



# NAZARETH HOUSE - TAMWORTH

## NEWSLETTER

Issue April 2017

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### Pastoral Care Sister Marie

Hello. My name is Sister Marie and I'm new around here.

Then again, having been here for four months plus, lived through the Christmas season, endured the Tamworth Country and Western Music Festival, (and associated parking problems), endured temperatures bordering on unbelievable and experienced other things too numerous to mention, I don't really feel new anymore.

Thank you, one and all, for the welcome I have received here at Nazareth, Tamworth. It has been warm and friendly and I feel quite at home among you.

On my strolls around the House I have met all our residents and (I think) most of our staff. Work on remembering names has kept my brain engaged and the House strolls take care of any exercise I might need. I don't do photos, so if we've not yet met, you won't know me.

#### A THOUGHT FOR YOU ..

"The best thing you can do is the right thing.

The next best thing you can do is the wrong thing.

The worst thing you can do is nothing."

Theodore Roosevelt



### General Manager Peter Burke

Welcome to the Tamworth House Newsletter. There has been a lot happening since our last letter including Christmas and New Year. It's amazing how quickly time flies when you're having fun. A big thankyou to all staff that helped in Christmas activities. There were some wonderful celebrations and even a visit from Santa.

Recently we celebrated Easter, a very special time for Christians all over the world. What an amazing thing to happen, God's son resurrecting after being crucified on the cross three days earlier. And all this referenced by several authors and eye witnesses in the world's largest selling book the Bible. The whole Christian faith depends on this one event for validity and some still question, even though it is written in history. Anyway, questions or not, most people still celebrate Easter with a holiday. I hope your holiday was a good one.

The House and grounds are looking magnificent at the moment and I thank all responsible for the great job you do. You may notice we are painting some rooms at the moment so this will continue on an as needs basis.

We had an unannounced visit from the Department of Aged Care in February. This happens on a yearly basis and they come to check out some of the mandatory standards that we have to abide by as part of the aged care system. I am pleased to announce that we met all standards looked at which is a pleasing result for all concerned. I would like to thank all staff involved for their great work that makes this House a wonderful and safe place to be.

Anzac Day was celebrated yesterday and we remembered the sacrifices made by so many so we can live in this wonderful country that we do. Thankyou to all those wonderful service men and women.

Moving forward we will continue to do our best to offer a great service to all our wonderful residents and their visiting families. Remember if you have any suggestions or issues you can give us this feedback through our feedback forms located near the front desk. We always welcome your thoughts good or bad.

I wish everyone success and peace in the coming months of 2017.



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## Quality Coordinator

### Louise Baxter

At Tamworth Continuous Improvement (CI) is a systematic, ongoing endeavour to improve the quality of care and services. CI is our central focus.

The commitment to quality is based on the Nazareth Way, Mission and Core Values of the Sisters.

Whilst being resident-focused, we continue to involve key stakeholders in various ways: our Resident and Representative Meetings, Dietician Meetings, Medical Advisory Committee Meetings, Resident / Representative Surveys, Comments and Complaints (feedback mechanism).

Monthly discussions at Community and Quality meetings enable us to monitor and communicate at management level about activities around the House. Together with the Sisters, management and staff engagement the process of evaluation of the House and the care offered is continuous.

Staff Minutes are available to all staff in the roster room. Audit report summaries and evaluations are on display throughout the House on the Resident and Staff notice boards.

Throughout the extended hot weather experienced over summer the House has felt as it was situated in an oasis due to the constant attention of the gardens from the maintenance team. Feedback from our residents has included compliments to the staff for the great job they perform.

Amongst the improvements and achievements from last year to date we can list the purchase of three new dishwashers and under sink water coolers in each dining area, an insulated food trolley, seven air mattresses, new and improved menus in consultation with the dietitian and the availability of water coolers in each wing for the staff and residents.

The Residents meeting which is held monthly provides valuable feedback. Relatives and resident representatives' are welcome to attend. The agenda of the meeting covers Resident's Healthcare, Education, Wellbeing & Lifestyle, Safety & Comfort and Continuous Improvement. New Business invites input and feedback from both residents and staff.

## Quality Coordinator

### Louise Baxter cont.....

As discussed at the April meeting the House has welcomed the kind donation of finches and canaries to the newly renovated birdcage. Minutes of the meetings are posted on the activities noticeboard.

The internal Feedback System which operates throughout the House can be accessed by residents, visitors, volunteers and staff. Comments received by Management tell us what we're doing right. Complaints received are seen as an opportunity for improvement and are taken seriously. The Management will make all reasonable efforts to understand issues or concerns, and resolve complaints within each House when they arise. The Management ensures there is timely and efficient management of comments and complaints (Feedback). Should you require a feedback form they are available at the nurse's station and reception area. Postal boxes are located in reception and in the Larmerier Wing. Confidentiality is maintained throughout the process.

The Resident Survey conducted in 2016 resulted in feedback from fifty residents/representatives. We appreciate this valuable information as it allows us to continue to strive to provide excellent care. We are very grateful for your input. The results indicated from the survey that some residents/relatives were not aware of the external complaints system, The Aged-Care Rights Service. Brochures for the service are located in the reception area and posters are distributed throughout the House.

The annual audit schedule ensures the House reviews the four accreditation standards as set out by the Australian Aged Care Quality Agency. These standards are displayed in the House. The results of the audits are posted on the noticeboard in the staff room. Results from the ten audits conducted from January to March have all met compliance.

Finally, I have been with the House for just over a year and I would like to thank everyone for their warmth and support during this time. I look forward to updating you on further Quality Matters throughout the year.



## Administration Manager Debbie Drury

Administration is very pleased to welcome new team member Leanne Stuart to the Team.

Just a reminder how important that all visitors sign in when arriving and out when leaving Nazareth House. All residents also need to sign in and out, as in an emergency we need to be able to account for everyone connected to the House.

It is also very important to update any relevant changes to your details with Administration for resident family members and staff to ensure details are current at all times.

## Receptionist/Administrator Leanne Stuart

Deb's New Right Arm

I call myself a local of Tamworth but it's only been thirty five years. I grew up in Gloucester and moved to Tamworth to take up an apprenticeship with The Northern Daily Leader as a compositor and break all the rules as the first female tradie.

When technology started to move into the printing industry I decided to move back into secretarial and desktop publishing and commenced work with Belaser Typesetting in Peel Street, Tamworth which eventually purchased Tamworth Secretarial Services. I remained there for a very long time, eventually buying into the business and specialising in all things secretarial.

I am married to John (who I met at The Leader) and have two beautiful children, Kira who resides in Sydney with her partner Bart and is completing her PR studies and Alexander who is currently following his "Dancing Dream" around the World.



## Care Services Manager Allison Groth

In November 2016 we welcomed our new Clinical Care Coordinator Lorissa Jones. Lorissa comes to us with an array of experience and knowledge within the Aged Care Industry. I look forward to working with Lorissa and would like to take this opportunity to welcome her into Nazareth Care.

In Tamworth we continue to encourage our staff professional development with the help of our Training Coordinator Kate Frend. Kate has been very busy arranging education training for our staff for our education calendar for 2017, with lots of welcomed education coming up on the calendar so far.

Nazareth Care Tamworth have enjoyed working alongside the Tamworth Rural Referral Hospital, attending interagency meetings aimed at supporting acutely unwell older people from RACF's. These meetings coincided with the implementation of the ACE (Aged Care Emergency) nurse program, which was adopted for our senior clinicians, to assist them in assessing and detecting a deteriorating older person, escalation guidelines and goals of care, as well as communication tools for clinical handovers. The ACE program is a government funded position providing local support to regional RACF's. This program offers a great supporting structure for both our residents and our staff and we hope that this

Nazareth Care Tamworth now has online access to all pathology results for our residents, providing a faster, easier access to vital results and information for both our senior clinicians and visiting GP's.

We continue to strive for improvements in Tamworth, taking on board suggestions and feedback from residents, family members, staff and visitors.

**In whatever you do think of this: ...**

**"In learning you will teach and  
in teaching you will learn"**

**Phil Collins**

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## Property and Maintenance Manager - David Nixon

The demolition of a portion of the old building, and the removal of asbestos from the remaining section, has been completed by the contractors – it is great to be free of asbestos at our facility and to have this major task completed.

Planning is underway to utilise the remaining section of the old building as a service centre for our Community of Care in Tamworth.

Our records show that the new chiller and air conditioning control system have made huge savings to our utility costs. We now have 25% lower electricity and gas costs as a result of these upgrades and the capital cost of replacing the chiller and updating the control system has been recouped in less than 12 months. While making large cost savings, the new system is also running the whole air conditioning system more effectively and providing greater levels of comfort for residents and staff.

We are extremely grateful for the planning and installation work that our air conditioning contractor has put into this project.

Utility costs are a continual concern in a facility like ours and we are investigating further ways to reduce them. We are currently investigating changes to our lighting to include more LED units throughout the facility.

We have recently completed the replacement of the existing sanitisers and pan sterilisers in each wing with new multifunction units. Staff training has been completed and everyone seems pleased with the new equipment. We expect utility cost savings with these units together with reduced routine maintenance charges.

The dishwashers in each of the dining rooms have also been replaced with updated units. This will mean an end to the reliability problems we were having with the old units.

We appreciate the assistance we received from our usual contractors who placed themselves “on call” to allow the new equipment to be installed with an absolute minimum of down time.

## Property and Maintenance Manager - David Nixon cont...

We greatly appreciate the funding that the Sisters and Nazareth Care have provided for these projects. This funding allows us to continually upgrade the Tamworth community for the benefit of our residents and staff.



The remaining section of the old building after the demolition

## Kate Frend Training Coordinator

2017 has sprung into action and developing into an exciting and busy year ahead.

Already our education calendar is in full swing with the ongoing provision of the Aged Care Channel providing our House with the latest best practice educational programmes for all sections of our dynamic team; providing the best possible care not only for our resident's but also for each other.

We have already had and will continue to have a number of inservices for all staff, provided by members of our team and external providers on educational topics pertinent to Tamworth needs.

These have been embraced with great enthusiasm and are delivered in a informative and practical manner for staff to ensure an enjoyable and enlightening experience, which is such an important facet of learning.



Weekly Mass Times - Nazareth House - Tamworth - Monday to Sunday 9.30am  
Eucharist Adoration  
Wednesday, Friday – 4.00pm to 5.00pm  
Eucharist Adoration and Benediction  
Every Sunday – 4.00pm to 5.00pm



## Kate Frend Training Coordinator cont...

The Tamworth team are very proud of ten employees who completed a medication course in November 2016 and are now assisting resident's with their medication. It has been wonderful to see individual employees increasing and embracing new areas within their profession.

Now for a spot of fun with FIND A WORD

I asked a number of employees to give me the first word they thought of when thinking of their workplace and have used some of these -- many employees provided the same word.

So in the grid below find the following:

**Care, Duty, Education, Family, Friendly, Laugh, Loved, Maintenance, Quality, Support, Team, Warm, Welcoming, Willing**

There is a word which you will be unable to find - feel free to send me your answer (not that there is a prize).

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



Australia Day Celebrations

## Trivia Corner

Last editions Trivia answers

1. Lonely Street
2. Mr Micawber (David Copperfield)
3. Alien
4. Eric Clapton
5. Pass slipped stitch over

This editions questions

1. In which war was the Battle of Bunker Hill fought?
2. Which Bond villain has been played by Telly Savalas, Donald Pleasance, Charles Gray, and Max Von Sydow?
3. Mace is one of the spices obtained from the tree Myristica Fragrans - what is the other?
4. What is the colour of the bullseye of an archery target?
5. Who won six consecutive Wimbledon singles titles in the 1980s?

Answers : In next quarters edition.



## Chefs Corner Pasta Rigatonia

- 2 tbs extra virgin olive oil, plus extra to drizzle
- 1/2 onion, thinly sliced
- 150g pancetta, rind removed, cut into cubes
- 400g jar tomato pasta sauce
- 400g rigatoni
- Grated pecorino or parmesan, to serve

Heat oil in a frypan over medium heat, add the onion and cook for 2-3 minutes until softened.

Add the pancetta and cook for a further 5 minutes or until slightly crispy. Add the sauce and bring to a simmer.

Meanwhile, bring a large saucepan of salted water to the boil, add the pasta and cook until al dente. Drain.

Toss the pasta with the sauce until combined, then serve with grated pecorino and a drizzle of oil.

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# Support Nazareth Care Australia

## CONTACT DETAIL

Title: ..... Surname: .....

Given Name: .....

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Suburb: .....

State: .....Postcode: .....

Phone (day): .....

Email: .....

To receive your receipt by email please tick here:

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Please accept my donation of

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Donations of \$2.00 or more are tax deductible and will be issued with a receipt.

Nazareth Care Australia ABN 95 143 353 155

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