



**CLIFTON COMMUNITY
HEALTH SERVICES**

Newsletter

September 2018

Chairman – Chris Bazley



Goodday Readers,
Another financial year on the go with the board of CCHS focusing on having a budget built on sustainability of our business whilst ensuring

we provide the medical advice, care and support we would all be proud of.

Maintaining and updating our building is a key focus so we are placing extra emphasis on targeting grant funding particularly from the federal and state governments-maybe there are elections not too far away!

Didn't we all have a great time at the High Tea Fundraiser for the Sunflower Lodge? The sound of laughter ringing out was the best medicine served up that day. Again our volunteers, as they always do, excelled in providing food and service to our guests. A

big thank you also for the great donations made by the local businesses and individuals. There were some fabulous raffle prizes with winners everywhere.

The board of CCHS encourage community involvement and feedback so please say hello if you have any ideas. Soon we will be holding a function for everyone to come and see the latest facilities and technology available in Sunflower Lodge. Keep an eye out for the date so you can come along and see something that is usually only in the city but we have it here right in our own back yard.

Lets hope for some rain soon.

Regards
Chris Bazley

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Residents' Round-Up

James Collins

James was born in Newcastle on Tyne making him our local Gordie. James has lived an interesting and varied life. He left school at 14 and joined the English army, first as a motorbike dispatch rider and later as a paratrooper. He was in the army for about ten years. After this James and his family migrated to Australia. Like many migrants from England he landed in Wollongong where he worked in the steel works for a couple of years he then moved to Sydney. He played soccer in Parramatta during this time he had been made an offer to play professionally but didn't go to the trials. James then moved to Nambucca Heads where he coached a female soccer team. He was also a drummer in a highland pipe band wearing the traditional kilt. In Clifton James was the chair person for the Clifton Senior Citizens Association and was a keen trivia buff.

James follows the world game.



General Manager— Brad Jones



Hello everyone, as I write this we have just concluded a very successful Seniors Week. With the support of a grant from the Council of the Aged Qld and the Qld Govt we held an outstanding concert and morning tea for our more mature community members. Over 92 people attended a morning of fun, music, food and giveaways and of course cake, so much cake. Thank you to everyone who organised and participated in the day.

Demand for all of the services provided by your community owned and run, not for profit, Health Services Cooperative continues to grow and we are already looking forward with our Strategic Planning to chart how we will meet this increasing demand into the future whilst remaining the strong, person centred, caring, viable organisation that we are today.

Congratulations to the teams who have been working steadily on the improvements that we identified as part of our recent accreditations. Speaking of Accreditations our official certificate of re-accreditation for Clifton Nursing Home has just arrived in the mail and will shortly have pride of place on the wall near the main nurse's station. We look forward to the formal Accreditation Certificate for the Hospital which we expect in late September.

In early September we will host another accreditation body, this one connected with an exciting

new initiative that will allow us to accept Medical Interns in 2019 as part of their Rural Placements. Thank you to Scott, Tammy and the entire Medical Practice Team who have put in substantial work to bring us the opportunity and then complete all the requirements to allow it to happen.

It is a fact of life that as a Health Services Cooperative and as individuals we face the reality of death on a regular basis. The death of residents, the death of patients and in some cases the death of former colleagues. In each of these situations it is heartening to talk to families and receive their very positive feedback of the services that we provide, how they feel that they are being cared for as much their loved ones and how our tremendous team members work together to deliver care in trying, upsetting and emotional times. You are always an individual with us, never just a number.

This month, on behalf of our entire team I would like to pay tribute to our former colleague, Jenny Meara. Jenny retired a few years ago and lost her health battle recently and passed away in Clifton Co-Op Hospital, an organisation to whom she dedicated a large portion of her nursing career. Thank you Jenny for all that you contributed to Clifton and our thoughts remain with your family and friends, you will not be forgotten.

Current timeline has handover of Sunflower Lodge, our Memory Support Household Project as part of Clifton Nursing Home, occurring in late September. If all remains on schedule we will arrange an open day

around this time to allow everyone to have a look, commence accepting residents in October before an official opening at a later date. I will be conducting tours for team members and residents prior to this time at a date to be confirmed with Ruhle Developments.

Support for the project remains strong with individuals, consumers, businesses and families all making donations to assist with the final fit-out. Donations are still welcome and further information can be obtained by contacting me. The Sunflower Lodge, High Tea Fundraiser was a great success and I extend a big thank you for the entire organising committee and all those who donated their time. Thank You. 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.

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 465 likes for the page.

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

Regards,
Brad.



Hello,

I'm Louise Shaw, the new Finance Manager here at CCHS. I've been on deck for two months now and settling in well. I am a Certified Practising Accountant with over 10 years' experience in commercial accounting roles.

I have worked as a Finance Manager in industries including Superannuation, Public Relations, Engineering and Disability Support Services. The Medical and Aged Care sector is new to me and has been an interesting and complex area to learn.

Although I currently live in Toowoomba I am a country girl at heart having grown up in many outback Queensland towns such as St George, Mt Isa and Moranbah.

Finance Officer-Louise Shaw

My most challenging yet fulfilling role though is raising my young family of three beautiful children.



I look forward to meeting you all either around the complex or when you pop in to my office.



PUBLIC NOTICE

Reminder to Staff and visitors, please do not park in front of the fire hydrant on Norman street or you may face a fine.

Director of Nursing – Heather Miller



Well, with two big Accreditations behind us I am enjoying a leave break and will be back in early September.

Over the last month we have concentrated on developing some new Clinical Pathways for Registered Staff, updating our library of source documents with a particular emphasis on Antibiotics, implemented new procedures and policies for Vaccine Preventable diseases, reviewed our Performance Management systems and continued to seek feedback from patients on their experiences so we can learn and become better at all that we do.

Training remains a focus with additional sessions held in a variety of areas and First Aid training coming up in September. Thank you to everyone who attended our Seniors Week Concert and a big thank you to all who contributed to the day's success.

With the Ekka behind us the Flu season is still here and the entire community can play a part in protecting residents, patients, families and staff. If you are unwell, or have been unwell with any symptoms of flu or gastro, please do not enter the Hospital or Residential Aged Care buildings. Also please make sure that you are up to date with all relevant vaccinations.

Latest indications are that the opening of Sunflower Lodge, which is the new wing of Clifton Nursing Home that will focus on providing a supportive environment for those in our community who are living with dementia will be late September or early October.

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.

CLIFTON COMMUNITY HEALTH SERVICES MEDICAL CENTRE

All of us here at the Medical Practice are looking forward to Spring! Winter has been a busy period for us, with many patients affected with coughs and colds. During the last two months we have seen a staggering 2792 patients!

Couple of reminders:

- We would like to remind all our patients to bring along their Medicare and Concessions cards to your appointments and also remember to update any changes of phone numbers and addresses.
- Remember to cancel your appointment if you cannot not make it, this helps us all when short on appointment availability.
- Once you have finished with the Doctor, please see the reception girls with any of your referrals or requests from the Doctor.



We would like to congratulate Dr Brett Burrett and his wife Jen on the birth of their little girl Clara Sue Burrett Born on Friday 17th August.



Alex and James are our current 4th year Medical Students and will be with us in the Medical Practice for the next 6 weeks. If you see them around town, please say hi



QCWA public rural crisis fund and Queensland drought appeal. If you are impacted by the drought you may be eligible for financial assistance. Applications are available from reception. All enquiries are confidential.





Lifestyle & Volunteer Coordinator—Jade Gilchrist

Hi everyone, I would like to thank all the staff and volunteers for a warm welcome to Clifton Community Health Services and for their support in adapting to some changes I have been making in the Lifestyle department. One of my most rewarding things about this role is making the residents smile. Nothing tells me that I am doing a job well done when I hear the laughter and see the smiles of residents, staff and volunteers. The main things I have been doing since arriving in June has been planning and organizing the Lifestyle department and getting to know the wonderful volunteers. The volunteers are

Lifestyle Coordinator— Jade Gilchrist

so vital to running any program and I couldn't do it without them. We are missing Casey but hope she will be back when the time is right for her and her new baby girl.

One of the most exciting roles is collecting the Lifestyle Awards for the staff and volunteers as this really shows how wonderful the staff are and how they do recognize the contributions of others. Of course this nomination process is open to residents and families that like to recognize excellence. You can see me to collect a nomination form in the DT building in the office next to the kitchen.

Regards, Jade.

Keep an eye out for the weekend trolley, keeping people entertained over the weekend!!

Other Exciting News



Casey our Diversional Therapist had her little girl!!

Madison Lee was born on Saturday the 28th of July 1:36am 7lbs and 1 oz.



A few words from Casey

"Just like to say a big thank you to everyone for their support throughout my pregnancy and the well wishes for her arrival"



Lifestyle Award WINNER



The winner of the Lifestyle Award for July was Dani under the category of Excellence in Dignity.

Congratulations Dani!

Photo Gallery



Lots of fun at the Sunflower Lodge High tea.
Big Thank You to Dee and all her team that made this possible



Photo Gallery



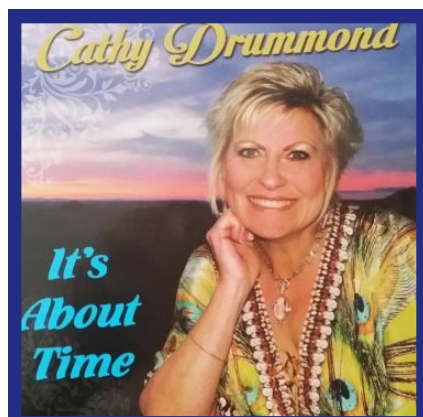
Danny Daniels came to share his love of record collecting showing us his most treasured records.



Our youngest volunteer Lian, look out for her on Wednesday afternoon and at special events!



Thanks to the great work of the Volunteers The Seniors Week Event was a great day!



Cathy Drummond sang up a storm and charmed us all!















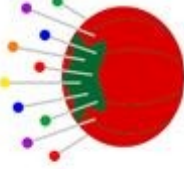













We welcomed 92 People through our doors!



10am MORNING TEA
ACTIVITIES START AROUND 10:30AM

SEPTEMBER 2018

PROGRAM IS SUBJECT TO
CHANGES

SUNDAY	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY
30 	RESIDENTS NAMES APPEAR IN RED ON THEIR BIRTHDAY					
2 10:30AM PRESBYTERIAN SERVICE 	3 9:40 TAI-CHI  FATHER'S DAY MORNING TEA	4 CARDS & GAMES 	5 LYNELL 	6 VISIT 9.30am 	7 WEEKEND TROLLEY 	8 
9 10.30 HYMNS WITH KATH 	10 9:00 CATHOLIC SERVICE 9:40 TAI-CHI SPORTS 	11 CRAFT 	12 MOVIE 	13 HOLZ'S PLAY 	14 WEEKEND TROLLEY 	15 
16 	17 9:40 TAI-CHI GRACE ON PIANO 	18 CARDS & GAMES 	19 ELEANOR'S MORNING 	20 RACF INFO SESSIONS 10:00-11:30am 1:00-2:30pm 	21 Staff & Volunteer Training 	22 
23 	24 9:40 TAI-CHI 11AM ANGLICAN SERVICE 	25 Staff & Volunteer Training 	26 BIRTHDAYS 	27 KEN GILLAM 	28 RESIDENTS MEETING  HAPPY HOUR 2-4	29 

Father's Day Morning Tea

Please join us on Monday the 3rd of September 10.30am for morning tea!

Bring your Bikes and Cars to show off to the residents



Thank you for your support
Call Jade to RSVP 0400 404 490

Entry via Kate Street
(medical centre car park)



BARNYARD BABIES VISIT

Residents will get a dose of Cuteness on
Thursday October 18th

Barnyard Babies mobile animal farm has rapidly become a household name in South East Queensland, and is a popular service used by schools, day care centres, nursing homes, fetes, local shows and shopping centres.

Farming is a vital part of Australia and it's heritage. A visit from **Barnyard Babies** enables people who may not otherwise have the opportunity, to be educated about domestic farm animals and to gain an awareness of their importance both economically and culturally.

