

The Companion

EST. 2007

OUR PEOPLE ARE WITH YOU EVERY STEP OF THE WAY

SPRING 2011



Woorneck residents with their flower arrangements

More than a spring clean.

The trees are boasting green leaves and the sun's staying up for longer which means spring is finally here. And what better time than spring to spruce up our facilities? Landscaping and gardening improvements are being made across the group. New coats of paint are going on and the program of replacing carpets with modern flooring continues.

We're also expanding our lifestyle programs to offer a more diverse range of activities and spending more on food to ensure residents receive an even more varied diet, serving up meals that are traditional to their various cultures.

Nursing hours are being increased and we're making improvements to our reporting systems to ensure residents continue to receive the best care possible. It's more than just a spring clean.

There's an old saying, "what gets measured, gets done." It is with this in mind that I would like to encourage

all our residents, family members, carers and friends to participate in this year's resident and relative satisfaction survey. The survey is already open and will close on 24 October 2011. See page four of *The Companion* to find out how and where to take the survey. Every little bit of feedback we receive will be considered in planning the year ahead. The ultimate goal is the wellbeing of our residents.

It is not just Dousta Galla that is trying to improve the wellbeing of residents. The Productivity Commission's *Caring for Older Australians Inquiry Final Report* was released in August. The government has indicated its support for aged care reform but are yet to commit to any of the Productivity Commission's recommendations. We expect plans for the aged care sector to be announced in the 2012-2013 Federal Budget.

Mark Anderson
Chief Executive Officer



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Go to www.dgas.org.au and sign up today!

Garden of the century.

Harmony Village Shepparton officially opened its Centenarian Garden on 23 June 2011 with the help of local Councillor Chris Hazelman in honour of its 100 year old residents. With the help of Harmony Village's maintenance crew and generous donations of trees and shrubs from residents, families and friends, the garden is a welcome retreat to wander, enjoy the sunshine and even hold barbecues.

Pearl Dempsey, born with a competitive spirit on 22 June 1911, managed to just squeeze in her birthday before the garden opened. Her advice for living a long life is simple, "work hard". And work hard she has.

While employed at the Nowa Nowa Post Office, Pearl met and fell in love with fellow employee William James Campbell Dempsey. The two married in 1934 and moved to Shepparton in 1953 with their three children.

Proof of Pearl's hard work is even evident at Harmony Village where she is still called 'Boss' by residents who used to work under her during her 26 year career at Shepparton Preserving Company as floor manager.



Pearl Dempsey

Born in Bairnsdale, Pearl was one of ten siblings. It is no surprise the thing she's most proud of is seeing her family grow - she is grandmother to eight grand children, 20 great grandchildren and two great great grandchildren.

The Centenarian Garden features a plaque with the names of Harmony Village Shepparton's 100 year old residents. Pearl said she was very honoured to have a garden dedicated to her and fellow Centenarians. As competitive as ever, said she hopes to live at Harmony Village for another 20 years.

A piece of cake.



Bill Snell

Eighty-three year old Footscray resident, Bill Snell, and his travel companions may be the first people ever to successfully bribe airline staff to board a plane after missing a flight. So how did he do it? To find out, we have to travel back in time to the start of Bill's holiday in sunny Queensland.

The envy of Footscray staff and residents, Bill embarked on a four day holiday to Stradbroke Island

for his granddaughter Kate's wedding. The night before the big day was spent in a fully booked function room of the local RSL where Bill taught the younger guests how to fold and fly paper planes. Little did he know the trouble he himself would have with air-planes in coming days.

Stradbroke was paradise compared to Melbourne's cold, wet and windy winter weather, so Bill was not looking forward to going home. Perhaps it was this sense of hesitation that caused the ferry back to the mainland to be late. So late, in fact, that Bill missed his flight to Sydney where he was planning to spend the rest of his holiday with one of his daughters.

Luckily one of the guests travelling with Bill still had a piece of wedding cake safely tucked away – saved for a snack on the plane. And it was this very piece of cake which, when offered to airline staff, managed to get Bill onto the very next flight to Sydney. Must have been some impressive cake!

Footy finals fever.

It takes most of the year to get here, so when the finals arrive, the devoted are possessed. At the Queens Park and Lynch's Bridge facilities on Saturday 1 October, residents watched Geelong battle it out with Collingwood for the 2011 AFL Grand Final. With scores extremely close throughout the game, everyone was on the edge of their seats as Geelong finally hit the lead.

In preparation of the Grand Final, Queens Park and Lynch's Bridge residents were treated to a 'Footy Day' on Thursday 29 September. With the dining room decorated with balloons and streamers of the competing teams' colours, the residents enjoyed a classic football meal of delicious homemade meat pies and chips.

No one was more nervous than Queens Park resident Therese Luckins, a diehard Geelong fan,

who has supported the side for 55 years since coming to Australia in 1956 from the Seychelles Islands (off the east coast of Africa). She was in the running, along with 25 other residents, to win the Queens Park Grand Final footy tipping competition.

When the final siren sounded and Geelong celebrated its 38 point win, Therese was not only relishing the premiership triumph, but also taking home first prize and a \$20 Coles-Myer gift voucher. At Lynch's Bridge, Maie Parkes and Barney Bagins were the happy winners.

Congratulations are also in order to the winners of the Footy Tipping Home & Away Competition:

Queens Park

1st RITA GRIFFIN

2nd LES BEATTY

3rd EILEEN GLEESON

Lynch's Bridge

1st WILLIAM IVES

2nd JANICE MOORE

3rd KEVIN PRESA

Fun with flowers.

The craft of flower arranging dates back to ancient Egypt. Egyptians were decorating with flowers as early as 2,500 BC. They regularly placed cut flowers in vases to create highly stylised arrangements for burials, processions and simply as table decorations.

At Dousta Galla Woornack, this ancient tradition lives on through the help of florist Margaret Bastecky who visits the residents once a week to run the 'Fun with Flowers' Program.

Margaret, whose father is a resident of Woornack, is a keen gardener and has spent lots of time pottering around the facility's grounds. She decided to start the program as an opportunity to get residents involved with gardening while letting them express their own creativity. The program has been running for seven weeks and has been a huge success with all of the eleven residents who participate each week.

One such person is 90 year old Millie Dundgeon who has been a resident of Woornack for seven years. Millie had to leave her beautiful garden behind when she moved to Woornack, and due to limited mobility, cannot participate in the facility's gardening activities.

"Margaret gives me the opportunity to bring the outdoors inside and to enjoy the beauty and



Millie Dundgeon with Margaret Bastecky

perfume of seasonal flowers," Millie said. "It gives me something different and exciting to look forward to each week. I love how the smell of the flowers brings back memories of my younger days."

Residents are taught the art of flower arrangement, beginning with simple posies which then progress into boxed bouquets. Once their masterpiece has been created, residents choose to display them in the dining room as table centrepieces or take them to their own rooms.

Millie displays her flowers in the common room, much to the delight of other residents who enjoy their beauty and aroma. Just as the Egyptians did all those years ago.

Resident and relative satisfaction survey 2011.

At Dousta Galla we are dedicated to ensure our residents receive the best care possible. Catering for a diverse range of cultural and health backgrounds, this is sometimes a challenging task, but it is also a very rewarding one.

To ensure we continue to provide high quality care, we are currently undertaking our 2011 Relatives, Carers & Friends Satisfaction Survey. The survey is open for residents, relatives, carers and friends wishing to participate until Monday the 24th of October.

We have been conducting surveys every two years since 1999 to ensure all of our residents, their families and carers have a say on the services that we deliver. Previous surveys have resulted in a number of key projects including:

- Hiring of qualified chefs to improve the standard and quality of the food.
- Developing training programs for Leisure & Lifestyle programs.
- Indoor and outdoor refurbishment programs.

Your feedback is valued and is critically important in helping us to continue to provide an inviting, supporting and caring environment of the highest standard.

We strongly encourage everyone to complete and return the survey as soon as possible. This is a great opportunity for you to express your views and help ensure Dousta Galla residents continue to receive the best care possible.

Paper copies of the survey will be mailed out and are also available online on our website <http://www.dgas.org.au>. An electronic copy can also be sent out via email and returned to Dousta Galla by contacting reception@dgas.org.au. Extra paper copies will be available for all family members, carers or friends to fill out at the administration office of each facility.

Make sure your opinion is heard. Take the survey today.

Keeping up with history.

In the 2010/11 Federal Budget, the Australian Government announced spending of \$467 million over two years to develop and launch a personally controlled electronic health record (PCEHR) for every Australian who wants one. The aim, by July 2012, is for everyone to access his/her health care records electronically and have control over who has access to the information.

So what does this mean for the aged care industry, and in particular, Dousta Galla residents and their families? It means:

- Each resident and their family will have access to their own health records.
- Staff will be able to access consenting residents' medical records.
- Staff will be able to better manage medication administration of residents who have complex medication plans.

Nine eHealth sites were announced by the Federal Government in March, with one of those projects being MedView, which allows consumers and health professionals to access consented patient medication history. This will enable nursing staff to access prescribed and dispensed medications of consenting residents. All prescriptions and dispensing records will be securely transmitted and stored in the MedView system.

In summary, the new system promises to be extremely beneficial for residents, nursing staff and families. Staff and families will have the ability to remain up-to-date and informed on the health and wellbeing of residents as well as track all medications being prescribed. Residents will be able to have full access to all their medical records and also control who has access to them, so they feel safe and in control.

For more information about PCEHR and MedView, visit <http://www.yourhealth.gov.au/internet/yourhealth/publishing.nsf/Content/pcehr>.