

Connections

Newsletter of Catholic Healthcare Summer 11



Catholic Healthcare wins two Better Practice Awards



Two of Catholic Healthcare's residential aged care facilities – St Catherine's Aged Care and Macquarie Care Centre – were recently announced as winners in the Better Practice Awards organised by the Aged Care Standards and Accreditation Agency Ltd.

The annual Better Practice Awards recognise quality improvement and better practice in aged care and are designed to encourage improvement and innovation across the industry.

The Accreditation Agency's Chairman, Mr Jim Harrowell AM, congratulated the Better Practice Award winners.

"Their efforts are testament to the high quality care in Australia's

residential aged care industry and they are deserving of recognition," Mr Harrowell said.

"The managers and staff at Better Practice Award-winning homes are going above and beyond in providing the very best care for their residents, and in many cases, residents themselves are active participants in these innovative programs."



Above: Macquarie Care Centre
Inset: St Catherine's Aged Care

Congratulations go to St Catherine's for their Pain Management Program, and to Macquarie Care Centre for their Sense of Worth Program. ■



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Food glorious food!

Good food is one of the simple pleasures in life and for residents in aged care facilities, meal times are one of the most important parts of each day.



Catering Services Manager,
Stephen Light.

Exciting changes have taken place at Catholic Healthcare's residential aged care facilities with the gradual phasing in of the provision of food services in-house. Food services were previously outsourced at most of Catholic Healthcare's aged care facilities. A new Food Services Division has been established to set up and manage the new process.

Alasdair Croydon, Chief Operating Officer, said, "We are very proud to have established a food services division that is delivering freshly cooked, tasty and nutritionally balanced meals to our residents."

An enormous amount of effort has gone into setting up the new Food Services Division and into the design of the new menus. Recipes and

menus, developed with input from a dietician and an executive chef, comply with strict government food safety requirements, and will change seasonally.

Catholic Healthcare has recruited chefs, cooks, and catering assistants as well as Catering Services Manager, Stephen Light, who has over thirty years experience in hospitality, the last seven years as Group Executive Chef in a high profile food services organisation.

According to Stephen, the Food Services Division has set the bar high.

"We are aiming to become the first aged care provider known for the quality of its food, in addition to the quality of its care. We want residents

to look forward to meal times with anticipation and to be comfortable inviting their family and friends to share meals with them."

So far, staff and residents have all embraced the new menus and recipes.

According to Alasdair, "The biggest highlight has been the positive feedback from staff and residents about the recipes and menus. I have even had suggestions that we publish the recipes in our own cookbook!"

The Food Services Division is working continually to improve. Residents will be surveyed to gauge their opinions and gather feedback, there is a structured education program in place for catering staff and a chef traineeship program planned for the future. ■

Cheesecake image by Simon Howden courtesy of freedigitalphotos.net

Omelette image by Suat Eman courtesy of freedigitalphotos.net

Brigidine House chef wins Aged Care Cook Off!



Alexis Santos on right with presenter Paul Mercurio

Each year Aged & Community Services Australia holds a competition to identify the best chef working in aged care.

On 14 September, Alexis Santos, Catholic Healthcare's Chef at Brigidine House, competed in the Aged Care Cook Off held at the Darling Harbour Convention Centre.

The challenge for Alexis, together with two other finalists, was to create a dish

from a 'mystery box' of ingredients, within a set time, with a core ingredient of fennel. Alexis created a gastronomic sensation in the form of a fennel risotto with chicken breast.

After a blind tasting, Alexis was declared a joint winner of the competition together with another finalist. Alexis will defend his title at the 2012 Aged Care Cook Off which will be held in Brisbane.

Soaring with a song on the wings of the Ageless Angels



The Ageless Angels are a community choir coordinated by Catholic Community Services who came together in March 2009 with one thing in common, a love of music. The members include clients from the community, day and respite programs, carers, friends, and family of clients, staff and volunteers.

As volunteer conductor, Julian Duckworth, extols, "It's a happy, worthwhile and evolving activity for us all. You need (in this order) a smile, a reasonable voice (but you don't have to be Yvonne Kenny or Pavarotti), and a wide open mouth to let it all come out. You won't stand out, we all have wide open mouths, and so we should. It is a choir!"

The benefits of being an 'Ageless Angel' are best demonstrated in the words of one of our attending clients.

"I cannot wait for every second Wednesday to come by, to do

what I have always loved best (music and singing) along with seeing all the lovely friends I have made and sharing a cup of tea and cake with them after, which is definitely my highlight of the week!

"Considering none of us knew each other before this, we have grown together, become very close and miss anyone who does not come for practice, for whatever reason! This strong bond and community spirit is so lovely to witness and all credit has to go to the staff and volunteers at Catholic Community Services, who have encouraged us all the way,

keeping up our confidence!"

The choir rehearses fortnightly and choir rehearsals are followed by refreshments. As Conductor Julian states, "The whole experience is very enjoyable, very relaxed."

As a final word from a client, "What I have, personally, got out of being part of this choir, is all positiveness, happiness and laughter, making the dreadful times a bit easier to handle." ■

Corporate volunteers help with Chantal makeover

Catholic Community Services has a home-like cottage in Waitara called 'Chantal' from which dementia specific day centre activities are provided. Chantal also offers overnight respite to carers from their caring role.

Chantal desperately needed a makeover and Bunnings Warehouse Thornleigh, Gordon and Carlingford offered their time and energy to help

paint part of the interior of this much loved and very busy cottage.

Under the expert guidance of James, the Maintenance Manager, this hard working and enthusiastic group of Bunnings Warehouse corporate volunteers made Chantal look bright and attractive with its new colour scheme.



Bunnings volunteers

Catholic Community Services thanks Bunnings Warehouse for releasing its staff for two days to help achieve a fresh and revitalised environment for clients.

Lourdes Hospital welcomes patients

After an extensive redevelopment of the service, patients were welcomed to the new Lourdes Hospital and Community Health Service (Lourdes), Dubbo, in August, 2011.

Alison Loudon, Health Service Manager, said, "This is a significant and exciting development for health care in Dubbo and across Western New South Wales. We are delighted to be able to welcome patients to our contemporary and state-of-the-art rehabilitation facility."

Lourdes Hospital, which provides palliative and rehabilitation care, serviced the community of Dubbo and the surrounding areas for over 50 years before it was decided the original buildings needed redevelopment. After a concerted community campaign over several years, Catholic Healthcare was successful in securing funding from NSW Health for 80 percent of the new hospital's costs.



The new hospital includes a state-of-the-art gym and a hydrotherapy pool. It houses 34 beds for specialised rehabilitation, palliative care, transitional care and geriatric assessment together with community and outreach services.

A stunning painting was commissioned for the foyer of the new hospital from local artists, Betty Rankmore and Beverley Peschka. Entitled "Journey", the painting tells the story of patients journeying to and from Lourdes. The many animals and the rivers represent



Above: 'Journey' by Betty Rankmore and Beverley Peschka
Inset: The new hydrotherapy pool

the different communities and areas from which patients come, while the large cross in the centre tells of Lourdes' healing ministry. ■

Les Ahoy appointed to the NSW Ministerial Advisory Committee on Ageing

Catholic Community Services (CCS) Aboriginal Service Development Coordinator, Les Ahoy, has been appointed to the NSW Ministerial Advisory Committee on Ageing following his work with CCS and other charitable organisations.

As a representative for the Aboriginal and Torres Strait Islander community, the new role is a great achievement for Mr Ahoy, who is also of Aboriginal descent.

Les said the new position has given him, "the opportunity to influence services and policies for Aboriginal people at a higher level".

In conjunction with Catholic Community Services, Les aims to create awareness of the key issues

affecting Aboriginal and Torres Strait Islander people in order to achieve a more balanced perspective.

"The position will compliment Catholic Community Services in what they're trying to do with Aboriginal health services, and through my role we can develop policies that reflect the Aboriginal community as well as the elderly.

"I am looking forward to continuing my work with Catholic Community Services and the Ministerial Advisory Committee on Ageing, and for Catholic Community Services to be the number one Aboriginal community service provider," Les said.

The Ministerial Advisory Committee on Ageing makes recommendations



CCS Aboriginal Service Development Coordinator, Les Ahoy

to government about the needs of older people. The committee currently has 14 members who are selected for their experience and expertise, and meets up to six times a year to discuss relevant issues with the Minister for Ageing.

2012 Pathways through the Maze National Squalor Conference

“Catholic Community Services continues to provide strong leadership in the provision of comprehensive services and information for those affected by situations of squalor and hoarding” said Janis Redford, General Manager of Catholic Community Services.



“Our inaugural National Squalor Conference in 2009 demonstrated the enormity of the impact that squalor and hoarding has on many people’s day to day lives. The consequences of squalor and hoarding behaviours present an enormous number of challenges, both for the person who lives in these circumstances, as well as for others affected by their problem,” Ms Redford added.

Funding from the NSW Department of Aged, Disability and Home Care has enabled Catholic Community Services to provide hoarding and squalor services across four regions of NSW - the Hunter, Sydney, Illawarra and the Southern Highlands.

An initiative of the original Severe Domestic Squalor Program was the

development of the web based Squalor and Hoarding Toolkit launched in 2010. The Toolkit, funded by the City of Sydney Community Services Grants Program, provides a step by step guide to intervention and also provides a directory of relevant services in the City of Sydney local government area (LGA) for professionals and community members who wish to gain direction and further information on what to do if they encounter people living in squalor. The Toolkit was designed to be used as a template for other LGAs wishing to adapt the resource to their specific area.

“The Toolkit provides another important means of continuing the work already started by Catholic Community Services,” Ms Redford said.

“Last year Catholic Community Services staff participated in fact-finding trips to the United States, Canada, the United Kingdom and the Netherlands to further develop understanding and expertise in the area of squalor and hoarding. Many valuable collaborative practices have been initiated and these will provide a firm platform for future work in Australia,” Ms Redford added.

The 2nd National Squalor and Hoarding Conference will be held on February 21-22 2012, at the SMC Conference and Function Centre, Sydney. The Hon. Barry O’Farrell, Premier of NSW, has been invited to launch the conference and Julie McCrossin will host the two day event. ■

Catholic Healthcare joint research helps dementia sufferers

Catholic Healthcare recently participated in research on the end of life care of residents living with advanced dementia. Working together with HammondCare and Flinders University, the research sought to implement and assess the value of a case conferencing approach to resident care.

Case conferencing, common in hospital environments, is a meeting that promotes a team-based approach to care planning, information sharing and communication. It is aimed at quality, person-centred outcomes and seeks input from the resident (if able), their family members and their health care professionals.

Fiona Kendall, Learning and Development Manager, said, *“It is estimated that over half the residents living in residential aged care services in Australia suffer from dementia. How we care for these people and their families is a huge issue that effects the lives of thousands of people.”*

The research revealed there are enormous benefits of a case conferencing approach in residential aged care.

According to Fiona, *“The research showed that a shared understanding of the likely progression of the disease and the individual needs of the residents during the various stages, produces much better outcomes for*

those residents. Families who can be engaged in case conferencing tend to feel much more satisfied with the care that their relatives receive. We will be pursuing case conferencing further in Catholic Healthcare.”

One practical outcome of the research was the development of a case conferencing toolkit to assist those involved in the care of the resident who may be unfamiliar with a case conferencing approach.

A relative involved in the research commented; *“It was great to have the carer there who is involved in mum’s care. She and I speak all the time now.”*

Award winning village gardens – Ozanam Villa Lismore takes first prize!

It was quite an honour for the residents of Ozanam Villa to take out first prize in the 2011 Lismore Garden Club Spring Garden Competition. Competing in the category for Business, Factory, Hospital or Church, Ozanam Villa was a clear winner and the picture below shows why!



Gardens at Ozanam Villa, Lismore

The village community were asked about their favourite spring flowers at resident meetings leading up to the event. These were then incorporated into the gardens surrounding both the village and the hostel and the results were spectacular!

Special thanks must go to village resident Ron McFadyen for his work in maintaining the communal gardens and in assisting other residents with their own gardens. The award is lovely recognition not only of the gardens but also the community that has nurtured them.

Congratulations to all staff and residents!



A new lease of life



Ken became known to Catholic Community Services when he was referred to "Healthy At Home", a six week program for people that are at risk of being admitted to hospital.

Ken's health was poor and as a result his mood was low. When Catholic Community Services' staff would visit Ken, he would have tears in his eyes and talk about how lonely he felt. At the same time, a lovely little dog called Champ was also feeling lonely. Champ's 90 year old owner who lived

in a Catholic Community Services' Group Home had passed away and Champ was homeless.

When Ken's case manager heard about Champ she set up an initial meeting between Champ and Ken in the hope that Ken would adopt Champ. Ken was unsure if he wanted the responsibility of owning a dog but Champ, in the matter of a few hours, managed to melt his heart. Ken agreed to look after Champ until the end of the day to allow the case manager to go to work and then pick him up again. At 4pm, Ken called to ask if Champ could stay for a few days to "see how he goes".

Ken and Champ have now become best mates. Last time Ken's case manager visited, Champ was sitting on the lounge with Ken. In the past, the curtains would have been closed and the room cold and dark but not this time. Ken opened the door with

a beaming smile, the curtains were drawn open with the sun streaming in, classical music playing and Champ was sitting on the lovely lounge grooming himself happily. Ken was a different man. He was freshly shaven, the house was immaculate and his veggie garden had new seedlings planted.

Ken was happy to have a story written about him as he wanted others to know the difference that a pet can make. "He (Champ) changed my life and gives me a reason to get out of bed," Ken said.

Ken was case managed by Catholic Community Services for approximately a year but no longer requires this support due to the new lease of life Champ has given him. Ken is not the only one to benefit from these arrangements, little Champ has found a new lease of life too.

Traineeship nurtures great nurses

Most students experience some challenges in undertaking their studies regardless of what those studies might be. Imagine the difficulties for students who have no residence other than their car or who are the first members of their families to attend formal training.

These are the circumstances faced by some of the trainees who recently undertook the Indigenous Traineeship Program, a joint initiative between Catholic Healthcare and training organisation, The Replay Group.

Fiona Kendall, Learning and Development Manager, Catholic Healthcare, said, "We chose to participate in the program for two reasons. First, we have indigenous residents and we wanted to be able to offer them culturally supportive care. Second, it allowed us to give employment opportunities to a group of people who can be marginalized and have trouble finding employment."

Trainee at St James Villa, Matraville, Michelle Back, says, "I am a single mother of five children ranging in ages from 13 years to 22 years. I have a seriously ill son who has spent most of his 19 years in hospital which I do believe has inspired me to pursue this career opportunity.

"I have always aimed towards care service/nursing and do have an affinity with the elderly. As always with starting new adventures in life there is apprehension but I have settled in and have a great rapport with my colleagues. I have been given a

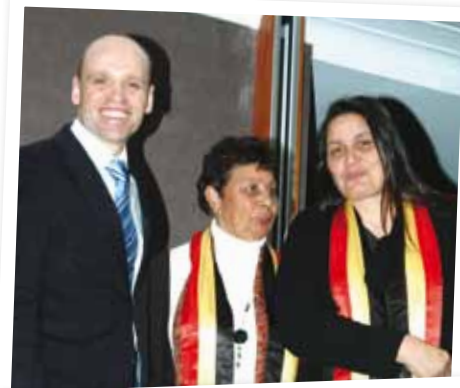
chance in life to open the doors to the field I want to work in.

"I have achieved my certificate in aged care and also experience in an aged care facility. Also I have shown my children there are possibilities in life; you just have to reach out for them. Hopefully I will be accepted to further my career and study a Bachelor of Nursing."

Cathy Norton, Residential Manager, St James Villa, said, "I agreed to participate in the program to give an opportunity for the trainee to gain valuable experience in aged care. But it has been a two-way street; the biggest benefit for us has been Michelle herself! She has been an absolute delight and I am hoping she continues her studies and becomes a registered nurse."

Not only employment has resulted from participation in the program! Trainees have achieved their Certificate 111 in aged care, two trainees are considering further education as registered nurses, and Catholic Healthcare is supporting more trainees under the program.

Cathy Norton said, "I was so pleased with Michelle's progress that I have recently accepted another trainee



Above Top: L to R: The Hon Mark Arbib, Minister for Sport, Indigenous Employment and Economic Development, Social Housing and Homelessness; Aunty Neita Scott, Senior Member, Replay's National Advisory Committee; and Michelle Back.

Above: L to R: Aunty Neita Scott and Cathy Norton.

through The Replay Group and I know I have another great nurse to nurture."

Catholic Healthcare proudly accepted a Platinum Award from The Replay Group for its support of the Indigenous Trainee program. We congratulate all those who have participated. ■

Living Conditions Project now delivered in four service areas

In September 2009, Catholic Community Services was successful in receiving a grant from the NIB Foundation to pilot a Living Conditions Project in the Hunter Region. The project was designed to deliver coordinated case management and clean up services to people living in poor living conditions, including domestic squalor, and to those who hoard.

The specific outcomes to be achieved through the project included:

- an improvement in clients' living conditions;
- a decrease in the number of clients living in squalor;
- increased awareness within the human services sector of the needs of clients living in domestic squalor;
- more appropriate linking of clients with support and health services; and
- a reduction in tenancy breakdown.

The Living Conditions Project works with some of the most marginalised, hidden and isolated client groups and is unique within the Hunter. Catholic Community Services' experience has been that no one agency will work with these clients as their living conditions often present a range of occupational health and safety risks. The pilot evidenced that a designated service was essential to provide the coordinated service response required to achieve positive outcomes.

Celebrating Foundation Day



L to R: Gold DOVE award winners with Catholic Healthcare's Managing Director: Jill Paull, Alison Loudon, David Maher, Janine Cottees, and Carol Nowak.



Above: L to R: David Maher, Sr Joanne Kirk RSM, and The Right Rev Msgr Robert McGuckin, VG, EV of the Diocese of Parramatta.

On 21 July each year, Catholic Healthcare celebrates its Foundation Day.

This year, members of our Trustees and Board joined Catholic Healthcare's Members Representatives, staff and guests for Mass and morning tea at the chapel at St Peter's residential aged care service, Lane Cove.

The Right Rev Msgr Robert McGuckin, VG EV of the Diocese of Parramatta, led the liturgy. As part of the service, we welcomed and affirmed our new Managing Director, David Maher, who

declared before the congregation his intention to uphold the mission, vision and values of the organisation as he led it into the future. We also congratulated four employees who received a Gold DOVE award for their exemplary service in the period 2010-2011.

Further celebrations were held in the afternoon for those of our corporate office who were unable to

attend Mass, and our services each acknowledged and celebrated this special day in ways that worked best for each community.

Catholic Healthcare is now 17 years old and the vision of our founding Members to create a vibrant ministry that promotes life to the full is being richly fulfilled. ■

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