



CLIFTON COMMUNITY HEALTH SERVICES

Newsletter

February 2019

Chairman – Chris Bazley



Goodday everyone,
Back into the swing of things but the weather is not making it easy for our farmers and local businesses. Some of the gardens and lawn look great

though! Lovely to have such a nice outlook both outside and inside our facilities. I have had very good feedback on the support services given to a number of our residents and can personally support that myself as I have been patched up a few times over the last couple of months by a member of staff.

Our board focus for the next month will be on finding at least two new board members and finalizing our risk register and implementing more of our strategic initiatives especially relevant to new technology. Jade Gilchrist is doing a fantastic job with this newsletter but sometimes I wonder how relevant the things I

write about are. From now on I would like you, our residents, to send questions to Jade that you would like me to answer. I may have to delegate but To be writing about things people are interested in. Please give it your best shot! We are still helping to score some funding towards our bus, but nothing yet. Make sure you keep an eye out for when we have the opening of Sunflower Lodge as we want everyone to see this great piece of our business but also check out all the other components of our health services.

Look forward to catching up with everyone after being away for a fair bit lately with knee operations, and the Christmas holidays. Say hello and let me know what you think about your Clifton Community Health Services.

Regards
Chris Bazley

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Complaints/Compliments and Feedback



I am very humbled to be voted in for the role of Resident Representative however after some consideration I have chosen to relinquish this role to the next eligible candidate, I believe Anne will be a good fit for the role and wish her all the best in this new position. Tommy Taylor

Manager—Brad Jones



Welcome to 2019 a year that is sure to be one of tremendous change within the Australian Aged Care and Health sectors.

This year we have already seen the creation of the Australian Aged Care Quality and Safety Commission. Later in the year we have the introduction of the new Aged Care Quality Standards as well as new National Safety and Quality Health Services Standards and changes to the Australian Health Service Safety and Quality Accreditation Scheme.

At the same time we have the commencement of the Royal Commission into Aged Care Quality and Safety, and at the time of writing this we are busy preparing our submission and in keeping with its importance I have addressed the Royal Commission in a separate article in this Newsletter.

After five years of major organisation wide improvements, this year is one of consolidation for your community owned and run, not for profit, health services cooperative, we will be focusing on continuing our service improvement journey and planning the next steps as we continually strive to improve the quality and breadth of services we provide.

We await the results of our 2018 Aged Care Approval Round Submission which are expected in approx. April 2019, if successful this application will provide us with capital funding to undertake major refurbishments on some of the older parts of our existing buildings.

A big Clifton Welcome to our new medical students and the first of our Medical Interns under the new program.

A date for the Official Opening of Sunflower Lodge will be announced soon.

Please “Like” our Clifton Community Health Services Facebook Page, we have gone past 560 likes for the page

Remember, a community working together with a common purpose can achieve anything.

“Together we will continue to make a difference”

Regards Brad



Find us on:
facebook®

Royal Commission into Aged Care Quality and Safety in Australia

Ageing and Aged Care

Clifton Community Health Services is fully supportive of the Royal Commission into Aged Care Quality and Safety in Australia, announced by the Prime Minister in September.

We all want a safe, high quality and high performing aged care system.

While the vast majority of Australia's aged care services and their dedicated staff deliver good quality care, there have been examples of unacceptable failures that must be prevented from happening in the future.

To this end, the Royal Commission aims to:

1. Examine issues and examples of what is not working - where the aged care system has failed, and;
2. Explore what needs to change in order to meet the changing needs and expectations of the growing numbers of older Australians.

Along with all aged care providers across the country Clifton Nursing Home and Nirvana Hostel are currently responding to a request from the Royal Commission for information.

The first Hearing of the Royal Commission was held on 18 January 2019, and the Commission is aiming to deliver an interim report in October 2019 and a final report in April 2020. However, in reality, the timing is up to the Commissioners to determine.

Caring for older Australians is an issue of national importance and is too important not to get right.

While this Royal Commission process may be challenging in many ways in the shorter term, we trust it will be in everyone's interests moving forward.

For further information, or if you have any concerns about the Royal Commission process, please contact Brad or Heather.

You can also find out more and follow the progress of the Royal Commission via its website at

<https://agedcare.health.gov.au/royal-commission-into-aged-care-quality-and-safety>



Lifestyle Coordinator— Jade Gilchrist



Lifestyle & Volunteer Coordinator—Jade Gilchrist

Hi everyone,
 Here we are already powering on through the year with February 2019. We had a busy month with the introduction of the new Arm Chair Travels and have made our passports and getting ready for our trip to China this month. I will be bringing along some nibbles for the event from China and sharing some stories from my three years living in China as well. We also have had our new lifestyle team member on board for a few weeks, Helen has settled in well and enjoying her role with us. By the time you get this Newsletter I will

be heading off to Bali, leaving on Friday the 1st for a 7 day trip where I plan to do some snorkelling and eat spicy food. I love to travel and tell tales of my adventures on my return. Our most exciting addition of a resident representative will help me to ensure I can continue to deliver services that people want. I hope all of you will welcome Anne into the role and feel comfortable to share your concerns or compliments with her so we can continue delivering person centred care and ensure quality of service.

See you all on my return.

Regards, Jade.

Thinking about becoming a volunteer?
 Give Jade a call 0400 404 490

February Birthdays

- Jessie 3rd
- Sheila 11th
- Evelyn 12th
- Barbara 12th



Welcome New Residents

Bert to the Nursing Home



*Rest in Peace
 Florrie G*

Lifestyle Award WINNER



**The winner of the Lifestyle Award for January! Joan, under the category of Excellence in Dignity
 Congratulations Joan!**

Meet the Resident Representative

We would like to congratulate Anne Kersley for becoming the Resident Representative



Anne Kersley

Anne was born in Cairns and spent many years moving from place to place due to her father's occupation as a banker. Anne went to teachers college after high school and taught in Queensland Education for 12 months before moving to the Northern Territory to teach. Anne taught mainly primary school but did do relief work in both special education and high school. Married with 2 children, Robyn and David, they moved near Warwick and Anne was the teacher at Back Plains State School for 15 years before retiring in 2016. Anne enjoys volunteering in the Lifestyle team and helps out looking after the chooks. Anne keeps herself busy playing on her iPad, reading, crosswords, swimming, walking and listening to 60 and 70s music. Anne also enjoys relaxing with a cold beer in the evening.

About this role

- The role of the resident representative is to attend meetings, such as AGM, residents meeting, lifestyle meetings etc.
- Pass on feedback from other residents regarding any issues both positive and negative to Lifestyle Coordinator, DON, Care Coordinator or General Manager!
- Have input into the feedback and comments section of the monthly newsletter on behalf of residents.

This role has been created to ensure that all residents continue to have a voice and the means to communicate either directly with staff or via the resident representative. All compliments and complaints are dealt with confidentially and respectfully.

Promoting person centred practice.



Australia Day BBQ

Casey cooking up a storm



Some Australian trivia with Danny

10:00am

MORNING TEA

ACTIVITIES START

AROUND 10:30AM



CLIFTON
COMMUNITY
HEALTH
SERVICES

February 2019

Mon	Tue	Wed	Thu	Fri	Sat	Sun
<p>4 Movie</p> 	<p>5 Cards & Games</p> 	<p>6 Lynelle</p> 	<p>7 Ken</p> 	<p>1 Weekend Trolley</p> 	<p>2</p> 	<p>3 10:30am Presbyterian Service</p> 
<p>11 9:00am Catholic Church Service</p> 	<p>12 Cards & Games</p> 	<p>13 9:30am Exercise</p> 	<p>14 Holtz's</p> 	<p>15 Weekend Trolley</p> 	<p>16</p> 	<p>17</p> 
<p>18 Sports</p> 	<p>19 Cards & Games</p> 	<p>20 9:30am Exercise</p> 	<p>21 Bow & Curtsy</p> 	<p>22 Residents Meeting</p> 	<p>23</p> 	<p>24</p> 
<p>25 10:30am Anglican Church Service</p> 	<p>26 Cards & Games</p> 	<p>27 Birthdays</p> 	<p>28 Heritage Highlanders</p> 	<p>28 Residents Meeting</p> 	<p>28</p> 	<p>28 10:30am Anglican Church Service</p> 
<p>RESIDENTS BIRTHDAYS Jessie 3rd Sheila 11th Evelyn 12th Barbara 12th</p>						

PROGRAM IS SUBJECT TO CHANGES

Living with change



Toowoomba 2019

This special group program spans over two days and is designed to support and assist with the feelings experienced by carers, family members and friends of people with dementia.

Interactive group discussions include:

- What has been lost
- The Importance of caring for the carer
- Coping mechanisms
- Celebrating the present and looking towards the future

Suitable for:

Carers, family members and friends of a person living with dementia



DAY ONE

Monday 11 March

10:00am-2:00pm

DAY TWO

Tuesday 12 March

10:00am-2:00pm

Cost

Free

Registration is essential as numbers are limited

For further information or to book, please contact Dementia Australia on **1800 100 500**

or email

qld.services@dementia.org.au

This course is fully funded by the Australian Government





COMMUNITY TAI CHI CLASSES

Tai Chi for health, relaxation
and falls prevention.

Term 1 2019 in Clifton
During School Term

Tuesday 6pm

Commences-
February 12th
to April 2nd

**Diversional Therapy
Room, Clifton
Community Health
Services, Kate St.
Clifton**

Thursday 10-30am

Commences-
February 7th
To April 4th

**Clifton Senior Citizens
Hall**

\$10-00

Per class

**Booking is appreciated
please call**

Louise 0419 786 502 for Tuesday

Or Janet 0428 891 277 for Thursday



Tai chi for health & relaxation is a fun and relaxed class with
easy routines.

All classes are suitable for people aged 16 years and over.
Please wear comfortable loose clothing & enclosed flat shoes.

Bring water and a smile, classes are friendly
and informal.





Clifton Community Health Services

Published by Brad Clifton [?]

Page Liked · January 29 · 🌐

Congratulations to Merv & Isobel Holz, Clifton's citizens of the year at the Australia Day Awards on Saturday. Amongst many other activities, Merv and Isobel have been entertaining the residents of Nirvana Hostel, Clifton Nursing Home and Clifton Co-Op Hospital for many years, a big thank you and Congratulations (photo credit Peter Gresiak)



Clifton Community Health Services

@CliftonCHS



Clifton Community Health Services shared a post.

Published by Brad Clifton [?] · Yesterday at 6:46 AM · 🌐

Congratulations to all the team at the Clifton Community Op Shop on earning the Clifton Community Organisation of the year award at the Australia Day Awards Ceremony on Saturday. Many community groups have benefited from their hard work, including us here at Clifton Community Health Services and the Clifton Co-Op Hospital.



Like