

# RAGLAN TATTLER

ISSUE: February 2020

Ragl

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 Tat-  
tler sent via email



**ALL WELCOME TO JOIN US  
FOR OUR COMBINED  
SPECIAL MORNING TEA  
“Garden Party”**

*To be held in the courtyard Friday 14th February 2020, no cost,  
wear a hat and bring a friend along.*

*It would be wonderful to see as many of you here with us as possible  
Ph Kim on 54590169 if bringing along a friend.*

## **Raglan House Dining Room Extension and Storage**

A quotation has been accepted from Max Brown to complete these works which will commence shortly. The works will require relocation of the Dining Room to Rooms 1 and 2 of the High School Centre at their peak however the time will be minimised as possible. Works on construction of the shed and gopher storage will be carried out also, all to be completed by 30 June. There will be a small amount of disruption but the advantages once the works are completed will be substantial. Residents will be kept informed as to when the works will commence.

## **Stage 2 Havilah on Palmerston (Tennis Court Site)**

Finally 14 months after the application was submitted we have a draft Planning Permit to hand for the development of a 24 place residential care unit on the former tennis court site at the corner of Raglan, Neill and Palmerston Streets. This is an extension of the Havilah on Palmerston site and when completed will include 24 residential care and 18 retirement units. The development will be multi storey similar to Raglan House.

It is now full speed ahead with preparation of final drawings and specifications for the new facility to allow tenders to be called for the works. Under the conditions of the provisional allocation of places the unit is set to open in June 2021 but will likely need a small extension of time due to the time taken in obtaining planning approval for the project. **We look forward to sharing the progress of this project with you all.**

## **Raglan House Re-accreditation**

Great news. Raglan House has been reaccredited for a further 3 years with all Standards assessed as compliant. Well done and thank you to everyone who has contributed to this successful outcome which is not an easy task under the new Standards and assessment methodology.

**Resident Meeting— Monday 2nd March 2020 at 1.15 pm**

**THESE MEETINGS ARE A FORUM FOR IDEAS AND NEW INITIATIVES—WE WELCOME YOUR**

**PHOTO GALLERY**

Residents enjoyed themselves socialising on New Years Eve, the camera man had a bit of fun with the pictures , all residents were very amused with the magic of photo shopping.







## AFL 2020 FOOTY TIPPING COMPETITION



FREE TO ENTER

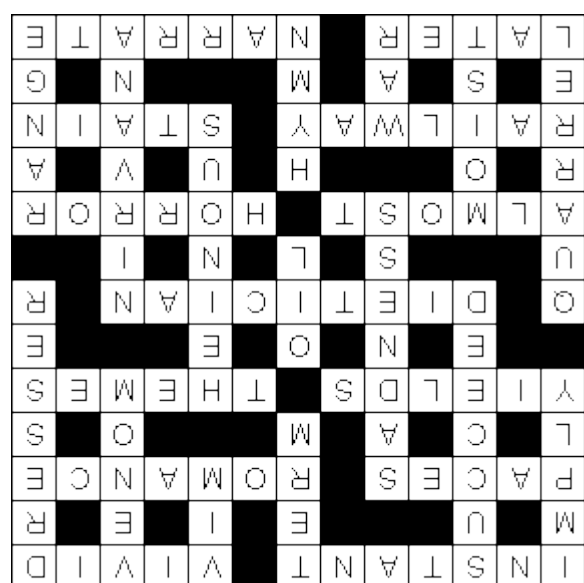
**If you would like to participate in the  
Football tipping competition, see Kim or please take a pack which has  
all of your tipping needs including the draw and blank tipping forms.  
Make your selections on the supplied entry sheet for the 1st round and  
each consecutive round**

**Then Place your entry sheet in the box in front of the nurses station  
ground floor**

**Season prizes 1st, 2nd, 3rd & Last Place**

**There is a \$10.00 Prize each week for correctly tipping  
all 9 winning teams. Ladder will be posted weekly in main foyer and re-  
ception areas.**

**Season commences Thursday 19th March 2020**

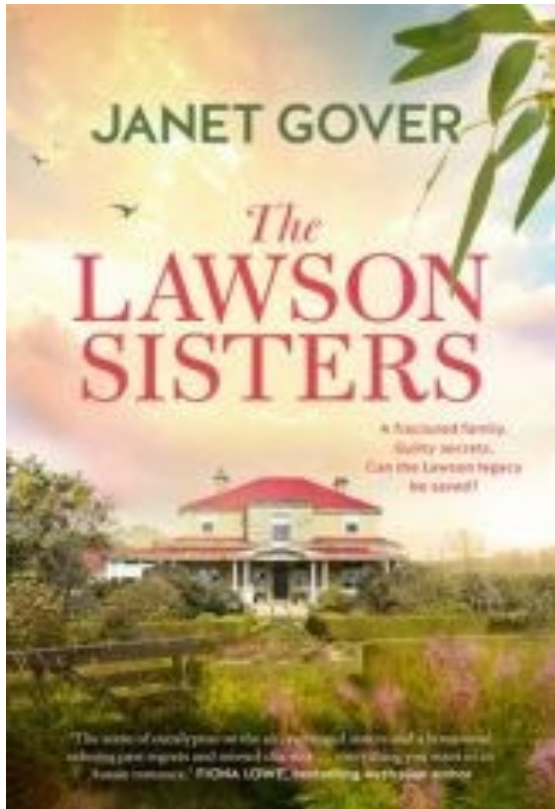


**Quiz and  
Crossword  
Solutions  
from page 8**



**Answers to Quiz**

1. Surfing.
2. Raspberry.
3. 2001.
4. Melbourne



*Family, fortune and holding on to what counts...*

For many years Elizabeth Lawson has battled single-handedly to run the family's historic horse stud in memory of her beloved father. But a devastating loss puts her dreams at risk. With no options left, Liz is forced to turn to her estranged sister Kayla for help.

Kayla has built a new life in the city as a wedding planner, far removed from the stable yard sweat and dust of her rural upbringing. She never thought she'd go back. But when Liz calls out of the blue, Kayla forms a plan that could save their childhood home.

Kayla's return forces Liz to confront her past ... and her future, in the shape of Mitch, her first and only love, who still watches over her from the other side of the creek.

But Liz still hides a terrible secret. When Kayla learns the truth, will the Lawson sisters find common ground or will their conflict splinter the family once again?



### WEIRD and WONDERFUL WORDS

**DEFERVESCENCE** - the lessening of fever.



### **Auto Lock Down:**

At present with daylight savings still in place, the automatic lock down of doors is 8.00pm

**Signing In and Out** We ask that all residents and their families please complete the details in the Sign Out Book when leaving Havilah and when returning. **The information required includes: Residents Name, Where they are going, Who with, Time out, Approximate time due back, Returned time, Signature**

## Chronic pain can change your brain and personality.

A new Australian study has found that people who live with chronic pain experience changes to their brain which can cause negative personality changes.

The world first discovery found that people with chronic pain have smaller amounts of glutamate – the brain's key chemical messenger – in the region responsible for regulating thoughts and emotions.

The lead author of the study, associate professor Sylvia Gustin from Neuroscience Research Australia and University of New South Wales, said that the disruptions that pain causes between brain cells can make sufferers "more negative, fearful, pessimistic or worried".

Gustin, who is also a registered psychologist, has studied chronic pain for 20 years and says that perceived personality changes are a constant issue raised by patients.

"They say, 'I'm not myself any more.' And a lot of people with chronic pain are stigmatised. They are stigmatised to the level that other people say, 'You developed chronic pain because of your personality,' or, 'You have a negative personality'. And this is not true," Gustin tells *Aged Care Insite*.

Chronic pain is thought to affect 3.24 million Australians, with 1.03 million of those aged 65 years and over. It is estimated that chronic pain costs the economy \$139.3 billion yearly in productivity and cost to the health system, among others.

The researchers studied participants with chronic pain and found that the lower the glutamate levels within the medial prefrontal cortex, the more a person experienced these negative personality changes. "We know that there are structural, functional and biochemical changes in the brain, particularly in the region which is responsible for regulating emotions and cognition. And this area is called the media prefrontal cortex. And it sits directly behind your forehead," says Gustin.

"However, we don't know exactly the process. Is it immediately occurring? Is it occurring after two weeks of pain? After four weeks? It could be very individualised. So it could be different from one person to the other. And I think it actually has something to do with stress."

Gustin says that stress from the pain incident kills the brain cells' ability to communicate or talk properly to each other. And this results in emotional dysregulation

and a more negative-prone personality where

people can report feeling tired, unmotivated and constantly worried.

"We know that stress really can kill brain cells because stress is increasing your levels of cortisol in the brain. And cortisol is also linked to glutamate and an increase in glutamate is toxic and can kill brain cells," she says.

The next steps will be developing medication that can target glutamate, which may be some way off. However, in the meantime Gustin says that this research should make us rethink our approach to chronic pain.

Educating patients about the effects pain can have on personality can go some way to combating these changes and it is equally important for clinicians and carers to better understand chronic pain.

"I've talked to a lot of family members and carers and one of the most problematic things for them is that they can't help. And they're trying to help but it's not so simple. So for them, understanding what is going on is also relieving," says Gustin.

"In regard to the medical professional, I think it's always good if we understand why people with chronic pain sometimes have more negative personalities ... and understanding that hopefully helps the medical field to feel more empathy and to understand that there is a pathological reason for it."

The research could also impact how we treat people in aged care, where chronic pain is often an issue.

"Brain function is similar between old and young people. It's biology. So, if a young person with chronic pain shows personality changes, an old person would show exactly the same."

"With Alzheimer's and chronic pain, the changes are more exacerbated, because you have dementia and cognitive decline and that is, a lot of times, due to death of brain cells, plus pain also changes how the brain cells work."

Gustin plans to continue her work in this area, looking at ways in which we can restore glutamate in the brain as well as developing trials using DBT (dialectical behavioural therapy) to see its effects on chronic pain.

## GREAT THINGS TO DO



### Happy Hour Every Friday evening

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



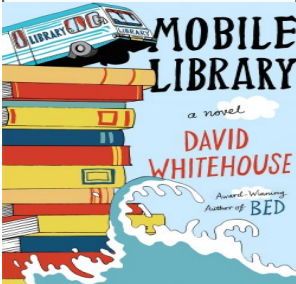
**Bus Trip Out** - Thursday afternoon departing at 1.30pm for lots of Fun points of interest throughout Central Victoria. If you have an idea or suggestion for an outing, just let Lifestyle Co-ordinator Kim know and she will do her best to arrange the outing for you.



### Morning Movers:

**Every Monday—Friday Morning @ 9.10am**

**Warm up to the day with exercise and music**



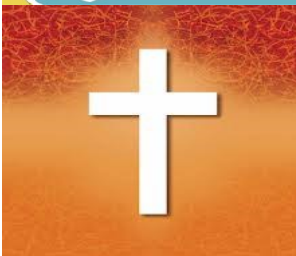
### Mobile Library:

**February 24th , March 23rd, April 6th and 20th**

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



### Church Services

**UNITING CHURCH** - 1st Tuesday each Month 2.30pm

**ANGLICAN CHURCH** - 2nd Thursday of the month 10.30am

**SALVATION ARMY CHURCH** - 4th Wednesday each Month 2.45pm

**CHURCH OF CHRIST** - 1st Wednesday each month 10.00am



### Time to Talk - 2nd Wednesday each Month

**Next Date 11th March @ 10.00am**

Great chance for the men to get together and chat about secret men's business, first floor Raglan House.



### Gardening Club

Meets Weekly on a Tuesday

**@ 10.30am**

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



## WEEKLY ACTIVITIES

### MONDAY

Morning Movers 9.20am  
 Games Morning coffee and chat 10.15 am  
 Bingo 1.30 pm  
 Strength Exercises with Physio Rhonda 2.30 pm



### TUESDAY

Morning Movers 9.20am  
 Marbowls 10.30 am  
 Gardening Club and Cuppa 3.00pm  
 Bingo 1.30 pm  
 Chairbics 2.30 pm



### WEDNESDAY

Morning Movers 9.20am  
 Footspa & Nail Care 10.00am  
 Bingo 1.30pm  
 Craft/Cooking/Cuppa & chat, Pop Up Shop 2.45pm



### THURSDAY

Morning Movers 9.20am  
 Street Walk 9.30am  
 Bingo 1.30 pm  
 Bus Trip 1.30pm  
 Music with records, Movie afternoon 2.45pm



### FRIDAY

Morning Movers 9.20am  
 Special Morning Tea 10.00 am  
 Bingo 1.30 pm  
 Chairbics 2.30 pm  
 Happy Hour 5.00pm

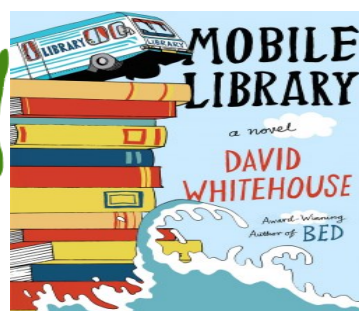


### SATURDAY

Cooked Breakfast in Dining Room

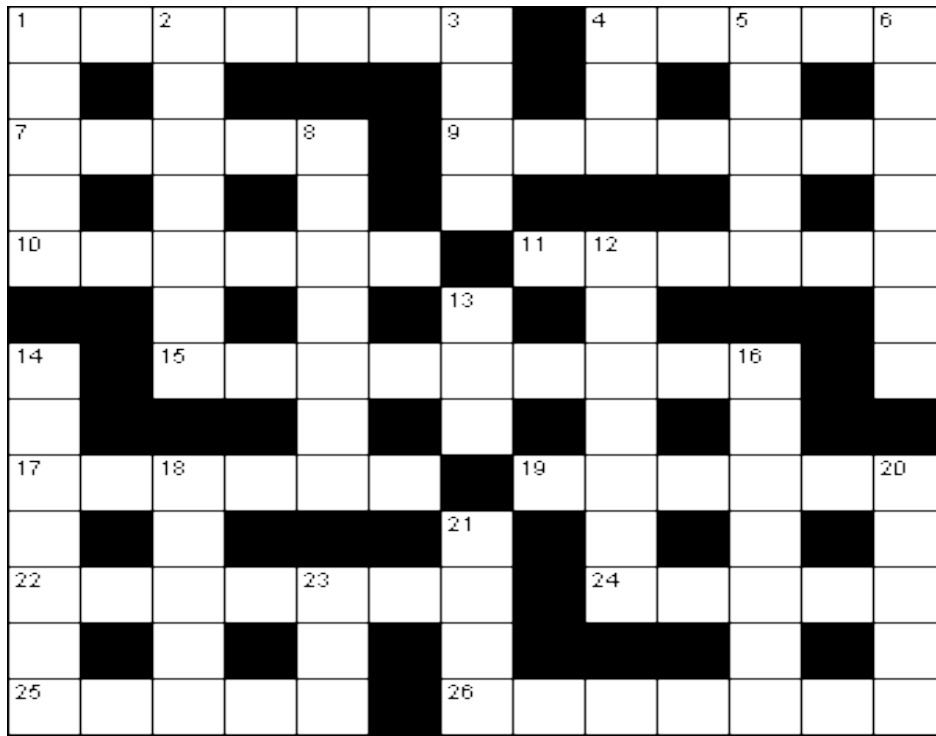
### SUNDAY

Devonshire Afternoon Tea each Sunday 3.00pm



Shutterstock - 113010541

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



## ACROSS:

1. Moment (7)
4. Graphic (5)
7. Steps (5)
9. Love story (7)
10. Gives up (6)
11. Topics (6)
15. Nutritionist (9)
17. Nearly (6)
19. Movie genre (6)
22. Transport system (7)
24. Dye (5)
25. At a subsequent time (5)
26. Recite (7)

## DOWN:

1. State indirectly (5)
2. Accomplish (7)
3. Limited period of time (4)
4. Vitality (3)
5. Animal toxin (5)
6. Chest of drawers (7)
8. Sorrow (7)
12. Monstrous (7)
13. Fuel (3)
14. Angry dispute (7)
16. Eden (4)
18. Slightly wet (5)
19. 20. Scope (5)
20. Song of praise (40)
23. Armed conflict (3)

## WORD SEARCH - Bites and Bytes

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

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

BITS, BYTE, CACHE, COMPUTER, DATA, DESKTOP, DIGITAL, DISK, DRIVER, FOPPY, GIGABYTE, HARD DRIVE, HARDWARE, HEXA-DECIMAL, INPUT, INSTALLATION, INTERNET, KEYBOARD, KILO-BYTE, LAPTOP, MAINFRAME, MEGABYTE, MEORY, MICRCHIP, MO-DEM, MONITOR, MOUSE, MOTEBOOK, OUTPUT, PASSWORD, PE-RIPHERAL, PRINTER, PROCESSOR, PROGRAM, SCANNER, SCREEN-SAVER, SOFTWARE, UTILITY, VIRUS, WIZARD

## QUIZ

1. Layne Beachley is a seven time world champion in which sport?
2. Peach Melba traditionally consists of peaches, vanilla icecream and what flavour sauce?
3. In which year did Ansett Australia last fly?
4. Which is further south - Melbourne or Auckland?



### Falls Prevention

**Make sure the floor is clear of magazines, newspapers and electrical cords to ensure there is a safe walking environment**



**Newspapers and periodicals are supplied in communal areas of Raglan House for the enjoyment of all residents. Residents are asked not to take these back to their rooms.**

**If you would like to have your own personal paper this can be ordered through the local Newsagency and will be delivered to you. Please ask at Reception if you need assistance to order your own papers and periodicals.**

**Thank you for your assistance with this.**

The Central Highlands Library service visit's Raglan House.

the next visit.

The mobile Library is

set up in the North end on the ground floor.

from 10.15am -

11.15am.

Come and talk to Kerry the Librarian who will help you find the book you are after. There is a great range of books to select from and if there is something that you specifically want they can arrange this for you on



**A reminder to all residents, please use the washing powder sachets supplied by Havilah in the laundry when you attend to your personal washing, residents are reminded not to buy their own washing powders and store the product in their rooms. Laundry cupboards have recently been added in each laundry containing Softly and alternate washing detergent for those unable to use the sachets. For residents using the alternate powder please run a cycle using the sachets on completing your wash. Residents who use the laundry to do their own washing will be provided with a key to the cupboard. You can also obtain a key from each staff office.**

**Linen** Could residents please inform care staff if they have any soiled linen in their rooms. This includes Face Washers, Shower Mats or Towels. Staff can provide fresh clean linen immediately on request, Please Call 661 or 662.



Postage stamps are available for purchase at the main reception desk, between the hours 9am - 12noon, Monday - Friday.

Reception hours in the High School Centre are Monday - Friday, 9.00am - 12noon, except public holidays.

NB: Stamps now \$1.10 each

### EFTPOS

For the convenience of residents,

EFTPOS facilities are

located at reception in the High School Centre for payment of Accounts.



### Justice of the Peace

The Havilah on Palmerston community has the services of a Justice of the Peace,  
Contact:

Terry Simpson Mobile: 0419 737 837



Many years ago Havilah published a recipe book with residents and their family favourites, ranging from soups to casseroles, desserts, cakes and slices etc. This publication proved to be a worth while fund raiser for Havilah.

We are looking to re do another one using some recipes from the original publication and requesting current families who would like to submit their own favourite.

Recipes and pictures can be sent via email to [andrew.earl@havilah.org.au](mailto:andrew.earl@havilah.org.au) or by leaving at main reception desk at Harkness Street during office hours.

### RESIDENT SURVEY:

**December 2019**

**Raglan House: 16 residents surveyed:**

100% of surveyed residents indicated that most of the time or always the staff call them by their preferred name.

100% of residents indicated in the survey that most of the time or always their pain relief is managed well by staff.

100% of residents surveyed agreed or strongly agreed that they find Havilah to be comfortable and homely.

100% of surveyed residents strongly agreed that the staff assist them with their dental needs if required.



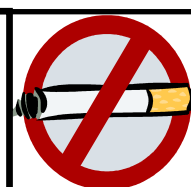
### Invitation to read your Care Plan and take part in your Care Plan Review

Every resident has a comprehensive care plan developed to ensure all care needs are documented for staff's information. This way staff can provide consistent care and services in accordance with your assessed need and the choices you make.. Our staff speak to you and/or your representative in developing your care plan initially and in the ongoing periodic review of your plan.

We ask you for your direction in relation to involvement in the care plan review on entry. Your involvement can either be in person or by telephone. We wish all residents and/or representatives to feel they are consulted about changes made to care in response to assessed needs. We also make changes as per your individual choices and requests. You are invited to talk to staff at any time should your needs or wishes change.



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



**LIFE IS  
BETTER  
WHEN  
YOU'RE  
LAUGHING.**

John Sam and Abe, 3 retired friends, would get together every night, rain or shine, to play poker. It was a nice way to pass the time and the men enjoyed it immensely.

John's wife wasn't so fond of her husband's poker playing. She thought it was a dirty and low way to fill his time, but she had long ago resigned

herself to her sorry fate, although inside of her, there was always a low flame on the back burner waiting to erupt.

One Wednesday night, after a few nights of boring games, something exciting happened. Sam watched in amusement as John and Abe, each convinced that they had the better hand, slowly put their life savings into

the pot. Things started to get really intense when John, running out of available cash, added his car and house into the pot.

When there was no money left to bet on they each showed their cards. As soon as John saw Abe's cards and realized he had lost, he had a heart attack and died.

"Sam," asked Abe "how are we going to tell his wife?" "Don't worry I'll take care of it" Abe replied.

Abe knocked on John's door. "John just lost all of your life savings in a poker game," said Sam when the door was opened. "He's afraid to come home."

John's wife was fuming "HE DID WHAT?!" She screamed. "TELL HIM I DON'T WANT TO EVER SEE HIS FACE AGAIN! TELL HIM TO JUST DROP DEAD!"

"Ok," said Sam nodding his head, "I'll tell him just that!"

Bob was in a terrible motorcycle accident and his legs weren't in great shape, to say the least. After a couple of weeks of therapy, it soon became clear to the Doctor that they were just putting off the inevitable. Due however, to Bob's frail condition, the Doctor was afraid to give him the bad news. Instead, he gave the sorry job to Bob's wife of 40 years, hoping that she would know how to break the bad news to him ever so slowly and gently.

"Honey", said Bob's wife Eva the next morning, "I've got good news and bad news, which one would you like to hear first?"

Bob, always in a morbid state, responded in his usual grumpy voice, "what do I care? Just give me the bad news!"

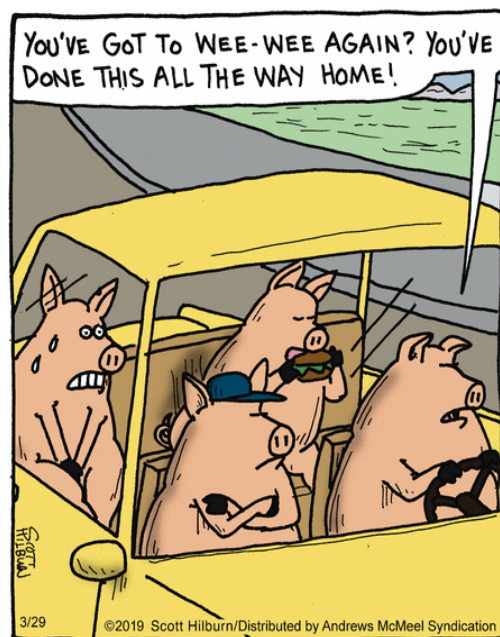
"Well dear," said Eva cupping Bob's hand with her two hands, "I hate to have to tell you this, but it seems like your legs are going to have to be taken off."

Bob, barely able to hold his voice from cracking croaked out, "Eva, what's the good news?"

"The good news" said Eva happily, "is that that the gardener that was in here just before, said he may be interested in buying your slippers from you!"

A man goes to the doctor, concerned about his wife's hearing. The doctor says, 'stand behind her and say something and tell me how close you are when she hears you.

The man goes home, sees his wife in the kitchen cutting carrots, about 15 feet away he asked her what's for dinner, repeats the question until he gets closer and right behind her and asked again. She turns around and replies, 'for the third time, beef stew!'







The conversations of life

## Feros Care connecting Village Residents and the Young through Song

By Jill Donaldson on January 30, 2020

An intergenerational choir connecting 4 year olds with 94 year olds, has performed a colourful recital for family and friends at Feros Care Residential village in Byron Bay.

Forty residents from Feros Care's Byron Bay, Wommin Bay and Bangalow villages, alongside thirty children from Byron Bay Preschool performed timeless classics such as Yellow Submarine, Edelweiss, and You Are My Sunshine under the guidance of choir leader and natural voice teacher, Melia Naughton, who leads 'Shire Choir' – an all-inclusive pop-up choir event across the Northern Rivers of NSW. This was the first time Ms Naughton had worked on a project that connected pre- schoolers and aged care residents.

"The joy on the children's faces has been wonderful to witness and for the elderly it's a joy for them to share the energy of the four-year-olds " she said. She added "it's a unified sense of inclusivity of elderly people – who were children once. I think we forget this – we're so involved in our own life that we forget we are all ageing; that one day it will be us sitting there less mobile, less able, yet still vibrant on the inside, and still with a voice and things to say and things to share.

According to Feros Care Positive Living Manager Bec Stephens whilst it has been the hot topic for the residents, with many practising between choir sessions, the children call the seniors their 'grand friends' and look forward to seeing them each week.

"The residents now have friends next door and they get to know the parents of the little ones as well so it's just extending that community outside

the village. It's beautiful" said Bec.

"Creating these types of programs has fostered really genuine connections between our residents and our little preschool friends and we'll keep building on that".

Apart from the choir the pre- school teachers also involve the children in regular activities including garden projects in the village which all help to create great friendships.

As 98-year-old resident Nina Marzi says "It's good for the children and it's good for us".

"If you watch the faces of the elderly they start smiling; they start being alive."



### DOCTORS' VISITS

Residents and families are reminded to pick up paperwork from the Staff Office in your unit prior to visiting your off site GP. This information should be handed in to the Care Station on your return. This is so that Havilah can keep up to date with Doctors instructions and comments re your health.

**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. Should evacuation be required only residents in the affected compartment would be affected. In the first instance. The fire alarm automatically alarms to the brigade who are here within minutes.



**YOU WILL BE KEPT INFORMED BY STAFF AND**

### **FROM THE KITCHEN :**

The menu for each day is displayed on the dining tables. If residents do not wish to have the 'First Choice' for lunch please notify the catering staff that you would like the 'Second Choice' shown on the menu. The first and second choice change every day. There are also choices listed for soft and pureed diets including sweets. Just in case you do not like either choice offered there are additional alternatives available every day and these are listed on the menu. Please advise kitchen staff at breakfast or up to 10.00am if you would like one of the Lunch alternates rather than what is being offered as first or second choice. For those who have breakfast in your room the daily menu is included on your breakfast tray. Please inform the care staff of your choices for the day.

At tea time there is a selection of two soups, two mains and two sweets on the menu.

**Tea time alternatives each day are** - Salads, raisin toast and sandwiches. Please advise the kitchen prior to 3pm if you would like one of these alternate choices.

**So that staff can have your meal ready for you at mealtime please take special note of the**

**times for ordering of alternate meals, therefore at breakfast or by 10 a.m. for lunch and by 3pm for tea.**

**For breakfast** residents may have whatever cereals and breads they wish. Please notify the kitchen who will arrange to get this in if it is not held as normal stock.

### **MEALS FOR FAMILY MEMBERS AND GUESTS.**

We welcome resident guests for meals at a cost of **\$8.00** per head for all meals, with exception for special occasions, eg Christmas Day, Mothers Day when special prices are set. Guests can attend at Happy Hour, Special Morning Tea on Fridays and Sunday

Devonshire afternoon tea without charge. Tea and coffee making facilities and biscuits are on hand in the kitchenettes for residents and visitors.

Please advise the relevant kitchen prior to 10.00am by phoning **54590 180** When booking meals for more than 5 people, please notify the kitchen the day before.

### **REPORTING FOOD BROUGHT IN FOR RESIDENTS**

As all food prepared by Havilah is closely monitored under the Food Safety Standards it is a requirement that **All food brought in to Havilah** by residents or their families/visitors must be reported. There is a register available in each Foyer and in the Kitchen for you to record this. Food put in the fridges must have the resident's name and the date clearly marked. Your assistance with this is appreciated.

If there is food that you enjoy that you would like to see on the menu you can discuss this with Food Services Manager Di Jackson, or Nurse Manager Deb Matthews or alternatively fill out a form and place in the Suggestion Box.

At the suggestion of your Chef Greg **SOUP OF THE DAY** has been commenced with each Chef making the choice on what soup to serve each day in accordance with the resident preferences in their unit. The **SOUP OF THE DAY** will be written on the blackboard at the entrance to the Dining Room each day and included on menus to rooms for those residents having tray service. Tomato Soup will remain a choice each day. Please let catering staff know your favourite soup so that it can be included.

Our Dietitian has suggested the introduction of cake plates for residents whose weight is compromised and each kitchen will now keep available a stock of various cakes which can be used for this purpose.

## **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

**High School Centre (Reception)** 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 needed.

**24 Hour Contact Raglan House. FOR FAMILIES ringing from outside Havilah 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. This number is available for 24 hour emergency contact.

**Reception Hours—Account Payments and Enquiries** MON-FRI 9.00 am—12.00 pm 54590140

**General Enquiries.** For any general enquiries: Families or residents can contact Havilah 24 hours a day, 7 days a week Telephone: 54617387. Leave a message if it is out of office hours and staff will get back to you as soon as possible.

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

**Pick up and Drop Off Points** Residents and families, please use the flat surfaces provided for residents being picked up or dropped off at Raglan House. These are the areas directly out from the Raglan House front doorway (Raglan

Street entrance) and the Raglan House Court Yard Entrance. The nature strip areas and kerbing are not meant for walking on and do not provide a stable surface so please remain on the concrete paths and crossings to ensure safety.

**FEEDBACK—** We welcome feedback from residents, families and visitors and forms are available at the downstairs and upstairs nurses station windows.

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

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

Deb can be contacted by email using the email address: [deb.matthews@havilah.org.au](mailto:deb.matthews@havilah.org.au)

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

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

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

Havilah 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.

**External Complaints** through the Aged Care Quality and Safety Commission: 1800 951 822

**Elder Rights Advocacy** 1800 700 600 Email [era@era.asn.au](mailto:era@era.asn.au) [www.era.asn.au](http://www.era.asn.au)

*ERA is a member of OPAN the Older Persons Advocacy Network, delivering the National Aged Care Advocacy Program, an Australian Government Initiative providing advocacy services to recipients of Australian Government Aged Care Services.*

If you want to make a comment, suggestion, complaint or compliment but are unsure how to go about this , please ask a staff member to assist you.