



*The response to the request for agency contributions to the BSW regional Aged Care/HACC newsletter has been overwhelming. As a consequence, the content of this newsletter is primarily that of agency contributions. Comments on the current newsletter and suggestions for future newsletters are most welcome - please forward to Toni Clarke on [toni.clarke@dhs.vic.gov.au](mailto:toni.clarke@dhs.vic.gov.au) or tel. 5226 4711.*

### **Count Us In!**

Count Us In! Is a DHS funded project designed to promote social inclusion of people living in Public Sector Residential Aged Care. In the BSW Region Koroit Health Services and Lyndoch Warrnambool in partnership with South West PCP and Warrnambool City Council are developing Count Us In activities.

Activities undertaken through Count Us In include a Community Reading and Entertainment Discussion Group at Koroit HS facilitated through Koroit Library. This activity has been successful in linking community members with residents that have a common interest. The Lyndoch residents have developed a strong relationship with the Warrnambool RSL and attend a social evening on Friday nights with RSL members and the public. This is an enjoyable occasion, where residents share a meal and drinks, and socialise.



Pictured above are Basil, Ivy, Grace and Bridget enjoying activities with the Warrnambool RSL.

### **Regional HACC Training**

The Regional HACC Training Coordinator position is funded to develop and implement a Regional HACC training strategy to augment HACC training provided by funded agencies. The Regional HACC coordinator is employed by Barwon Health to resource the position across BSW Region.

Thanks go to Susan Parker who has until recently been temporarily working in the Regional HACC training coordinator role. Susan has worked with the Regional Committee to facilitate the planning and delivery of local training and conference activity. We now welcome Robyn Neilson into the role. Robyn brings a breadth of experience in training to the role and we look forward to her input. Robyn can be contacted at the Newcomb Community Health Centre, 104-108 Bellarine Hwy, Newcomb. Information and bookings continue to be available through the regular channels and Jenny can assist with enquiries on 5260 3524.

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## Virtual Visiting at Western District Health Service

Western District Health Service (WDHS) has launched an innovative program that reconnects families and friends with their loved ones living in an Aged Care Facility.



The program known as "Virtual Visiting", involves residents from any WDHS Aged Care Facility and uses video-conferencing technology to enable "virtual" visits with family and friends. Residents of the aged care facilities have warmly embraced the opportunity to extend and renew friendships and use the technology to overcome the tyranny of distance.

Video conferencing is an extremely beneficial method of communication for aged care residents as it enables the use of non-verbal communication and the opportunity to see their visitors on suitable large screens. Regular social contact with friends and family is important to enhance residents quality of life and overcome the social isolation often associated with admission to an aged care facility.

WDHS has a dedicated group of volunteers who have been trained to facilitate the visits and provide basic technical support as required by participants who may be a little apprehensive when using the technology.

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## Developing a 21st century health and aged care system for the BSW Region

The BSW Health & Aged Care team have commenced an innovative project to develop a 21st century health system for the BSW community with a focus on creating healthy communities from the household level up.

The area-based planning exercise will be undertaken in partnership with health aged care service providers and local government in BSW's three PCP catchment areas of Southern Grampians & Glenelg, South West and Barwon.

The project will focus on population health status, the determinants of the health and the current health and aged care service system for each area.

In the first stage, the aim is to identify and prioritise:

- Local population health issues, &
- Health and aged care service system issues and develop strategies to address them in partnership with local advisory committees.

The Region will keep you advised as the project continues to evolve. More details can be obtained from the Regional office from either [john.hedditch@dhs.vic.gov.au](mailto:john.hedditch@dhs.vic.gov.au) or [paul.gladigau@dhs.vic.gov.au](mailto:paul.gladigau@dhs.vic.gov.au).

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## St Laurence dementia day program and respite

St Laurence House day programs have seen some exciting outings in the past months. Demand has remained strong for our day programs which cater for people with dementia. A terrific outing was experienced at Buckley's recently where Denise Drysdale was performing at Morning Melodies. One of our guests joined Denise on stage and sang a song. Our guest was rewarded with a signed copy of Denise's CD. Other outings recently have been to Ballarat, Anglesea and the Bellarine Peninsula.

Our overnight respite program has continued to be solidly booked over the past months.

New friendships are developing amongst the men who are our guests on some weekends. We have oriented our bookings to match interests so we can plan activities for the evening and watch movies of interest. Our guests have enjoyed the Elvis movies we have purchased and have spent many hours reminiscing about past days watching these fantastic movies. Our overnight respite provides carers a well deserved break from their caring role.

If you would like more information on St Laurence dementia services please contact Ralph Menchise on 5229 9943.

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## Improving the environment for older people in Health Services

Creating older person friendly environments is important to capitalise on an older person's strengths and abilities, to protect them against harm and to take account of the needs of staff charged with their care. It also fosters a safer, more accessible and comfortable environment for everyone.

Victoria has developed an audit tool to encourage hospitals and aged care facilities to perform environmental audits and to develop action plans for improving the physical fabric of the residence. *Improving the environment for older people in Health Services: An audit tool* identifies the key principles underpinning "age-friendly" living environments.

This resource provides a way to support the physical improvements required to better cater to the needs of older people by identifying priority areas for actions and associated costs for these actions to be incorporated within agency budgets.

For further information on the "Environmental Audit Tool" contact Mark Harris, Senior Project Officer, DHS Barwon-South Western on 5226 4575 or download from the DHS website at [www.health.vic.gov.au/older/pubs.htm](http://www.health.vic.gov.au/older/pubs.htm).

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## Blakiston Lodge Opens Its Doors

Blakiston Lodge, Barwon Health's new 90 bed Complex Care/Aged Persons/Mental Health unit at the McKellar Centre, welcomed residents from Hilary Blakiston House and Units 11 and 12 on 7th and 8th of May 2007.

The relocation of residents went extremely well with additional staff, volunteers and family members available to assist and support residents during the transfer process. There was a great deal of planning and energy that went into the move from enthusiastic stakeholders ensuring that all went to plan. An Open Day for Blakiston Lodge was held prior to the move to provide an opportunity for residents, families, friends and staff to have a look at their new home and work place prior to the move in date. The feedback following the tours was very positive, with people very impressed with the design, décor and the size and accessibility of the surrounding courtyards.

McKellar Centre was again very fortunate to engage the Disney Corporation to assist in the planting and layout of plants and shrubs in the external garden areas and courtyards of Blakiston Lodge—these are the people who so generously helped with the Town Square last November. It has been an exciting time for our Aged Care Service to provide residents, families and staff with another new state-of-the-art facility purpose built to meet the more complex needs of residents and their carers.

Ann Hague, Director Aged Care, McKellar Centre, Barwon Health.



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## Clinical Leadership Program

Lyndoch Warrnambool have developed a six month Clinical Leadership Program targeted for senior Division 1 nurses and Associate Nurse Unit Managers. The program was initiated following a recognised need to embrace the changing requirements of the role of the Division 1 nurse in the residential care setting. Workforce issues such as the shortage of Division 1 nurses pre-empted a review of the model of care and how the practice was organised, keeping in mind the human resources available to us. The new Clinical Nurse Leader role of the Division 1 nurse centres around a back to basics approach to care with clinical leaders of walking alongside nurses teaching them and being available to residents and families for advice and support. Basically, they ensure that the fundamental aspects of care are right.

Each fortnight participants meet for two hours during which time a formal presentation is delivered followed by an action learning set. The program focuses on key aspects of clinical leadership such as emotional intelligence, change management, communication, and performance management. The course is facilitated on site and offers an intense mentorship component as to enable participants the opportunity to work with senior management and executive staff within the organisation. Participants have exposure to key personnel within the organization as part of the program, including the Chief Executive Officer, Directors of Community, Business and Nursing Services, and the Quality Improvement Co-ordinator and Staff Development Officer.

Lyndoch plans to offer this learning opportunity to other facilities in 2008, given the extremely positive feedback already received from participants and evidence of leadership growth amongst those enrolled in the program. For further information please contact Katrina Perroud, Acting Director of Nursing on 55 619 310.

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## PSRAC Business Performance Improvement Initiative

The Business Performance Improvement Initiative is working to enhance the business performance of Public Sector Residential Aged Care providers through the development, implementation and support of a common business planning and management framework for the sector.

Through the BPIP a Better Practice Toolkit and Benchmarking Tool have been developed. Six agencies across the state have been field-testing the tool. Agency staff will be coached in the use and implementation of the tools at the second workshops being held in late August. Following the workshops the Region will continue to work with providers to assist in the on-going application of the tools and resources.



**Doll Therapy at Western District Health Service**

Featured in the previous issue



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## Well for Life

The DHS Well for Life Initiative encompasses health promoting principles and focuses on improving physical activity and nutrition among older people who participate in HACC Planned Activity Groups (PAGs), and those living in Public Sector Residential Aged Care facilities.

In 2006-07 in BSW region Well for Life funding was provided to Koroit Health Service, Casterton Memorial Hospital, and through the Barwon Primary Care Forum (BPCF) to Diversitat, Barwon Health and Bellarine Community Health. The projects funded were very diverse ranging from Casterton MH working across a network of Planned Activity Groups, Koroit enhancing their physical activity and nutrition activities by incorporating additional opportunities for outside activities and gardening, and a variety of innovative PAG activities developed and shared by the agencies participating in the Barwon sub-region in a regional forum. The photo to the right shows a participant enjoying the indoor vegetable garden developed through the Well for Life program at Bellarine Community Health.



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## HACC Data

Our thanks go to all Regional HACC providers for your efforts in providing HACC activity data to the data repository in the required time frames during 2006-07. Across the region HACC data receipts have continued to improve over the past twelve months. While the collection of data is a time-consuming task for providers, the use of accurate data is critical for DHS in planning future service delivery, as it is for agencies own planning purposes.

You are encouraged to continue to review your HACC activity reports on the Funded Agency Channel at <https://fac.dhs.vic.gov.au/>. The data reports are available within 48 hours of submission to the HACC MDS data repository. If the data is found to be inaccurate data re-submissions can be accepted until the end of the month following the collection period as well as a final opportunity to correct data after the close of the financial year.

Copies of the HACC User Guide, data submission procedures and useful FAQs and bulletins can be accessed on the HACC web site at [http://www.health.vic.gov.au/hacc/data\\_collection/index.htm](http://www.health.vic.gov.au/hacc/data_collection/index.htm)

### *Please note – Definition of Carers.*

There has been some confusion on the recording of carer data in particular in the recording of the client and the carer due to changes in the data collection in HACC MDS v2.0. Please refer to the HACC National MDS User Guide v2.0 vic available from the above link to clarify reporting rules.

### **Training opportunity**

Staff from the DHS Helpdesk are able to provide HACC data collection training to agency staff if there is a need in the region. Any agency who would like to send staff to HACC data training should contact Toni Clarke on [toni.clarke@dhs.vic.gov.au](mailto:toni.clarke@dhs.vic.gov.au) or tel 5226 4711 to register interest. If enough interest is expressed a regional training date will be arranged.

