

# March

CLIFTON



COMMUNITY

HEALTH SERVICES



## Newsletter

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### Chairman - Mel Binnington

How fast the New Year is moving forward, here we are well into March and our Christmas break seems so far behind us and life has been very busy around Clifton Community Health. On a recent visit I walked throughout our facilities with Brad, our General Manager, and witnessed a very busy team of staff going about the tasks of looking after our residents and it was pleasing to see the happiness of the staff in carrying out their duties. This pleasant demeanour exhibited by staff no doubt is infectious and positively impacts the lives of our residents. I was certainly pleased with what I witnessed, well done to all staff members.



Much of the success of our environment is due to the leadership of our DON Heather and it would be remiss of me to not offer her my sincerest congratulations personally and on behalf of the Board for her 30 years of dedication as a staff member of our organisation. Well done Heather and our thanks for your unselfish commitment and dedication.

The Board has been busy planning and overseeing developments for our complex. Many residents and particularly our Nirvana residents will be aware of all the recent construction activity focused on the bathrooms in Nirvana. The remodelling of the bathrooms is on its final leg with the last two due for completion in the coming days. The disruption to residents has been significant, I thank all those affected by this work for their cooperation and I trust that the new bathrooms will be a just reward.

Planning is well advanced for the extension of the fire sprinkler system and we should see some activity with this project early in the second half of the year. The other major project is the installation of a 60 kilowatt solar system. Work on this installation should commence in June or July of this year and there will be minimal disruption to the lives of our residents and staff. The Board is making this investment to reduce our escalating electricity costs with an expectation of a full return of our investment in four to five years.

With all units within our complex full to capacity and having received significant enquiries for placements we are looking forward to another busy and successful year.

Regards *Mel*

*May your pockets be heavy  
And your heart be light  
May good luck pursue  
you morning and night,*

### Contributors:

- Mel Binnington - Chairman
- Heather Miller—Director of Nursing
- Brad Jones - General Manager
- Tammy Dickson - Practice Manager Medical Centre

## General Manager: Brad Jones



Welcome to our first Newsletter of 2016, I cannot remember a year that has gone by as quickly as this one appears to be.

Congratulations to everyone on the great Aged Care Accreditation Visit result with the team once again confirming that we continue to meet and exceed all applicable standards.

Later this year (June) we will again host the Surveyors from ACHS (The Australian Council on HealthCare Standards) for a regular visit. This visit specifically relates to our Hospital Operations and is a regular part of the Four Year Hospital Accreditation that we were awarded in late 2014. As a small 12 bed private hospital we still have to meet all the standards of our much bigger counterparts and the cost of compliance is substantial.

We are forging relationships with the major hospitals in Toowoomba and have commenced offering some transition & step down services for their patients before they go home.

With S & N coming to town we are continuing to expand the quantity and availability of services relating to the Medical Practice, but due to a variety of factors have not yet commenced operations, we hope to have a firm opening date shortly.

New carparks have been completed at Vedette Villas and by the end of March we will have finished all the bathroom renovations in Nirvana Hostel. Work is also completed on the security for the nurse's stations.

Much of the planning work for the Expanded fire Sprinkler system is now complete and we hope to go to tender within the next 2 months. This work will prove to be quite disruptive whilst it is being carried out and we will work closely with residents, patients and the successful contractors to minimise this impact.

It was great to catch up with many of you at the Clifton Show and I thank you for the great feedback.

March will also see us find out the results of our ACAR (Aged Care Approval Round) application which will allow for our next expansion, fingers crossed.

At this stage we are on target for our new website to go live in late April. Please also "Like" our Clifton Community Health Services Facebook Page, we have just gone past 150 likes for the page.

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



Professor Scott Kitchner, Practice Manager Tammy Dickeson, Member for Condamine Pat Weir, Practice Nurse. Rosie Baldwin

## Director of Nursing: Heather Miller

Welcome to our first newsletter of 2016, January & February have gone by very quickly.

During the start of the year we were pleased to welcome the team from The Australian Aged Care Quality Agency who conducted one of the regular unannounced visits that they make to all federally funded Aged Care Organisations across Australia. It was a very positive day with the accreditation team reporting that we continue to meet and exceed all relevant standards.

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

Training continues to be a focus into 2016 this year we have already conducted sessions on Hand Hygiene, Hearing Aid Care, Open Disclosure, Dental Care and Dietary requirements with several team members also attending external sessions on Palliative Care, Dementia Care & conflict resolution. March will see us all undertake our mandatory annual Fire System & Evacuation Training.

We are looking forward to the completion in March of all the bathroom renovations in Nirvana Hostel. Also in March we hope to take delivery of 10 new beds for the Hospital thanks to a very generous donation from local company CEFN.

Until next time

Regards, *Heather*



## RESIDENTS' ROUNDUP

### Mr Mervyn Nauman

Our featured resident this newsletter is Mr Mervyn Naumann.

Mervyn – aged 97 is part of our Nirvana community of residents. A farmer who is formerly of Felton, Mervyn is a great conversationalist – I really enjoyed my interview with him. Being a local, he is acquainted with many folks that I also know.



Mervyn's sons now farm his 1500 acre sorghum and corn farm. His grandfather also farmed this property – so he has deep roots in this district. His interests have included sport, in particular rugby league and cricket in competitions in Clifton in the past.

These days, he enjoys reading the newspaper and watching some TV. With his chair in its favourite spot in front of the north-facing door, Mervyn is assured of nice cool breezes in summer, and a warm spot in winter.

### Mrs Noreen Ryan 'Nord'



When Irish Eyes Are Smiling



## Practice Manager: Tammy Dickeson

### Medical Practice Newsletter

It is a busy time of the year at the Medical Practice with new Doctors settling in and the Flu Season just around the corner.

#### National Immunisation Program 2016 Seasonal Flu Shot - UPDATE

The 2016 flu shot under the National Immunisation Program will be available sometime from late April onwards from the Practice. The flu vaccine is recommended for everyone from six months of age, but is available free under the National Immunisation Program for people who face a high risk from influenza and its complications. These are:

- People aged 65 years and over
- Aboriginal and Torres Strait people aged six months to less than five years
- Aboriginal and Torres Strait Islander people who are aged 15 years and over
- Pregnant women
- People aged six months and over with medical conditions such as severe asthma, lung or heart disease, low immunity or diabetes that can lead to complications from influenza. **(This is to be determined by the Doctor, on a case by case basis.)**

Vaccination offers effective protection against influenza, although vaccines need to be given each year as flu viruses are always changing.

The Clifton Medical Practice will begin taking names for this year's Flu Clinic from Monday the 14<sup>th</sup> March. The ladies on Reception will take your name and eligibility checks will be done by Doctor prior to the Clinic being held. Once vaccines have arrived we will notify patients on the list and a flu clinic will be held.

#### Administration Notes:

On the last Friday of every month the Medical Practice will NOT open until 9am. This is to allow for important and mandatory training for staff. The phones and doors will therefore not be answered or opened until 9am. We would appreciate your understanding in this matter.

We are seeing a high number of patients failing to attend booked appointments. This adds extended delays in getting appointments with your Doctor of choice, something none of us want!

We would greatly appreciate your assistance with this, and if you are unable to attend your appointment, please call and cancel at least a couple of hours before your appointment time.

A little quote for everyone to remember:

*Everyone you meet is fighting a battle you know nothing about.*

*Be Kind. Always.*



**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 Emerencies
- GP helpline – Ph. 1800 022 222 to speak to a Registered Nurse

**HOSPITAL COMPLEX SERVICES - Phone Medical Centre 46973097 for an appointment.**

Physiotherapy, Podiatrist, Optometrist, Child Health Care, Women's Health Clinic, Aged Care Team, I Hear (Hearing Test), Physiologist, Dietician.

Clifton Community Health Services  
Private Hospital, Medical Centre,  
Nursing Home,  
Hostel, Independent Living Villas



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*Easter is the only time of the year when it is safe to put all your eggs in the one basket*

