff will provide you with information about individuals. If you are ever unsure, please double check before providing food or drink.

Please check even if you have seen staff providing a certain kind of food, as individual circumstances may vary. For example, staff may have provided a piece of cake to a resident during a birthday party, so you may assume the person can always have cake. However, they may have diabetes, so too much cake may not be good for them.

Please ask the staff you work with for more information, and refer to pages 18-19 of your Volunteer Handbook.

Hazard Management

The cornerstone of Resthaven’s safety system is the identification, assessment and control of hazards. Resthaven encourages active hazard management to reduce injuries.

We all have a responsibility in identifying and reporting hazards to make our work environments safer for everyone.

Infection Control

The best way to prevent the spread of germs is by washing your hands. We recommend you wash your hands when you arrive on site, before you leave, and often during your stay, depending on what you are doing.

This includes after using the toilet, sneezing, blowing your nose, coughing, or using gloves.

Hand washing tips:

- It takes 20-30 seconds to wash your hands properly.
- It is important to wash your hands under running water, and with soap.
- Cover the whole surface of your hands. The common areas that people miss include between the fingers, backs of hands, nails and cuticles, and going far enough down the wrist.

- If you are right-handed, you may have a tendency to miss your right thumb, and likewise, you may miss your left thumb if you are left-handed.
- Dry your hands properly.
- The hand washing routine takes roughly the same amount of time as to sing ‘Happy Birthday’.

‘Word Hub’ Puzzle

How many words can you make from the letters in the wheel below? Each word must contain the ‘hub’ letter, H. There is one nine-letter word, and at least 15 others of five letters or more.

Can you find them all? (Solution page 12)
The Human Worth of our Neighbour

When I was much younger, I was told, as many others were, that there are two certainties in life: death and taxes.

I would like to add another item to that short list, and that is that we are all born as whole, precious human beings. We are all born with the same innate sense of value and worth.

Some of us may achieve high status in life and be greatly admired, and some may take a more lowly path. We all wholly share a fundamental sense of human value.

Historically, there are people who were treated as if they were lesser human beings. Slaves were treated as objects to be bought or sold. People with disabilities have been regarded as ‘not normal’—whatever that means.

The truth is that we are all imbued with a fundamental whole value, regardless of our abilities, age, achievements, family, or country of birth.

Rev Dr Trevor Whitney
Coordinating Chaplain Resthaven Craigmore

Dear Stacey, volunteers, and all the staff and residents of Resthaven Westbourne Park,

A very warm and appreciative thank you for the card and gift acknowledging my 27 year association with Resthaven.

After such a long time, it feels akin to leaving family, but the time was right to be closer to my own family.

I'm settling in and enjoying my new life in Western Australia, but hope to maintain contact and updates through future newsletters. Warm wishes to each and every one of you.

“For it is in giving that we receive.”
(St Francis of Assisi)

‘Thank You’

We recently received a letter of thanks from former volunteer, Shirley Turner (below), who retired after 27 years of service to Resthaven Westbourne Park.

An extract from Shirley’s letter is left. Thank you, Shirley!
Out and About

A Musical Afternoon at ‘Friendship Club’
The Resthaven Westbourne Park ‘Friendship Club’, led by volunteer, Helen, recently enjoyed a musical afternoon with talented musician volunteer, Wendy, on piano accordion and Viv on piano. Around 30 residents (right) enjoyed an afternoon of singing, with plenty of smiles and tapping toes as they sang alone to some old favourites.

Adelaide Hills Bus Trip
In June, Resthaven Bellevue Heights residents joined a bus outing in the beautiful Adelaide Hills, driven by volunteer bus driver Greg. The group stopped at the famous ‘Lane’ winery in Hahndorf (below), where they enjoyed refreshments and good company.

Men’s Group Lunch
In May, the Resthaven Port Elliot Men’s Group got together for a barbeque, hosted by volunteer, Mike – for no other reason than they wanted to spend some time outside before winter hit! Together, they spent a lovely afternoon sharing stories and laughing in the courtyard.

Pyjama Day
In August, Resthaven Aberfoyle Park held a ‘pyjama day’ to chase those winter blues away. Janet and Joshua (above, centre) are pictured with JoJo and Michelle of the lifestyle team, putting their best ‘onesie’ foot forward!

Lunch Outing
Christmas in July was celebrated by Resthaven Leabrook residents at the ‘Maid of Auckland’ (below). Bus driver, Peter, joined in the festive cheer!
Out and About

Christmas in July
Janet’s homemade ‘snow men’ were the hit of the day at the Resthaven Aberfoyle Park ‘Christmas in July’ celebration. The snowmen she made (right) touched many hearts.

Queen’s Birthday
In more news from Resthaven Aberfoyle Park, John delighted guests at the Queen’s birthday celebrations with his beautiful piano music. It was a lovely accompaniment to their high tea.

Feathery Fun
Heather and ‘Rafferty’ (below) delight residents across Resthaven Marion with Rafferty’s cheeky manner. Rafferty is always happy to sit on someone’s shoulder, and particularly loves to give ears a friendly tweak!

Good Company
Deborah spreads her cheer volunteering with both Resthaven Marion residential and community services. Deborah is pictured (left) with Les, enjoying each other’s company. In her roles, Deborah provides companionship, strolls in the garden, and supports the FAB (Falls and Balance) group.

Annual Memorial Service
June is a Chaplain’s Assistant and a talented pianist. She is pictured (below) playing for Resthaven Leabrook’s Annual Memorial Service. The music adds a much-appreciated depth to the service.
Volunteer Opportunities

In the North
Resthaven Northern Community Services at Elizabeth, and Resthaven Craigmore, would both welcome more volunteers.

Resthaven Northern Community Services would like a host for their Parkinson’s Group social gatherings. These groups are so popular that they hold two on the one day, each Wednesday.

Central Metro
Resthaven Malvern and Resthaven Mitcham would love to welcome more volunteers, every day.

A variety of group activities are held each weekday, including:

- Art/Craft
- Games
- Social
- Concerts
- Exercise
- News

Individual Companionship and Travellers for strolls in the outdoors, listening to music, sharing interests, enjoying company – creating and sharing spontaneous interactions

In the South
Resthaven Marion Community Services and Resthaven Onkaparinga Community Services are keen for more volunteers, to enhance what they do.

Resthaven Marion Community Services hold a wonderful and creative range of activities, including:

- Friday Club
- Move to the Groove
- FAB (Fitness and Balance)
- WOW (Wellness on Wednesdays)
- Memory Matters
- Health Moves

Resthaven Onkaparinga Community Services is looking for an Office Relocation Supporter, Service Promoter/Champion, and Group Activity Supporters. See page 7 for details.

Most people volunteer through being asked, or through someone. You may know someone, who may know someone. Thank you for sharing and inspiring others.

Volunteers change lives!

For more information, phone Volunteer Services on 8373 9036, email volunteer@resthaven.asn.au, or visit the ‘volunteering’ page of the Resthaven website: www.resthaven.asn.au.

Word Hub Solution (from page 8)
reach, theca, breach, chaperon, chapter, Dimension, machete.
reach, breach, packet, packet, packet, packet, machete, machete.
reach, breach, breach, breach, breach, breach, breach.

Some other words of five letters or more containing the hub letter H: chart, cheap, cheat, chert, chute, earth, hater, heart, parch, patch, peach, perch, ratch, reach, retch, teach, theca, preach, chapeau, chapter, chateau, trachea.