



**CLIFTON COMMUNITY
HEALTH SERVICES**

Newsletter

MARCH 2018

Chairman – Chris Bazley



Goodday everyone. I am honoured to take on the position of Chairman of the Clifton Community Health Services (CCHS).

Time after time I hear about the skill and compassion that the staff & volunteers of our business show to our customers, in all departments. I'm really proud of that.

Times are tough & you will see the Board of CCHS deliberate long & hard over every dollar we spend but continuing with care, professionalism & doing it right will not change.

I value & encourage feedback so please let us know what you think.

Each & everyone of us needs to be an ambassador for CCHS. Please spread the word about what we have to offer at CCHS as our competitors are only too happy to move in our turf.

Great to see some rain about to keep gardens and veg patch looking a picture at CCHS.

The Board of CCHS is currently spending a lot of time & effort looking at all the risks associated with providing the services we do to ensure we remain sustainable & in charge of our own destiny.

If you see me walking around & haven't really met me, please say 'goodday' – I promise it won't get you another job!

Regards

Chris

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Residents' Round-Up

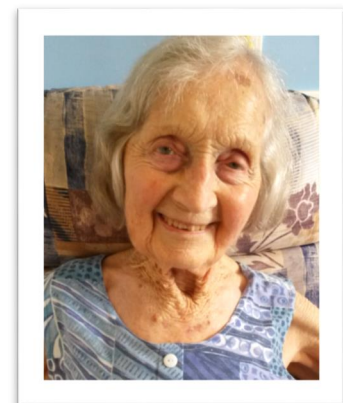
Myra Heath

I really enjoyed my chat with Mrs Myra Heath who is currently a resident in Clifton Co-op. Hospital. Mrs Heath could tell me her birthday was in 1917, making her a very respectable 101 years of age. She had parties for both her 100th and 101st birthdays.

Mother of three children, daughter of a farmer, and wife of a farmer, Mrs Heath and her husband grew pineapples at Eudlo for 25 years. They enjoyed the farming, but we agreed that farming pineapples leaves your hands cut up quite a bit. Neighbours were always willing to help out if anything went wrong on the farm – that's what farming folk do.

Mrs Heath's husband was an engineer in the Air Force during World War II, after which he went into building. She recalls a trip to England and to Belgium. She particularly liked the lovely old buildings in London – especially the churches, and remembered the underground trains.

Mrs Heath is quite happy with her accommodation in the Hospital and remarked that the staff are very attentive – nothing being too much trouble.



General Manager— Brad Jones



Hello everyone, 2018 has started strongly for Clifton Community Health Services.

After low hospital occupancy over the holiday season we have had strong demand for hospital beds, residential aged care services are full and patient numbers continue to grow for the Medical Practice.

Early in January the Australian Aged Care Quality Agency visited for one of their regular unannounced visits, as expected we passed with flying colours. We will have the team back onsite in June for a full re-accreditation visit. Also in June we will have the Australian Council of Healthcare Standards team onsite for the full scheduled re-accreditation of Clifton Co-Op Private Hospital.

It has been disappointing to see extensive media coverage focusing on cases where aged care services in Australia have not delivered a good experience, however it is important to note that these media reports are focusing on the minority of cases and ignoring the many positive experiences that recipients of Aged Care Services in Australia receive each day. I have spoken to some of our residents who are concerned as to how Aged Care is

being portrayed and wanting to assure me that Clifton is light years removed from what they are reading in their morning newspaper.

Whilst we are all human and do not always get it right, the focus at Clifton is on open and honest communication and in my experience there are very few resident or family concerns that if raised cannot be remedied.

The Memory Support Household Project is continuing with the main building substantially completed with external and internal fitout continuing. There is still substantial work to occur on connection to Council Services and the completion of the link to the Nursing Home. Unfortunately this work will mean the loss of one major tree from our Norman Street frontage and also an adjacent pine tree that is already dying.

March has seen us be successful with a \$35,000 grant from the Gambling Community Benefit Fund towards the purchase of some of the new resident beds for the project.

We are still seeking funds to assist to complete this fitout so if you are in a position to assist please contact me via our administration office.

Initial results are in for The Solar Power Generation Project for the Medical Centre with \$6272 being shaved off our bill since it was switched on. Whilst talking Medical Centre don't forget to book in for one of our Flu Vaccination clinics as the Flu season approaches.

Thank you to everyone who continues to support the S&N Collection outlet centre. remember that as a community

we must use it or lose it and we do not want to lose this valuable service for our town.

It was a great pleasure to host the Clifton Megafauna Group for their education evening in the Diversional Therapy Centre as they continue their work to put Clifton on the map with our impressive and diverse Mega Fauna History.

Following on the success of our combined 2017 Seniors Week Activity partnering with the Toowoomba Regional Council, we again hosted the town's seniors for a very successful concert and morning tea in March, it was a very well attended event and we look forward to hosting many more.

The DT Building also hosted some significant birthdays over the last few months including one centurion.

Thank you to all our Directors, community volunteers and supporters and to our tremendous staff team, on behalf of the residents and patients, thank you for all that you do.

Please "Like" our Clifton Community Health Services Facebook Page, we have gone past 428 likes for the page

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

Regards

Brad



The first of two recent staff training sessions on dealing with aggression



We also hosted the Information Evening for the Clifton Megafauna Group



Congratulation to Lyn Sutton on 35 years service with Clifton Co-Op Hospital Ltd

Director of Nursing – Heather Miller



Welcome everyone to our March 2018 Newsletter, a lot has happened since the last issue with Easter just around the corner.

In January we hosted the accreditors from the Australian Aged Care Quality Agency for one of their routine unannounced visits, they reviewed both Clifton

Nursing Home and Nirvana Hostel and as expected we passed with flying colours with tremendously positive feedback, a tribute to our outstanding team.

In June we will welcome them back for the scheduled full, three year accreditation of Clifton Nursing Home and to make doubly sure that all is ok we engaged our own private assessor who spent two full days in February comprehensively reviewing all our processes and practices. June will be a busy month as we will also host the team from the Australian Council of Healthcare Standards for the full reaccreditation of Clifton Co-Op Private Hospital.

Already this year we have held training sessions on Documentation, Medication, Resident Sexuality and Dealing with Aggression. More training sessions will occur in the second quarter of the year that are particularly focused on Dementia in the lead up to the opening of our new Dementia specific, Memory Support Household.

A big thank you to our dedicated staff team who continue to provide outstanding levels of care and service to our older community members. Also a big thank you to our community who continues to support us in so many ways.

Regards

Heather

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Happy Easter!

LIKE and SHARE

Our Facebook page between now and Wednesday
28th March to go into the draw to win a

\$50 Easter Gift Basket!

 www.facebook.com/CliftonCHS



**CLIFTON
COMMUNITY
HEALTH
SERVICES**

Volunteers Required.

Seeking dedicated volunteers within the Diversional Therapy programs of Clifton Co-Op Hospital, Clifton Nursing Home, Nirvana Hostel & Hospital Auxiliary. Additional volunteers also required to visit on a regular basis to provide musical entertainment or conduct skills based sessions for residents and patients eg. Artwork etc. or other suitable activities. Police checks (at our expense) are required to volunteer with our organisation.

• Medical Practice: 4697 3097 • Hospital: 4697 3377 • Admin: 4697 3735