



NAZARETH HOUSE - BALLARAT

NEWSLETTER

October 2017

218 Mill Street, Ballarat VIC 3350
+ 61 3 5329 5100

General Manager - Tanya Barun

I was first introduced to the aged care sector over two decades ago as a fresh-faced nursing student from La Trobe University. I distinctly recall one of my first job placements at a metropolitan facility whereby I was confronted with unacceptably low standards of care – I won't divulge what I witnessed yet the era before the Aged Care Act 1997 came into effect galvanized me for a lifetime and have since driven me to seek the highest possible outcomes for residents and staff alike.

I'm committed to driving quality outcomes for residents and ensuring that the service we deliver is person-centred and exemplary. It is wonderful observing the care that is delivered to our residents that epitomises the core of Love, Compassion, Patience, Respect, Justice and Hospitality. Equally I would like to acknowledge the Sisters and our wondrous volunteers who support and assist our residents. It really makes a difference to the residents and their quality of life, and it matters that they can develop strong relationships with the wider Nazareth Community.

I am proud to work for an organisation that fosters cohesive working relationships and cares deeply for the welfare of every single employee. Happy staff means residents will continue to receive outstanding care. In collaboration with my managerial colleagues, we aim to continually enhance the staff culture and we also aim to encourage the pursuit of excellence and innovation. Our Wellbeing & Lifestyle Manager Alice Haley has begun studying for her Bachelor of Dementia which will assist and inspire all our Lifestyle employees, nurses, carers and support staff. I know every staff member regardless of their position strives to make their residents feel valued and adheres to the values of Nazareth Care and our person-centred approach.

Sister Superior - Sister Elisapeta

Welcome to our first newsletter for 2017. On behalf of the Sisters I wish everyone God's abundant blessings. It's important for you to know that the Sisters pray continuously for your intentions and your loved ones. We would also like to hear from anyone whether be a resident, staff or a visitor who might be in need of prayers, someone with a special intention or someone who might be sick. If you wish to do so, please fill out the referral form available at all nurse's station and leave the form at the reception or at the superior's office.

The Sisters have regular schedule time for prayers and community exercises as part of our religious commitment. We have expositions of the Blessed Sacrament on Monday, Wednesday, Friday and Sunday in the main chapel on the 1st floor. Anyone who wishes to join the Sisters, residents and volunteers during these times will be most welcome.

We are so privileged to be able to have the daily Mass in our place each morning, regardless of the weather! Our Sunday Masses usually attract many people from the wider community in Ballarat and beyond. A number of regular visitors attend the weekly Novena to Our Lady of Perpetual Succour every Wednesday at 7pm in our main Chapel.

We have in Ballarat the community of five; Sr Luke, Sr Paula, Sr Mirin, Sr Teresa Clare & myself. One of the ways to show your support of the Sisters of Nazareth is through your prayers. Pray for more vocations so that our community will expand and gain more Sisters to carry out our ministry in Aged Care and in education.

A young woman from New Zealand, Elise, spent a fortnight with the Sisters as a discerning period for her to determine whether this is the life God wants for her. She is no doubt would like to visit us again in the near future. Remember Elise and other young women are thinking to take the same path. The Sisters are passionate to see that our number will grow and our presence will remain in any of our Nazareth Houses for a long time.



Sister Superior - Sister Elisapeta cont'....

PASTORAL CARE TEAM

All the Sisters are involved in Pastoral Care, supporting and assisting the staff and being there for our residents. Besides the Sisters; we have a team of lay people who are the regularity in administering Holy Communion to the residents. We owe a huge gratitude to these wonderful people who demonstrate such commitment and love for what they do. Thank you to all who support the work and the Mission of the Sisters.

Father Kevin Condon, our chaplain has been convalescing following a major operation. During his temporary absence from the facility we have secured a number of Priests from the diocese to celebrate Mass for us. As I mentioned before at meetings if a resident wishes to see the Priest, please contact the reception staff who will inform the Sisters or the Pastoral Care team. We will then respond to the resident's needs.

The Pastoral Care team are looking at opportunities to ensure the residents' spiritual needs are met during the shortage of Priests this month. Anyone wishes to join this team please contact the Reception Staff. At weekends, speak to any of the Sisters to make an appointment.

Once again, thank you for your prayers and support in many ways.

May God's abundant blessings, peace, love and mercy be with you and your loved ones

CATHOLIC SERVICES

TUESDAY - 9.30 Rosary and Communion

WEDNESDAY - 9.30 Rosary and Mass

FRIDAY - 9.30 Rosary and Mass

ANGLICAN SERVICE 10:00

1st and 3rd Thursday of each month

UNITING SERVICE 10:00

4th Thursday of each month

HOLY FAMILY CHAPEL GROUND FLOOR

Quality Coordinator Kylie Larkin

Here at Nazareth Care Ballarat we are very dedicated to Continuous Improvement across all four Accreditation Standards. In response to resident feedback we have decided to review our four week menu with recommendations from our Dietician, Hannah and Catering Manager, Ross. The new menu will be trialled and then evaluated after four weeks with a survey completed by the residents.

Following education from Alzheimer's Australia our well-being and lifestyle program has introduced Montessori Method based activities. These activities have been very successful especially with our memory support residents.

HealthCare2You have visited onsite this week focusing on Optometry with approx 20 residents having their eyes tested.

Key staff members attended Incident Commander Fire Training held by Wormald onsite. Staff received training on Warden role and responsibilities, EWIS, WIP phones and extinguishers. Evaluations of this education supports that it was a very informative and beneficial session for staff. Orientation fire training will now be amended to reflect training.

4 staff attended "O'Shea Train the Trainer" No Lift program in Melbourne early last month. No Lift Coordinators will now implement and conduct manual handling competencies with clinical staff.

KPI's are now being collected quarterly with the first indicator being Falls/Falls related fractures. Kpi's provide a framework for measuring key aspects of care & service delivery. We now move onto Kpi data for pressure injuries for the next 3 months.

Our Resident/Representative Satisfaction Survey has been distributed and responses are coming back reflecting an overwhelming positive feedback. Our Employee Engagement Survey was also conducted with all staff encouraged to complete this. This survey closed last week and results will be analysed and published.

Audits continue monthly as per schedule, recently conducted were communication and ensory loss, pain management, OH&S and Regulatory Compliance.



If you have any questions about quality or accreditation at Ballarat, please feel free to discuss this with me.

Administration Manager Jill Goldsmith

I have been with Nazareth House Ballarat for the past four years. I worked as a Personal Care Assistant for nearly two years then moved into the Reception role at the end of 2015, then moved in to my current role of Administration Manager at the end of 2016. The background knowledge I already had with the House, staff and residents meant that I could hit the ground running (so to speak) and I've never stopped!

As always we have been very busy this year, and things don't look like slowing down any time soon. We have welcomed a number of new residents to our Community this year, and with that we have had to say goodbye to a number of residents as well. It is always a bittersweet moment, but the gratitude and emotion expressed by residents families help to remind us why we do what we do. It is all about providing quality, person centred care to support Residents in their golden years.

We are also starting to welcome the new residents to the newly redeveloped Independent Living Units, we really do appreciate the patience of our new residents in getting them settled in their new homes. It has been very exciting to see such a long awaited project transition to the next stage.

The Administration Team is made up of Sarah Drysdale in Staff Support, Amanda Cull in Reception and myself as Administration Manager. We work together to support each other, the Management Team, Sisters and the House as a whole.

Please remember to update Administration with new details for staff and residents, ie. Medicare, Pension Card details, Next of Kin/Contact person details and current email addresses, this ensures that our records are kept up to date and ultimately helps us serve our residents better.

I have also taken on the role of Return to Work Coordinitor in the Ballarat House, completing the required training in February this year. We are very fortunate to have a low number of incidents requiring Workcover intervention.

We continue to look for ways to improve our customer service to our residents and staff, so if anyone has any suggestions, please feel free to contact Sarah, Amanda or myself, or pop your suggestion on a Quality Improvement form and place it in the box provided.

Administration Manager Jill Goldsmith cont'...

I would also like to take this opportunity to thank the Staff, Managers, Regional Support Services staff and the other Nazareth Care Administration Managers who have supported me in my new role, they are always happy to answer questions and provide assistance when asked. I really do appreciate it. Thank you.

Reception/Administration Amanda Cull

I first started working for Nazareth Care in Ballarat nearly six years ago as a PCA. Spending a lot of my time as a child with both of my grandmothers at various Senior Citizen functions I have always wanted to work with and around the elderly.

Once my two boys entered high school I decided to enroll in the course to become a PCA. In my five years working as a PCA with Nazareth Care I have enjoyed meeting all of our wonderful residents and their families.

In 2016 I was given the opportunity to take on the position of Receptionist. In the last eight months I have spent at Reception I am enjoying the challenges of learning new things about the great organisation we work in.





ACFI Coordinator Kate Cash / Karen Jordan

Both Karen and I continue to pursue optimal ACFI claims to maintain the optimal level of care staff to provide quality care for all our residents. Our role as ACFI Coordinators is to ensure that each resident is receiving the accurate amount of Government funding according to their individual care needs.

Karen and I have shared this role for 2 years now, with Karen mainly focusing on assessment completion and Care Planning whilst I manage the Pain Therapy Clinic for RNs and Physiotherapy treatments and audit the appraisal packs for completeness and accuracy. Together we conduct regular and constant ACFI reviews and submit them online to Medicare.

Our systematic approach to ACFI and ongoing consultation with nursing and care staff also ensures that any deterioration in a resident's condition is identified quickly and an ACFI reassessment is commenced. I think we are a great team utilising well our individual qualities.

There are new challenges now with the recent legislated changes to the Business Rules and User Guide, which decreased scores for the Complex Care Domain commencing on January 2017. This has impacted on all ACFIs submitted after that date, with the Complex Health claims being submitted lower than our previous ACFIs. However we strive to maximise claims at all times as ACFI contributes over 70% of our revenue, so is a vital component in the successful operation of the organisation.

Watch this space for further updates!



Winter Ball

Wellbeing & Lifestyle Manager Alice Haley

We (the Wellbeing & Lifestyle team) have been having such fun with our residents over the last couple of months, now the weather has turned cold here in Ballarat (ok, downright freezing!) we are turning our attention to the different activities we can do indoors to keep ourselves busy and entertained. Some of these activities include;

- The highly contested AFL Footy tipping
- Movie Matinees – Comedies always a favourite
- Knitting Club – currently knitting mittens
- Strength Exercises and Yoga
- Current affairs and discussion group – (I think the topic of “Donald Trump” is now banned...)
- Computer club – who knew so many people wanted to know how to play games on the computer?
- Men's Shed
- Carpet Bowls
- The good old bingo and we now have a “bridge club”
- Cooking, bus trips and the favourite “High Morning Teas” with cream cake

A big thankyou to all the volunteers who come in to perform for the residents there is such talent in our community.

In June we celebrated Larmenier week with all things French. The highlights for the lifestyle team was the French morning tea where all the staff dressed up “French” and the “Winter Ball” which we hosted on the Friday afternoon – “Dancing in Paris”

A big thankyou to David Murray for providing the entertainment for the afternoon.



Mens Shed

Care Services Manager Ricky Relouw

My goal for Nazareth Care is to harbour strong staff relationships across all work-roles within the care team so that we can all deliver the highest possible care to residents together.

Developing a strong rapport resonating throughout our employee base ensures we're delivering client-focussed care, meeting the demands of those core values Nazareth Care is built upon, and adopting compassion and respect as a mantra to live by in our everyday life.

I want to improve outcomes for every single employee both in their personal and private lives. How do we do that? By maintaining a good 'work/life' balance, so that we're the employer of choice for aged care staff across the Ballarat region, and so staff feel as though they have adequate flexibility to balance the demands of the modern-day working world.

I have vast experience in Change Management and (having worked across the Healthcare sector for 26 years) I've been improving the Information Technology systems at Nazareth Care adhering to regulatory compliance. I believe we can move towards a "21st Century I.T revolution" as I like to call it.

I'm ensuring clinical and care staff stand together and abide by the values bestowed upon us by the Nazareth mission, because if we can do that, we can be unstoppable in our pursuit of exemplary care for residents.

Clinical Care Coordinator Danielle Fisher

I began my aged care journey in 2011 and have enjoyed my role as Clinical Care Coordinator throughout the last 18 months. I want to see strong outcomes for residents, I want to see them enjoying the twilight of their lives alongside their family, and I believe all staff members can assist that process in their working roles.

Alongside Heather and the new Clinical Care team we are striving for best practice in every facet of our role, moving steadfastly towards accreditation so we can become the aged care provider of choice not just in Ballarat, but across the State.

I'm most proud of the palliative care services we provide. When residents have lived their last days in dignity, peace and serenity surrounded by family and the Sisters, I truly believe the best possible end of life care exists right here at Nazareth Care.

Following on from that, I believe we also have the most fulfilling workplace for all employees to cherish their respective roles, and to feel as though Nazareth Care is their home away from home.

We have the great privilege to work with our residents in their new home – a privilege we should hold dear to our hearts.



Property, Maintenance & Support Services Manager Dan Houlihan

The first half of 2017 has proven to be a busy and rewarding period for the Property and Maintenance team at the Ballarat House.

We have completed ten new Independent Living Apartments, nine on the first floor and one on the ground floor with new residents starting to move at the time of this writing. The apartments range from single bedroom through to three bedroom and have been fitted and finished in a contemporary style, a modern feel that balances well with the heritage aesthetic of the Ballarat House. The project has been an enjoyable process that has involved many contributors and contractors alike.

I would like to take this opportunity to thank the principle contractor S.J. Weir Pty Ltd. for their professionalism, flexibility and patience during the course of the project; they are a pleasure to work with. I would also like to thank the maintenance staff here at Ballarat for their input and assistance during the project, with a special thank you to Tony Moore whose knowledge of the facility is encyclopaedic, which saves a lot of time when looking for a water pipe or valve that doesn't appear on any AS BUILT drawing.

Along with the completion of the Independent Living Apartments the team has had plenty of smaller projects to keep busy with as well as the day to day maintenance and preventative maintenance tasks. Charlie our gardener as always has been kept very busy maintaining the grounds and ensuring that our residents have beautiful outdoor areas to enjoy.

We have also amalgamated the PMM role with that of the SSM role. I will be managing the cleaning staff and laundry staff in their daily tasks and routines. The cleaning and laundry staff are both great working groups and I look forward to supporting them as we progress, always looking for ways that we can improve in our delivery of excellent service and care for our residents.

Getting to Know You - Employee Kylie Larkin

I've been working at Nazareth Care for 16 years and have an enduring love for the facility. I began my career as an Enrolled Nurse and have been Quality Coordinator for 14 months.

I'm committed to continually improving the facility – making sure residents are well cared for, that staff are content in their roles, and ensuring our Continuous Improvement Plan remains firmly on track.

Speaking broadly, improvements at any facility take time and Nazareth Care is no exception, yet I remain committed to evaluating and sustaining every valuable improvement because every aged care facility must continue to improve always and in all ways.

I love caring for residents because I myself do not have any grandparents, so for me personally I have a special underlying connection with the residents I come into contact with, and I stand ready to advocate for their specialised needs.

I have a particular interest in improving the quality of life for residents living with Dementia, utilising our great Memory Support Units, and am also grateful for the fantastic work Alzheimer's Australia does in partnership with us at Nazareth Care.

WHAT DO YOU CALL AN
ALLIGATOR IN A VEST?



AN INVESTIGATOR.

Getting to Know You - Resident George Albert Prolongeau

Born in Sebastopol on March 8th, 1917 George Albert Prolongeau, sixth child of John and Alice Prolongeau. My childhood memories of growing up in South Ballarat, despite being hard, were some of the best times of my life.

Now that I am 100 years of age, I feel qualified to write a brief note telling of the transformation, i.e. the changes and practices, which have taken place since I was a young boy.

I was born in my parent's small cottage in the year of the 230th anniversary year of the French Revolution. My parents lovingly cared for me as best as they were able. I started school at the age of four and a half years; I lived only forty yards from the school and it was the only school I ever attended.

I started working in the family gold mine before I turned fourteen years of age. This was in the depression years – a poverty not experienced in Australia today. Bread cost 5 pence a loaf, and we grew our own vegetables. The grocer – in his horse and jinker, called in for the order and delivered the groceries next day. The butcher came around in a box-like cart pulled by his horse. Windfall apples were three pence and a meat pie four pence.

It was the time of wood fires and kerosene lamps. Saturday was bath night in a tub on the kitchen floor. I had my first ride in a motor car when I was nine years old. Petrol cost one shilling and sixpence per gallon and you could buy two gallon tins of this colorless fuel that come packed in a box.

I was lucky enough to be a passenger on a train to Buninyong from Ballarat, which only a few people can say as it closed to passengers in 1930. It was known as the 'Bunny Hop Line'

I worked on an early morning milk delivery for five shillings per week, as well as helping to exercise grey hounds for two shillings and sixpence per week. My mother was grateful for the money.

I always had a flair for writing – essays and poetry. I won the boys section of the Ferguson Annual Literacy competition two years running, receiving 12 shillings and sixpence each time – a positive windfall. The gold from the mine was worth four pounds, two shillings per ounce. Many families lived on thirty shillings a week – but we managed - we had to.

Pardon me for saying so, but those times are often referred to as 'the good old days'. We never locked our doors and to the best of my knowledge neither did any of our neighbors. About once a fortnight my father put lighted newspapers up the chimney to burn the soot out with the flames reaching out the top of the chimney top. The neighbors were accustomed to it.

I spent five years in the army during WWII and was a corporal in field ambulance serving in the South West Pacific Area.

Having no secondary education I sought to complete my English studies via correspondence via Melbourne Technical College which cost fifteen shillings. I also completed studies at cooking school and a bull dozing and earth moving course. Nutrition and dietetics were studied on my own accord through personal research and investigation. Here I am now at 100 years looking for a little 'Respite' and where better to find it...but at the....



Village by the Lake

The word BALLARAT is an aboriginal word
Here is the meaning in case you've not heard
Camping or resting place - what a pity
Ballarat has developed into a mighty city
We have our own VILLAGE – here by the lake
Respite here is not hard to take.

It is not really a VILLAGE in the common sense
It is a massive brick complex with iron fence
Village for the aged the needy people needing care
Love – Justice – Hospitality – Patience all displayed there
Compassion – Respect also carried out in love
Evidence of blessing and favour from above
The garden, food, atmosphere so much to tell
Controlled by a respectful Body who doeth all things well



Endorsed Enrolled Nurse Michelle Bergman

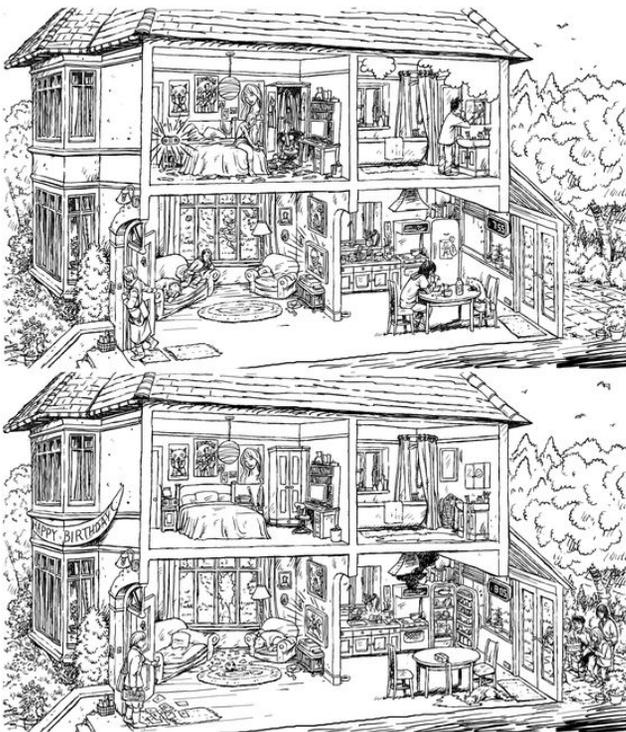
Testimonial

I started at Nazareth Care 18 years ago as a Carer and progressed onwards to become an EEN. I've always had a particular passion for residents with Dementia and feel proud to stand alongside my colleagues as we embark on an exciting movement towards Dementia-specific care and resident care across the board.

I think it's important to attract new volunteers and integrate further into the wider community to show everyday people that Dementia isn't scary. Many of our residents with Dementia lead fantastic lives and it's tailored by the top-tier care we provide.

Wouldn't it be wonderful if Nazareth Care became a community hub, or a 'village', for residents with Dementia? I feel now is an opportune time to reach for something greater and I'll continue to strive for that.

Spot the Difference



Chefs Corner - Polenta and Zucchini Lasagne



1 cup polenta
2-3 zucchinis, grated
575g jar creamy Tomato & Mozzarella pasta sauce
2 cups grated mozzarella

Add 1 cup of polenta to 4 cups of boiling water, stir frequently until thick.
Remove and allow to cool for 5 minutes.

Roughly divide polenta into a quarter and use the first quarter to line the bottom of a rectangular baking dish.

Cover the polenta with pasta sauce, zucchini and a third of the cheese, season.

Continue cooking for another 3 layers, ensuring the last layer is mozzarella.

Bake in a 180C oven for 30 minutes or until the cheese is nice and brown on top.

Trivia Corner

Last editions Trivia answers

1. HOLT
2. WHITNEY HOUSTON
3. GREGORY PECK (Captain Ahab)
4. THIN STRIPS (or shreds or sliced lengthways)
5. SUGAR LOAF

This editions questions

1. For his part in which 1953 film did Frank Sinatra receive a Best Supporting Actor Oscar?
2. In literature, who was the best known pupil of Greyfriar's School?
3. Which TV character said, 'Live long and prosper'?
4. Who was Radio 1's first female DJ?
5. In which city was Martin Luther King assassinated in 1968?

Answers : In next edition

Registered Office

Nazareth Care Regional Support Services
Nazareth Care

PO Box 6900
Middle Camberwell VICTORIA 3124
AUSTRALIA

Telephone: +61 3 9835 3119
ABN: 95 143 353 155
www.sistersofnazareth.com

Nazareth Community of Care | Ballarat

218 Mill Street
Ballarat VICTORIA 3350
AUSTRALIA
Telephone: +61 3 5329 5100
admin.ballarat@nazarethcare.com

Nazareth Community of Care | Camberwell

16 Cornell Street
Camberwell VICTORIA 3124
AUSTRALIA
Telephone: +61 3 9830 5022
admin.camberwell@nazarethcare.com

Nazareth Community of Care | Geraldton

Crowtherton Street Bluff Point
Geraldton WESTERN AUSTRALIA 6530
AUSTRALIA
Telephone: +61 8 9923 5016
admin.geraldton@nazarethcare.com

Nazareth Community of Care | Tamworth

80 – 104 Manilla Street
Tamworth NEW SOUTH WALES 2340
AUSTRALIA
Telephone: +61 2 6761 0301
admin.tamworth@nazarethcare.com

Nazareth Community of Care | Wynnum

272 Wynnum North Road
Wynnum North QUEENSLAND 4178
AUSTRALIA
Telephone: +61 7 3393 5511
admin.wynnum@nazarethcare.com

Nazareth Community of Care | Christchurch

220 Brougham Street
Sydenham CHRISTCHURCH 8023
PO Box 7024 Sydenham CHRISTCHURCH 8240
NEW ZEALAND
Telephone: +64 3 379 3854
admin.christchurch@nazarethcare.com



NAZARETH CARE
AUSTRALASIA

www.sistersofnazareth.com