

Triple Trivia Challenge

On the 12th of March Providence hosted the inaugural Aged Care Facility Trivia Challenge between Providence, St Bernadette's and St Joseph's. Each facility had a team of six very smart residents. Guests were invited to lunch and enjoyed a lovely meal before the great challenge commenced at 1pm.

Providence showed great promise and was leading until the last round when pipped at the post by St Joseph's. Other residents were included in the day with games and activities held between trivia rounds. Everyone played with great team spirit and had a very enjoyable time.



Lifestyle staff from Providence, St Bernadette's and St Joseph's congratulates the St Joseph's team on their win.

Question: Who crowned Napoleon, Emperor of France? Discuss the answer with your friends.

A Happy Life

"It's a very happy place – caring, attentive, and friendly," says Kathleen Brown who has lived at John R Hannah for over 13 years. "I'm still in touch with some of the staff from those early days. We formed special bonds," she says. Kathleen is an avid sports fan, barracks for St Kilda, and loves music. She was a tailoress and says doing what you love and what you are good at makes for a happy life.



Satisfaction with Services

High levels of satisfaction with services provided by Catholic Homes have been reported by residents in two separate surveys conducted in 2008.

- A questionnaire designed by Curtin University is used bi-annually in our residential aged care facilities. Last year 241 residents (49%) replied to the survey, which has questions relating to moving in, accommodation, care services, social life, links with the community, etc. The levels of satisfaction exceeded 94% for all questions, with moving to the home and the social life receiving the highest ratings.
- A survey sent to independent living unit residents was answered by 124 residents (37%). Overall, residents were very positive about all aspects of their experiences with Catholic Homes.

Feedback from both surveys has been used to develop continuous improvement action plans that will further enhance the services we provide.

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Linking the Generations

Visits by primary and secondary school students are a highlight for residents at St Catherine's, St Joseph's and Providence Aged Care Facilities. Storytelling, drawing, entertainment, and using the internet, are among the varied activities that they enjoy together. Students love hearing about times past, as well as sharing their skills and accomplishments. Values of respect, caring and community contribution are fostered, along with intergenerational understanding and friendship. It's a great experience for young and old alike.



Providence residents, Stan and Bonnie, are enthralled by the exuberant preparatory students from St Bernard's Primary School during a recent visit.

Sharing a Love of Music



Cassie Cohen and Delfa Vendramini

"I'm very pleased Cassie visits; it makes me feel younger, she has a pretty face and we get along well," says 85 year-old Delfa Vendramini, a resident at St Joseph's. Cassie, a Year 9 student from Strathcona College, chose to visit St Joseph's as part of her community awareness program because "I wanted to learn about what happens here and to be with people who have experienced life", she says. This is her fifth visit and she says it has highlighted how each person is unique and has different needs & interests. Delfa loves singing at every opportunity. She sings a verse from *O Sole Mio* and then invites Cassie to sing for her. "It does you good, once you start," she encourages Cassie, who obliges with a verse from *We are a Rock Evolving* in her fine soprano voice. Delfa says she doesn't feel much different from when she was young, "I still love singing". And she loves Cassie's visits.

Message from the CEO

This Advent season provides a time of reflection, prayer and a reaching out to those who are presently experiencing pain and loss due to the bushfires and the economic downturn. In recent weeks, residents and staff of Catholic Homes have rallied to donate \$5,670 to the Bushfire Appeal.

Amidst the pain, there are many positive happenings at Catholic Homes. Residents have celebrated special life and Church events over past weeks and staff have engaged in a launch of the Catholic Homes' Pandemic Plan, which will assist staff in managing any infectious outbreaks at residential facilities.

Also, we are delighted to announce the Opening

and Blessing of Corpus Christi Village on 15 May, 2009 by His Grace, Most Reverend Archbishop Denis Hart DD.

The next 12 months will be a period of economic uncertainty. However, Catholic Homes is well positioned to take on the challenges over this time, whilst being mindful of the strategies required to meet both service needs and financial objectives. Our aim is to continue to grow our services for the benefit of residents and the wider community.

I extend to all residents, families, volunteers, stakeholders and staff of Catholic Homes, all the blessings of the Easter season.

Joan Donoghue, CEO

The Two of Us



Eglal Ali, Personal Care Worker with Don McGregor (above) and June Watts (below), residents at John R Hannah Aged Care Facility.



It's inspiring to hear Eglal Ali's passion for her work as a Personal Care Assistant at John R Hannah Aged Care Facility, where she has worked since July 2008. Her vivacious and caring personality belies the hardship in her own life. She hasn't seen her family in the Sudan for more than 20 years. Three years ago she came to Australia from Egypt without a word of English but her resilience and love of learning shine through.

Eglal loves the residents and says that good care comes from good communication. "I sit with them and they tell me their stories. If anything happens to them here or in their families, then we sit down and talk about it. If I see anyone in pain it makes me upset and I do whatever I can to relieve their pain."

Don McGregor has been receiving care at John R Hannah for over 6 months and says "Eglal is a very fine person who always thinks of the patient. There is a special rapport between us." Eglal likes to listen to Don's stories about his past and to make him happy. Don says "I'm glad to see Australia providing a home to so many Sudanese and hopefully they are all darlings like this one."

"Eglal is an excellent carer," says June Watts, "you can laugh and joke with her. We have a very good relationship. "If June notices that Eglal is not her usual giggling self she is keen to find out why and to talk it through. These are special relationships where the caring goes both ways.

Palliative Care Pilot a Success

A pilot education program delivered to St Catherine's staff in 2008 has significantly improved their understanding of how to improve the quality of life of residents with life-limiting or life-threatening conditions. This includes preventing and relieving suffering, pain and other associated physical problems, as well as meeting their social, spiritual, cultural and emotional needs.

This is the finding of research undertaken by Associate Professor Fran McInerney on behalf of Catholic Homes and the Australian Catholic University. The pilot education program was developed following an assessment of the learning needs of staff throughout Catholic Homes. It was then delivered to staff at St Catherine's by Banksia Palliative Care Services.

The palliative care education program will be rolled out to staff working throughout Catholic Homes during 2009. The study is being published and presented at local and international conferences for the benefit of other aged care and palliative care providers.

Accreditation Success

John R Hannah, St Joseph's, St Bernadette's and Providence Aged Care Facilities have each been granted accreditation for another three years, having met all 44 of the accreditation standards.

Ray McIntosh, Rosemary Pace, Josephine Bernardi, Janine Golding, Margaret Edgar and Kath Hannaker proudly display the Accreditation Certificates.



Pandemic Plan Leadership

Proactive leadership by Catholic Homes to protect the welfare of our residents, clients and staff has culminated in the launch of our Pandemic Management Plan.

This is a comprehensive and practical resource to improve our capacity to prevent and manage infections, including a pandemic. It includes significant updates to our infection control, emergency preparedness & crisis management policies and procedures, as well as continuous improvement checklists and posters. Catholic Homes has also furnished all our residential and community aged care packages services with Pandemic Kits containing recommended personal protective equipment for use by staff, residents and clients.

Four regional education sessions for staff have been held throughout March to promote the Plan and to demonstrate the correct fitting of the protective equipment.



Catholic Homes staff wearing personal protective equipment at the launch of our Pandemic Management Plan and education program on 5 March 2009.

Condition Audit of Independent Living Units

Catholic Homes will undertake a comprehensive review and condition audit of its 345 independent living units located at 21 locations between April and September 2009. Residents will be advised when to expect visits from our property staff. This exercise will enable Catholic Homes to assess the capital and maintenance requirements of each property so as to promote the safety and security of residents, as well as environmental and financial sustainability.