



**CLIFTON COMMUNITY
HEALTH SERVICES**

Newsletter

SEPTEMBER 2017

Chairman—Mel Binnington



When I wrote my column for the last newsletter I spoke of the magnificent autumn weather we were experiencing and that was followed by a warmer than usual winter. As I write this column in Moama on the banks of the Murray River the promise of warm Queensland weather is something to

look forward to. The latest forecast for the Victorian high country is for a huge dump of snow in the next few days so we are planning on heading North tomorrow.

In the previous newsletter I referred to the construction of the Memory Support Unit with the prediction that construction would start in May, well I guess we cannot get everything right particularly when dealing with the bureaucracy of council and with a number of engineers etc. Our builders, Ruhle Developments, have been very patient and must be very relieved that the project is now well underway. It is pleasing to note that staff, residents and visitors have been very tolerant and accepting of any disruptions that have occurred.

Whilst there have been a range of delays with various approvals and actions from Council the Board is very thankful for the waiving of fees in excess of \$110,000.00. This cooperation and consideration of Council assists the Board in managing the overall costs associated with the new building and enables the best possible inclusions to ensure that our residents are well served.

In recent weeks we have been informed, through various news services, of severe influenza outbreaks in residential aged care facilities in some States. Fortunately, we have been spared the severity and extent of these outbreaks and I thank our staff for their commitment to our infection control procedures and protocols thus minimising the spread of such outbreaks in our facility.

With winter officially over I wish everyone a healthy transition into spring. I certainly am looking forward to returning home to enjoy the pleasures of a Queensland spring and hopefully some rain to break the severe dry being experienced currently.

Mel

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Residents' Round-Up

Jane Watts

Mrs Jane Watts was born in Croydon on her parents' station. So she is a real country girl at heart. Jane did her schooling by correspondence – no conventional school! She met her husband, Duncan, who was the book-keeper on Foresthome Station next door to where she lived.

Together they moved around on stations, including in the Northern Territory during their married life. They came to live and work at Nobby Post Office in 1972. She and Duncan have two sons who live close enough to visit.

These days, Jane loves to knit and crochet – she is not a TV person – and likes to make items to donate to the hospital. After coming to live at Nirvana just before Christmas 2016, she finds it a friendly place and is happy with her room and her life here.





General Manager— Brad Jones

Hello everyone, welcome to September 2017, a year that is continuing to move at an astonishing rate.

So, we are underway, construction of the long planned for Memory Support Household has commenced and we have foundations, a slab and pipework in place. Thank you to Rowan and the team from Ruhle Developments who are undertaking the project along with Elia Architects.

Projected Costs for this project have now exceeded our original project Budget, so we have commenced our program of seeking strong community financial support. We have been overwhelmed with your support with some very sizable donations towards the fitout of the building.

That said we still have a way to go so whether it be \$2 or \$10,000 to fit out a whole room we would welcome your donation. Please contact admin on 46973735 to see how you can assist this tremendous community project. We are on track to deliver a Building that we can all be proud of and one that will serve the Community of Clifton for many years to come.

As Heather has outlined in her column we had a great Accreditation result for Nirvana with a further 3 years being granted. I was particularly interested in the very positive results of the new Consumer Experience Report.

The following month it was the turn of the Medical Practice to go through re-accreditation which, as Tammy has outlined, was also a great result with full reaccreditation granted and very positive results from the Patient Survey Process.

Thank you and well done to everyone involved in both these accreditations efforts.

Work on the Solar Power Generation Project for the Medical Centre is now also complete and we are awaiting Ergon to give final approvals so it can be switched on.

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, along with our directors, welcome David Littleproud, Federal Member for Maranoa, for a tour of our operations in

August. We also were proud to partner with the Toowoomba Regional Council to return Seniors Weeks Activities to Clifton hosting over 70 community members in the Diversional Therapy Building for a morning of Food, Fun and Music.

Also for seniors week we had a Stand at the senior's expo in Warwick, promoting the tremendous community services we provide. Residents also attended activities in Warwick and Clifton to celebrate the week.

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 265 likes for the page Remember, "Together we will continue to make a difference"

Regards
Brad



Art Show Fundraiser

6pm, Saturday 25 November 2017
Diversional Therapy Building

Funds raised will go towards the
Memory Support Household

- Artwork available for direct purchase and auction -

Memory Support Household Progress...



David Littleproud MP, Brad Jones, Merilyn Hamilton and Terry Davis inspect the progress



Director of Nursing – Heather Miller

Welcome to another Newsletter as 2017 continues at a rapid rate.

The big news this issue is the fantastic full reaccreditation result for Nirvana Hostel. The

Team from the Australian Aged Care Quality Agency spent their scheduled two full days here in July and we have recently been advised of the great (and expected) result of 44 out of 44 outcomes met.

This means the granting of a further 3 years Accreditation for the hostel. A new part of the report is the Consumer Experience results where residents and families provide direct feedback on the services provided, on which we scored very highly.

Congratulations and Thank You to all our Team Members who played a part in this success.

Our strong education and training focus continues with several team members attending training on Dementia and the entire complex undertaking Mandatory Fire Training including a live Fire Exercise where we got to use Fire Extinguishers and Fire Blankets to put out a small

controlled Fire. Upcoming we have Full First Aid and CPR recertification. We have also joined in a National Movement called "Caring for Cognitive Impairment" through which we have recommitted our approaches to the dignified care and treatment of community members with Delirium or Dementia.

Further Fire Safety system Upgrades were undertaken to resolve an issue of old technology talking to new technology, further enhancing our over Fire safety and peace of mind to all residents, patients and staff.

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

Until next time.

Regards

Heather



Medical Practice News

Tammy Dickeson—Practice Manager

Over the last few months the Practice has been busy preparing for our Accreditation Certification. You may have seen a few changes in the building and some changes to how we do our business.

I am extremely happy to say that we have once again passed and are able to maintain our Accreditation with the RACGP.

We have carried out a comprehensive survey, which I'm very pleased to share the results with you today. (Please see attached)

Zero Tolerance

Unfortunately we encounter verbal abuse, aggressive and threatening behaviour from time to time. This is unacceptable for all our patients, doctors and staff to tolerate. For more information in relation to this please ask to speak with myself.

Failure To Attend Appointments

The Clifton Medical Practice's policy in regards to this:

After two failed to attend (FTA) appointments, a formal warning letter will be sent informing the patient that the next FTA appointment will result in a fee of \$30 being charged to the patient. Once an account has been raised and sent, no appointments will be made until the account has been paid in full.

We understand that life is busy and sometimes it gets in the way, however we ask that you please remember to cancel your appointment if no longer needed with as much notice as possible.

Birthday Bonanza!

The Medical Practice has had many birthdays over the last few months! Here is a random couple of photos of some fun had by all!



Dr Choo



Rosie



Sonja



ARIS ALEXANDER
Born 27.6.17

We would like to congratulate
Dr Joanna Pappas and her Husband Paul
on the birth of her little boy!



Dr Kitchener enjoying
the Leyburn Sprints

Thank you!

A big thank you to
Christine Fiechtner for
donating toys for the
children when they
have their
immunisations. It
really makes their day!



**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