

June 2016 Clifton Community Health Services Newsletter



Acting Chairman - Chris Bazley

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Contributors:

- Chris Bazley - Acting Chairman
- Heather Miller—Director of Nursing
 - Brad Jones - General Manager
 - Tammy Dickson - Practice Manager Medical Centre



Good-day Everyone, Chairman Mel is away on a well-earned holiday this month with wife Lorraine, so I have been asked to write a few words for this newsletter.



This week we signed documents from the Federal Government regarding funding for the 12 bed memory support unit, the next major project for the boards strategic plan.

Installation of solar power and upgraded sprinkler systems across the site continue investment for the future.

All these capital investments will complement the existing components of the community's medical precinct.

Louise and I attended a presentation on Stroke Awareness held in the Diversional Therapy building last week. Great to see a large crowd in attendance and the room being used by visitors and residents.

I met with the auditors who are on site working towards our end of financial year close. Auditor Ben confirmed the overall strength of the Clifton Community Health Services and the professionalism of all staff and the dedication of all the volunteers as he and his team moved about the site.

With some tough government regulations and policies coming into play for health facilities in general you can be assured your board of directors are developing and implementing strategies to maintain the high standard of health care and services that are currently available.

Community feedback and support is greatly appreciated by the Clifton Community Health Services Board.

Regards *Chris*

General Manager: Brad Jones



What an action packed few months it has been.

The ACAR (Aged Care Approval Round) results are in, we were successful with our application and have received approval from the Federal Government for 12 new bed licences for Clifton Nursing Home. We were also successful with our Capital Grant Application which will see the Australian government contribute \$1,500,000 towards the total cost of the project. The project will see us construct a purpose built 12 bed Memory Support Unit to cater for the needs of people within our Rural Community who are living with Dementia.

We have recently appointed Elia Architecture to design the building and will be consulting widely with our staff, volunteers, residents, families and industry experts to deliver a world class outcome.

If you have ideas you would like to share we would love to hear them, please contact me, all input is welcome.

We have also signed the contract for our roof mounted solar system which will reduce our very large electricity bills and allow us to direct more funds into resident and patient care. Installation of this system should begin in June depending on receiving the relevant approvals.

Design of the Full Fire Sprinkler System for the site has had to be altered to allow for the connection of the new unit. June is the new target date to go to tender on this important project.

As Heather has mentioned we will again welcome the Surveyors from ACHS (The Australian Council on HealthCare Standards) for a regular visit in June.

Work is continuing behind the scenes on the S&N pathology collection outlet and substantial progress has been made. I am still hopeful of announcing an opening date shortly.

The last few months have also seen us appoint new Information Technology Providers and new Printer and business machine providers. These strategic appointments will improve on our current infrastructure and position us for the future expansions.

Our new online staff training platform went live in Mid-May and is aimed at enhancing the quality and quantity of training that we can provide to all our team members as well as making training easier to access.

The media in recent times has contained many disturbing stories of violence directed at Health care workers, unfortunately small rural towns are no longer immune to such incidents. To improve safety and security for all team members across all aspects of the business we have appointed an external company to conduct a comprehensive Occupational Violence Risk Assessment and to deliver additional training to all staff.

In August we will have a display at the Seniors Expo in Warwick.

Please "Like" our Clifton Community Health Services Facebook Page, we have just gone past 170 likes for the page.

Remember, "Together we will continue to make a difference."

Regards, *Brad*

Director of Nursing: Heather Miller

The year is moving at a fast pace as we continue with our role of delivering excellent levels of care to our community.

The new beds in the hospital donated by local company CEFN are proving to be very popular and have enhanced safety for staff members and comfort and safety for patients and residents.

Continuing our training focus we have now had our annual Fire System & Evacuation Training and conducted additional sessions on Privacy & Dignity, Stroke Awareness, and the beneficial effects of music on residents with dementia and commenced the implementation of an online training process for some of our mandatory training modules.

In June we will welcome the team from ACHS (Australian Council of Healthcare Standards) for their regular review of our hospital operations.

A big thank you to our dedicated staff who continue to provide outstanding levels of care and service to our older community members.

We are very excited by the result of the recent ACAR (Aged Care Approval Round) which will see the Nursing home expand by 12 rooms with the construction of a secure Memory Support Unit which will focus on the provision of services to those community members who are from rural areas and are suffering from Dementia.

Congratulations to our Hospital/Nursing Home Diversional Therapist who has completed her DT qualifications, well done.

Until next time, Regards, *Heather*



Resident's Round Up

Mrs Shirley Warfield

Nursing Home resident, Mrs Shirley Warfield, is a Toowoomba girl by birth, but now calls Clifton "Home". However, her husband was from Pittsworth, so she could nearly be called a "local"!! Shirley is an avid reader – perhaps even a bookworm, having read "heaps of books". She loves keeping up-to-date by reading her local daily newspaper.

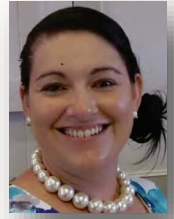
Shirley has enjoyed reading about the Zulus of South Africa, learning a lot about that culture through her reading. Similarly a story of how difficult life was for the earliest immigrants to Australia really appealed to her for the background it gave her on life for the Aborigines and for the new settlers.

Shirley has eight children, 17 grandchildren and 17 great-grandchildren. Such a wonderful family achievement started through meeting her husband at a dance, where she also remembers a lot of fellows attending from Clifton, Pittsworth and Brookstead – dances were really big in those days!



Practice Manager: Tammy Dickeson

Medical Practice Newsletter June Edition



Well it is hard to believe that the new Building for the Clifton Medical Practice has been open one year already!

Our facilities have allowed us to grow and offer services to more and more patients. Since the move we have accepted 645 new patients to the practice.

Our wonderful team of Doctors and Nurses and support staff work tirelessly to improve our policies and offer a comprehensive range of medical services.

Remember we still have 9 different Allied Health Professionals visit us on a regular basis –

Podiatrist, Psychologist, Optometrist, Physio Therapist, Dietitian, Child Health Nurse, Well Women's Clinic Nurse, Audiometry, & Exercise Physiologist.

For more information on how to book an appointment with one of these suppliers please call the Practice.

We are constantly updating our system to ensure all your details are up to date.

We will be asking you each time that you come to see our Doctors to confirm your current personal details. Please ensure you bring with your current Medicare card and any concession cards that you may hold.

On the 12th May we celebrated International Nurses Day with two of our Practice Nurses Rosie and Sonja. Without their wonderful help, skill and assistance our Practice certainly wouldn't be the same!



Medical Service—Hours of Service: Monday - Friday - 8 .30am- 5pm Phone 4697 3097

AFTER HOURS

If out-of-hours medical services are required, you have a number of suitable options to choose from:

- Please telephone the Clifton Co-operative Hospital on Ph. 4697 3377 for triage.
- Dial 000 for Medical Emergencies
- GP helpline – Ph. 1800 022 222 to speak to a Registered Nurse



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