

# RAGLAN TATTTLER

ISSUE: January 2018

HAVILAH WEBSITE: [www.havilah.org.au](http://www.havilah.org.au)  
please contact Andrew on 5461 7387 or email  
[andrew.earl@havilah.org.au](mailto:andrew.earl@havilah.org.au) if you would like your  
Tattler sent via email



**HAPPY  
NEW  
YEAR  
2018**

***May this New Year brings you a peace filled life,  
warmth and togetherness in your family and  
much  
prosperity!***

**Resident Meeting— Monday 5th February at 1.15 pm**  
THESE MEETINGS ARE A FORUM FOR IDEAS AND NEW INITIATIVES  
WE WELCOME YOUR INPUT.

### Justices of the Peace

There are 2 Justices of the Peace available within the Havilah on Palmerston Community.

If residents require their assistance you are welcome to contact them during Business Hours Contact:

Bob Osborne Phone: 5461 2709 Mobile: 0409 189 681

Email: bobosborne8@iprimus.com; or

Terry Simpson Mobile: 0419 737 837



#### RESIDENT SURVEY - November 2017

##### Of the 21 residents surveyed at Raglan House:

100% of surveyed residents always or most of the time have the access to doctors and health professionals.

95% of residents stated that either always or most of the time that it is peaceful for them to sleep at night.

100% surveyed residents strongly agree or agree that repairs are done promptly in their rooms.

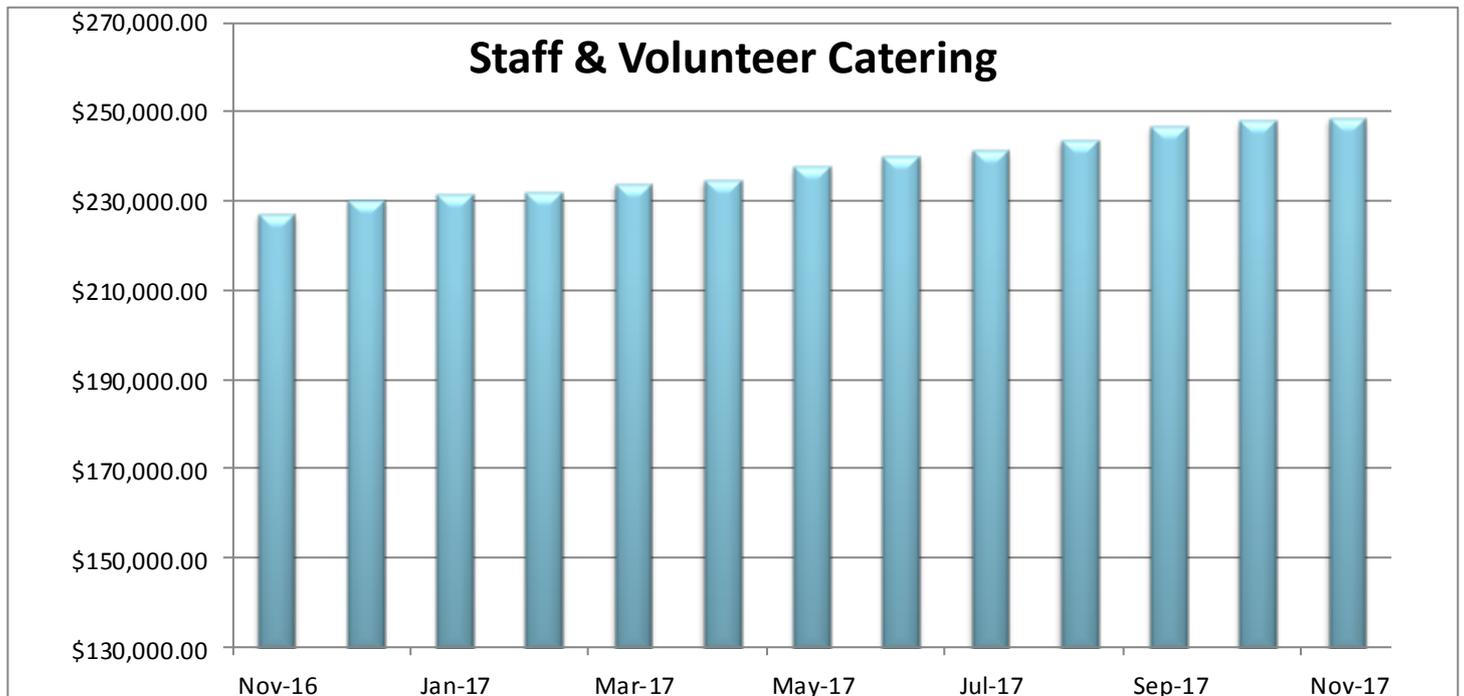
95% of residents strongly agree or agree that that they are happy with the laundry service /facilities at Raglan.

### FALLS PREVENTION

Ensure that you have your eyes tested each year and have your glasses adjusted and fitting correctly. Consider using single vision lenses if falls are becoming an issue.



New volunteers are always welcome. Please see Sue or Raeleen.



**ALL HAVILAH SITES ARE NON SMOKING SITES.  
PLEASE RESPECT THIS FOR THE SAFETY OF RESIDENTS,  
VISITORS AND STAFF.**





## BOOK REVIEW

### MALLEE BOYS

by

**CHARLIE ARCHBOLD**

Sandy

You know, when you walk into a murky river you could step on anything. I've never understood how easily some people will just leap on in when they can't see a thing. I suppose it's like life; maybe I could do with just stepping in more an looking less.

Red

Sandy's a funny kid. I say kid, but he's not much younger than me. He's fifteen. I'm eighteen. It's only three years but sometimes it seems like thirty. Dad said I burst into the world, born effortlessly on the way to the hospital, which for a first baby was something. I screamed my lungs out and the doc told Mum she was a natural. Sandy though was way too early. Born preemie, he had to spend his first few months in hospital. Probably day-dreaming in the womb and before he knew it he'd just drifted out.

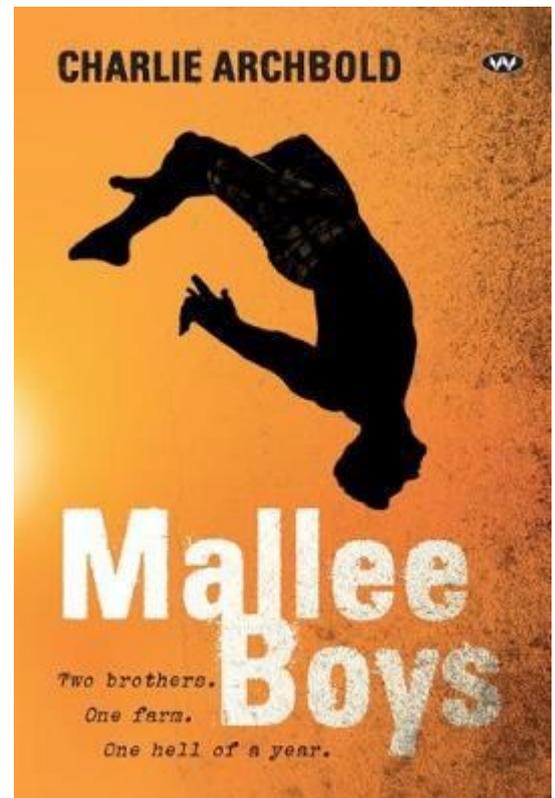
Typical. Sandy causing a lot of drama for everyone.

They had to get the flying doctors out and all sorts.

On a farm in the Mallee, Sandy and Red and their dad are adjusting to life following the death of their mother.

Sandy is no natural farm boy, scared of goats and allergic to spring. He keeps his secrets tight. Red loves the farm but is so angry with the world that he may as well be a willy-willy – wild and out of control. Their dad is just trying to keep it together. Three of them, no talking, in a brutal landscape of wind and searing heat. It's going to be a big year.

'Mallee Boys' is a wrenching, real story about grief and survival. It's also about choosing your path, even if it's not easy and might take you away from everything you know. The landscape is tough, but full of beauty for those who look for it. Plenty of themes in here: loss, responsibility, change, family, truth, communication. Without their mum to guide them, and with their dad drowning in his own loss, two young men have to make their own decisions and live with them.



There has been a good response to our request for email addresses for emailing the TATTLER rather than posting it out. We understand that not everyone has an email account so those who have requested a copy and do not live locally will continue to receive it by mail.

The HAVACHAT is also available on Havilah's website at [www.havilah.org.au](http://www.havilah.org.au)

Please email your details directly to [andrew.earl@havilah.org.au](mailto:andrew.earl@havilah.org.au)

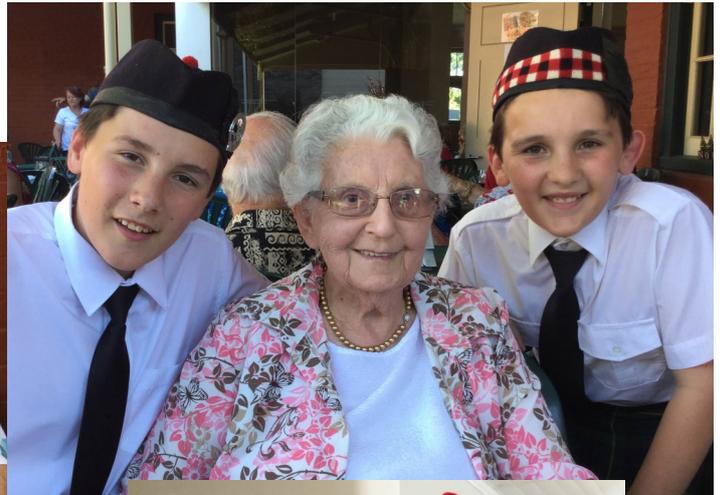


The lead up to Christmas was a busy time for residents at Raglan House, with the generosity of the Maryborough Dental Clinic, residents attended a lovely Christmas luncheon at the Golf Club, ginger bread house making with the assistance of many volunteers, the craft session making beautiful wall decorations and the bus outing to the Christmas shop in Maldon.





Christmas celebrations were well attended with family, friends and ILU residents joining together and enjoying a lovely summers evening for the annual BBQ. Christmas day festivities were also enjoyed by many.





## Can you really feel at 'home' in an aged care home? A new report says yes

By [Jill Donaldson](#) on December 15, 2017

Having a sense of 'home' when you make the transition to residential aged care is just as important as the clinical care you received, according to the latest State of the Family Report from Anglicare Australia.

Not-for-profit aged care provider Benetas is aiming to do just that with a new approach that is seeing their facilities purposely designed as a 'home' first.

The model sees groups of eight residents living together in apartments with a shared living area, a dining room and a kitchen and the support of one main carer.

Residents can take part in activities with other residents, stay within their apartments and socialise with only their neighbours or just keep to their rooms.

Care services such as laundry and clinical services are also hidden away so there aren't drug trolleys or medical charts lying around.

And it's having a positive effect. "It is now not uncommon to see carers, residents and families milling around the kitchen bench together enjoying a cuppa and a yarn," says Benetas Research and Innovation Manager Catherine Joyce.

### A sense of belonging

Benetas say they were driven to change their approach by the need to create a better sense of belonging and security for residents.

Outlined in the report is the fact is most people don't want to leave their home and move into residential aged care.

"I loved living in my own home. I built that home,

and my daughter lived just next door. But when the time came and it became too much for my daughter to look after me I knew it was the right choice," Benetas resident Sheila says.

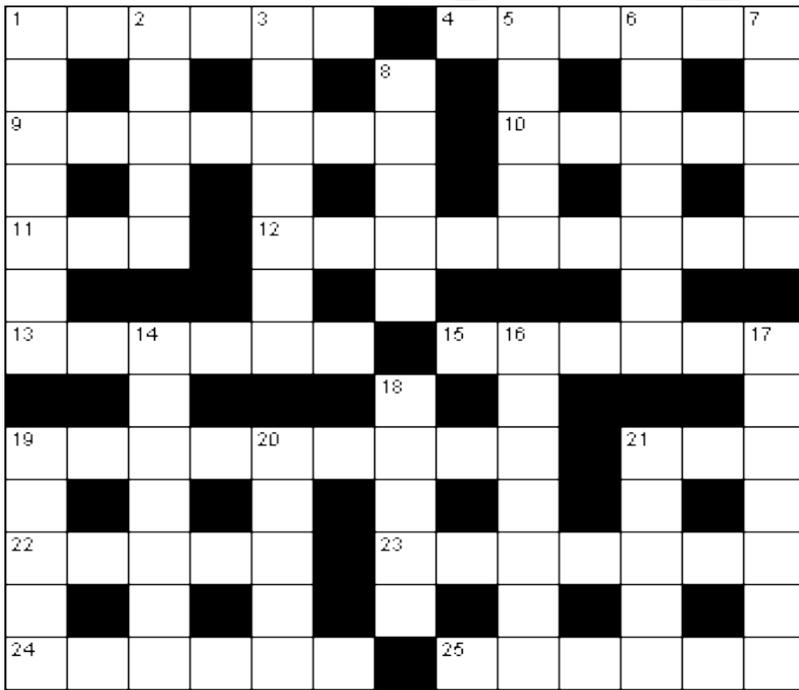
Often when someone has to make the move suddenly following a health crisis or hospital stay, there is a sense of grief and loss.

"I like it here but I wasn't in a position to make a choice about it..." resident Phil (name changed) says. "My son thought I'd like it here because of the ocean and I do...but not having a choice in it all and not being able to make my peace with leaving home has been tough."

Either way, it's not an easy transition for both residents and their families.

But with Consumer-Directed Care for aged care on its way, there will be more choice and control for residents to ensure their new home really does feel like 'home' – and that's got to be a good thing.

# Mind Games



**Across**

1. Afternoon nap in Spain (6)
4. Wide Street (6)
9. Coherent (7)
10. Speak (5)
11. Playing card (3)
12. Exactly the same (9)
13. Not as strict (6)
15. Armed thief (6)
19. Set up or found (9)
21. Australian flightless bird (3)
22. Stories (5)
23. Chosen by voted (7)
24. Fervid (6)
25. Basement (6)

**Down**

1. Save from destruction (7)
2. Bird of prey (5)
3. Haptic (7)
5. Strongroom (5)
6. Observed (7)
7. Join up (5)
8. Hints (5)
14. Resolved (7)
16. Sports contestant (7)
17. Booming noise (7)
18. More judicious (5)
19. Additional (5)
20. Large shaggy bovid(5)
21. Exalt (5)

**Word Search - Musical Instruments**

C C O N C E R T I N A K R E T G E E F  
 F L G G V Y S T A M B O U R I N E E L  
 R O A O U V M T O T E P M U R T C H U  
 E E M V N I H B V O H A L O I V O V T  
 N D H G I G T I A O Z W H I S T L E E  
 C A O T B E B A N L H A R M O N I U M  
 H A G P I E R I R M S H K K D E R Y L  
 H A C R S Z U R N I L O D N A M T H C  
 O B R I O M S O L N O I D R O C C A B  
 R S B P N O L L E C E T E N R O C D A  
 N D I U S O S F L U E G E L H O R N N  
 A U V T G I M T I M P A N I T U R T J  
 B L U R A L C R E A B U T R M E N E O  
 M C D A E R E H A N V M O Z D O P N V  
 I I C Y E E K M O H A M Z R O N L I I  
 R M P R A H M V I R B T O S L A S R O  
 A E K D E T U L V O D C S L T I R A L  
 M R L O C A R I N A E A E A I P N L I  
 C B A G P I P E S R B B L H C N O C N

**ANAGRAMS:**

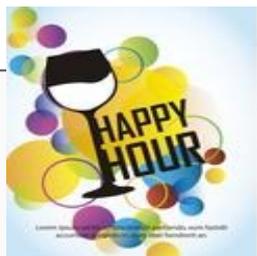
**Australian Towns**

1. ALBINAL (NSW)
2. BIMANAL (NSW)
3. BALNEAL (VIC)
4. BOINGED (VIC)
5. CHIEFLY (ACT)
6. MINORED (QLD)
7. TANDOORI (VIC)
8. MOLERATS (TAS)
9. HALLWAY (SA)
10. SEEDLING

Find the hidden words? They may be horizontal, vertical, diagonal, forwards or backwards.

ACCORDIAN, BAGPIPES, BANJO, BASSOON, BELL, BUGLE, CASTANETS, CELLO, CLARINET, CLAVIER, CORNET, CYNBALS, DRUM, DULCIMER, EUPHONIUM, FLUEGELHORN, FLUTE, FRENCH HORN, GONG, GUITAR, HARMONICA, HARMONIUM, HARP, HARPSICHORD, KAZOO, KOTO, LUTE, LYRE, MANDOLIN, MARIMBA, OCARINA, ORGAN, PIANO, RECORDER, SITAR, TAMBOURINE, TIMPANI, TROMBONE, TRUMPET, TUBA, VIBES, VIOLA, VIOLIN, WHISTLE, ZITHER.

## GREAT THINGS TO DO



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### Happy Hour Every Friday evening

Commencing at 5.00pm, Music, Finger Food, Hot & Cold Beverages, Ice-creams and Ice-cream Cones.



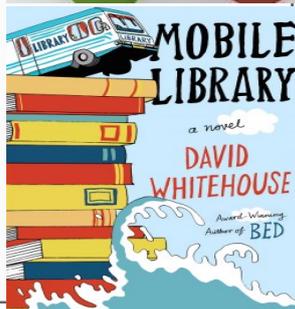
### Bus Trip Out - Thursday afternoon departing at 1.30pm for lots of Fun points of interest throughout Central Victoria.

If you have an idea or suggestion for an outing, just let Activities Co-ordinator Kim know and she will do her best to arrange the outing for you.



### Raglan House Residents/Advocate Meeting

Next meeting Monday 5TH February 2018 at 1.15 pm



### Mobile Library— January Dates

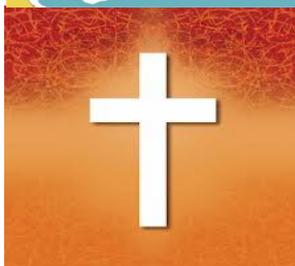
Monday 1st & 15th January 2018

Raglan House—Ground Floor—Neill Street end

Books Movies, Music CD's and Talking books are available

If you are not currently a member you can join on the day.

**There will be no church services conducted during the Month of January**



### MOVIE AFTERNOON SATURDAY

20th January 2018

Room 7 at 1.30pm

Including afternoon tea



Learn, Laugh and Live!

### U3A University of the Third Age

Meet the 1st Monday of the Month

Bingo area at 10.00am



THE UNIVERSITY OF THE THIRD AGE

**Don't forget to check your Activities Calendar to see what's on each day**

# WEEKLY ACTIVITIES

**MONDAY** Games Morning coffee and chat 10.15 am  
 Bingo 1.30 pm  
 Strength Exercises with Physio Rhonda 2.30 pm



**TUESDAY** Marbowls 10.30 am  
 Bingo 1.30 pm  
 Chairbics 2.30 pm  
 Cards Evening 6.30pm



**WEDNESDAY** Footspa & Nail Care with Cuppa and Chat 10 am  
 Bingo 1.30 pm  
 Cooking 2.45 pm



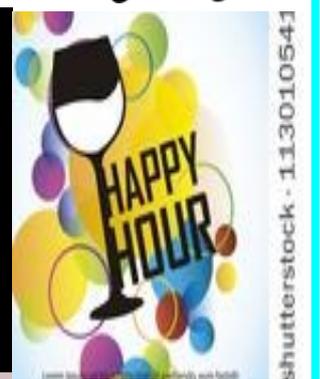
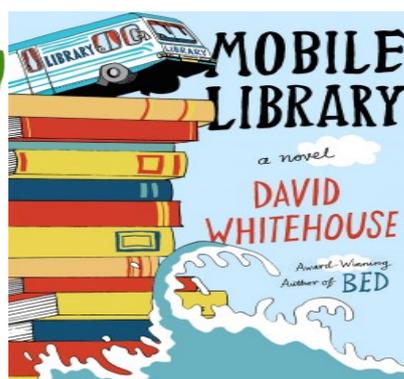
**THURSDAY** Street Walk 10.00am  
 Bingo 1.30 pm  
 Bus Trip 1.30pm  
 Craft 2.45pm



**FRIDAY** Special Morning Tea & Reminiscing chat 10 am  
 Bingo 1.30 pm  
 Chairbics 2.30 pm  
 Happy Hour 5.00pm



**SUNDAY** Devonshire Afternoon Tea.



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## HEALTH AND WELL BEING



### Aged care residents give The Wonderdogs a round of a-paws

The residents at Mercy Place East Melbourne have marked World Alzheimer's Day 2017 with a special performance by The Wonderdogs.

The performing pooches are well-known for their roles in television commercials and films and entertained residents, their families and staff with an impressive array of tricks.

Research has shown that pets in aged care can improve people's mood while reducing stress, fatigue and confusion. Every Mercy Health aged care home either has a live-in pet or receives regular animal visits.

"Pets of all shapes and sizes provide people living with dementia an opportunity to express their emotions, reminisce about their past and develop new bonds," Mercy Health's Chief Executive of Aged & Community Care Kevin Mercer said.

With around half of aged care residents having some form of dementia, we have to agree.

### Our 'Trump moment'? Magpie edges out the bin chicken for Australia's Bird of the Year

The black-and-white menace swooped in just before the Guardian and BirdLife Australia poll closed to take out the hotly contested title ahead of the white ibis by 826 votes.

As you can see from the top 10 tally above, both birds were well ahead of their nearest rival, the kookaburra which earned just 10,953 votes.

On social media, many users questioned why two birds – one best known as the bane of cyclists, walkers and small children everywhere and the other famous for eating out of rubbish bins – came out on top.

BirdLife Australia's Sean Dooley told the ABC: "They're incredible birds and they have an amazing vocal range," he said.

"Magpies are easily tamed and people have a great connection with them. They love to feed them."

Others weren't convinced however, with some even labelling the win Australia's 'Trump moment'.

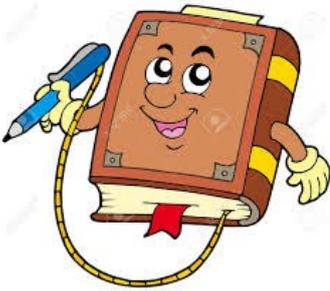
I have to agree. Next spring, when you're being swooped by one of these feathered fiends just remember Australia – you voted for this.





### THINGS MY MOTHER USED TO SAY

Go find something to do.  
 If you're bored, you can help me clean.  
 What would the Queen say.  
 Never write or type anything you don't want someone else to read.



### VISITOR/RESIDENT Sign In/Sign Out Books

for us in the event of a salmonella outbreak or the like. Your assistance with this is appreciated.

Just a reminder to visitors to please sign the Visitor Books located on entry and departure. The Resident Books are to be completed when residents leave and return. This is so that in an emergency we know who is present within the building.

We encourage family and friends to visit at Havilah. We want you to feel welcome when you visit. If you are unsure about anything please ask one of our staff members to assist you. We must balance our responsibilities to residents, staff and volunteers under the various legislation. So that visitors may understand their rights and obligations please read the Visitor Brochure available at each sign in book. This brochure includes general information for visitors including the Visitor Code of Conduct.

We also ask that residents and visitors advise the kitchen in relation to any food brought in to Havilah. This in no way limits family bringing in special treats but does provide a record

### LIFESTYLE

Havilah have their own Resident masseur who is available for massages at a cost of \$30 per session. If you would like to enquire about booking a session please contact Kim or Jo on 5459 0169.



Postage stamps are now available for purchase at the ground floor nurses station. Residents can post their mail in the post box in the main foyer near the lifts.

### WORD OF THE MONTH

**YARBOROUGH** - hand of cards containing no card above a nine.

# Giggletime

Three men were sitting together bragging about how they had given their new wives duties.

Terry had married a woman from Greece.

He bragged that he had told his wife she needed to do all the dishes and housework. He said that it took a couple days but on the third day he came home to a clean house and the dishes were all washed and put away.

Jimmie had married a woman from Italy.

He bragged that he had given his wife orders that she was to do all the cleaning, dishes, and the cooking. He told them that the first day he didn't see any results, but the next day it was better. By the third day, his house was clean, the dishes were done, and he had a huge dinner on the table.

The third man had married a Australian girl.

He boasted that he told her that her duties were to keep the house cleaned, dishes washed, laundry and ironing twice a week, lawns mowed, windows cleaned and hot meals on the table for every meal.

He said the first day he didn't see anything, the second day he didn't see anything, but by the third day most of the swelling had gone down and he could see a little out of his left eye, just enough to fix himself a bite to eat, load the dishwasher, and call a handyman.



St Peter was sitting at the Pearly Gates when two blokes wearing hoodies arrived.

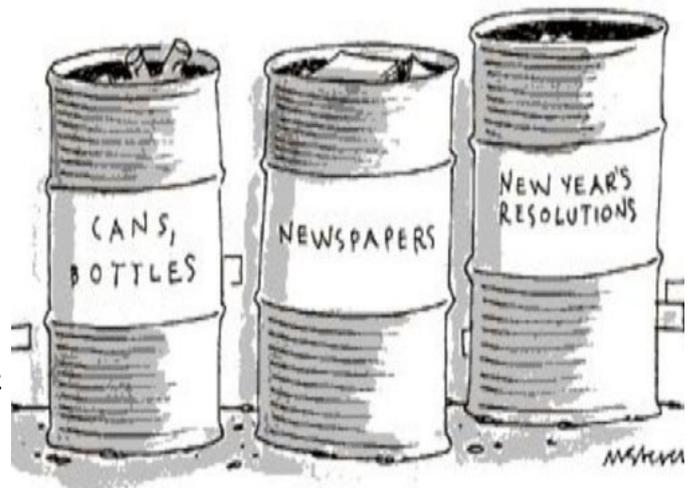
St Peter looked out and said: "Wait here. I shall be right back."

St Peter went over to God's chambers and told him who was waiting to come in.

God said to Peter: "How many times do I have to tell you, you can't be judgmental here. This is Heaven. All are loved. All are brothers. Go back and let them in."

St Peter went back to the gates, looked around, and let out a heavy sigh.

He returned to God's chambers. "Well, they're gone."



An elderly man was having hearing problems and went to see a specialist. The doctor fitted him with some hearing aids that brought his hearing back to full strength.

After a few weeks the man came back to make sure the new equipment was working properly, which it was.

The hearing specialist said, "It all seems perfect. Your family should be delighted you can hear everything now."

"Oh no," the man responded. "I haven't told any of them. I just sit quietly, listening carefully. I've changed my will four times."

## IMPORTANT INFORMATION

### WHAT TO DO WHEN THE FIRE ALARM SOUNDS



Please remain where you are and wait for staff to instruct you on evacuation. If you can see the fire you should move away from the immediate area and wait for instruction from staff. If the fire is in your room you should leave the room and close the door behind you.

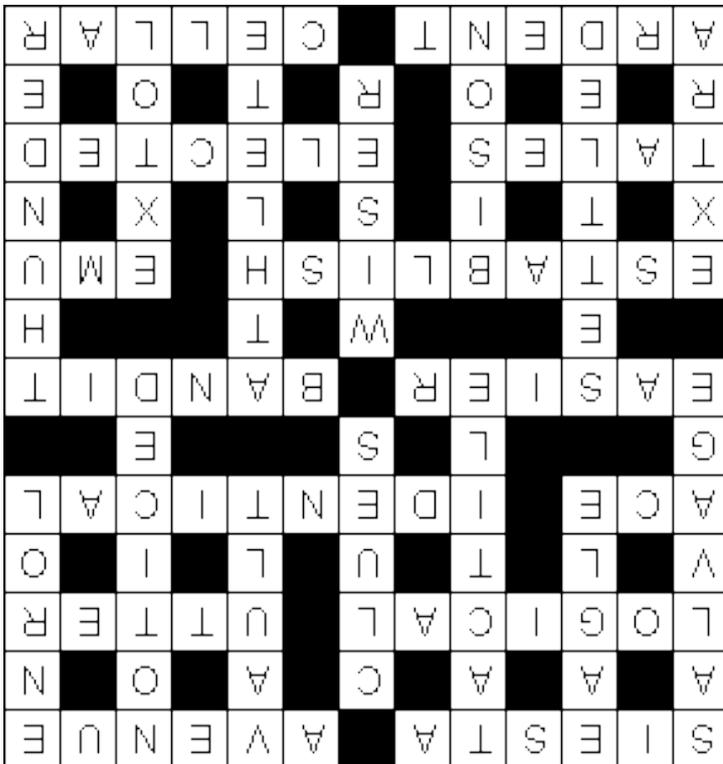
Havilah is a very safe facility and has many measures in place to stop the spread of fire and smoke and to provide for safe evacuation in the case of a fire – this includes fire and smoke compartments, and sprinklers and smoke alarms.

There is a maximum of 6 resident rooms in each smoke/fire compartment and therefore should evacuation be required in the first instance it would only be for residents in the affected compartment.

The fire alarm automatically alarms at the fire station and the Brigade is here within minutes. Once the alarm has sounded the Brigade will attend even for false alarms. From the fire panel at the front of the building and on our staff pagers we can see which alarm has been actioned and therefore we immediately know the area to check.

When the Fire Alarm sounds RESIDENTS WILL BE KEPT INFORMED VIA STAFF AND THROUGH THE PUBLIC ADDRESS SYSTEM.

Havilah is a non smoking site which adds to the safety of Residents and staff.



### Quiz and Crossword Solutions from page 10

### Answers to Anagrams

- 1. BALLINA
- 2. BALMAIN
- 3. BENALLA
- 4. BENDIGO
- 5. CHIFLEY
- 6. DINMORE
- 7. TOORADIN
- 8. STORMLEA
- 9. WHYALLA
- 10. GLENSIDE



**ALL HAVILAH SITES ARE NON SMOKING SITES.  
PLEASE RESPECT THIS FOR THE SAFETY OF  
RESIDENTS AND STAFF.**



## CONTACTING STAFF and other Useful Numbers

You can contact staff by using your **room phone**

**In Raglan House** Ring 161 24 Hours a day to get the Nurse on Duty

Press your **Green** Call Button for **Non Urgent** assistance and

Press your **YELLOW** call Button for **URGENT** assistance

**Community Centre** Ring 140 between 9am & 12 Noon Monday to Friday

**The call system** is for **emergency calls** so where possible for other than emergency issues please use your telephone to contact staff. This will ensure prompt action when you are in an emergency situation. There are call points in public areas for residents and family members to use when requiring staff attendance.

Please familiarise yourself with the position of these call points.

Wall phones are installed on the Nurses Station wall at Raglan House both Upstairs and Downstairs these phones provide greater accessibility to staff for families. Please make use of these phones as required.

FOR FAMILIES ringing from outside Haviilah to speak to staff in Raglan House please call 5459 0150 if there is no answer on this number the call will be diverted to staff on the floor.

**Other useful numbers can be found in your Resident Information Folder**

## **COMMENTS, COMPLIMENTS, SUGGESTIONS AND COMPLAINTS FORMS ARE AVAILABLE AT THE DOWNSTAIRS & UPSTAIRS NURSES STATION WINDOWS.**

Residents and families are encouraged to communicate any issues they may have to :

**Nurse Manager (RN1) Deb Matthews** 5459 0154 or internal dial 154.

The Nurse Manager can be contacted by email using the email address:

[deb.matthews@haviilah.org.au](mailto:deb.matthews@haviilah.org.au)

You can also contact: **CEO Barb Duffin** 5461 7381 Mobile 0429 617380

email: [barb.duffin@haviilah.org.au](mailto:barb.duffin@haviilah.org.au) or

**Director of Care Kelsey Hooper** 54 617383 email: [kelsey.hooper@haviilah.org.au](mailto:kelsey.hooper@haviilah.org.au)

If you report an issue to any staff member they will fill out a form on your behalf.

Complaints can be made openly, anonymously or your name can be kept confidential.

Haviilah respects the right of residents and families to raise complaints anonymously, however it is more difficult to obtain the best outcome from anonymous complaints or feed back to the complainant the actions taken as a result of the complaint.

We welcome your input as to the things you don't like and the things that you do as this assists us in providing a quality service.