

RAGLAN TATTLER

ISSUE August 2021

HAVILAH WEBSITE: www.havilah.org.au
please contact Andrew on 5461 7387 or email
andrew.earl@havilah.org.au if you would like your Tat-
tler sent via email



Aged Care Employee Day

Celebrating and honouring those who care

From the nurses and care workers, to the cooks and hospitality teams, to the drivers, cleaners and laundry employees, to the volunteers, to the leisure and lifestyle officers and administration teams – this is a day to recognise the entire workforce.

Aged Care Employee Day is a national day to thank, honour and celebrate the more than 360,000 people who work to care for and support around 1.3 million older Australians who receive care either in their home or in residential facilities.

**Show your support on
SATURDAY
7th AUGUST
agedcareday.com.au**

On Saturday 7th August we celebrate each and every team member involved in the journey of caring for older Australians,

All Australians are urged to reach out to people they know who work in aged care on

Saturday 7 August this year and help recognise the contribution they make to the lives of our older citizens and communities.

[Visit agedcareday.com.au](http://agedcareday.com.au) to find out more.

**TAKE A MOMENT TO SAY
THANK YOU**

SPREAD THE WORD

Let your friends and family know that a national day has been created for this special group of people!

HAVILAH MAJOR RAFFLE

There have been four early bird draws conducted for our Major Raffle Lucky Winners to date are;

Week one: Freddie Branch Week two: G and S Patterson, Week three: Graham Walker, Week four: Judy Lind

Our goal is to sell all the tickets and we are almost there, we would very much appreciate your support. .

To purchase a ticket, please contact Raeleen 54617 380 or reception 5461 387

This is an important part of our fundraising pro-

gram each year with the proceeds used towards capital purchases such as equipment.

A big Thank you to Raeleen for another year of organising this fundraiser and to all of our supporters who bought and sold tickets.



A RINGER'S HANDS

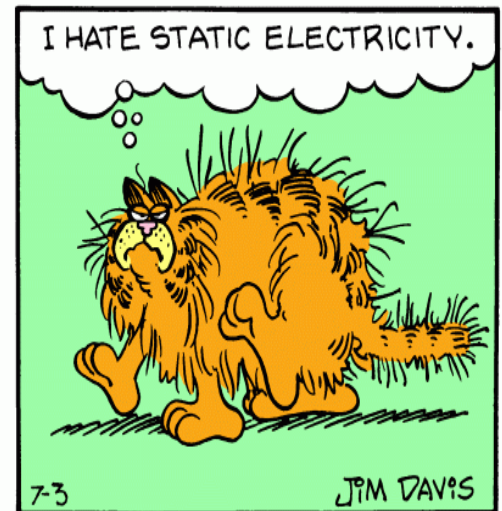
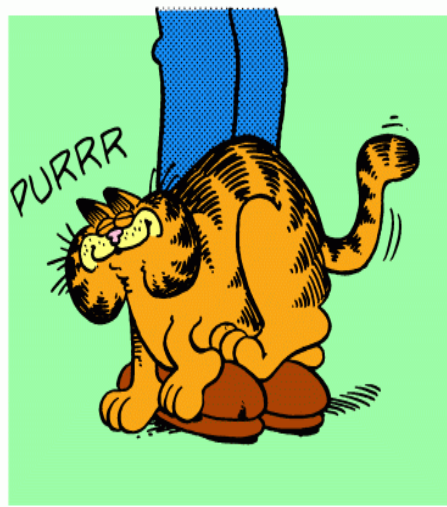
ANDY HUGHES



A Ringer's Hands is an account of the year Andy Hughes spent working on an outback cattle station in the middle of the Northern Territory. He left Sydney as a city boy with a ute, a swag, a red dog and a craving for adventure, he came back a real Australian ringer. His grandfather would talk for hours about his young life working on a large property in South Australia. Andy couldn't wait to get out there and have a go, he spent most of 1987 at Murrniji at the top of the Tanami Desert.. Learnt how to ride rough horses, work crazy cattle and drive road trains. He went chopper mustering, barramundi fishing and rode a steer at the Daley Waters Rodeo. He helped track down a suicide case and during a trip to town was mistaken for the Kimberley killer by cops with their weapons drawn, This is the story of the time of Andy's life, a true autobiography. A Ringer's Hands is an account of the year Andy Hughes spent working on a n outback cattle station in the middle of the Northern Territory.



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It has certainly been another different year for the AFL, with changes in the draws, clubs hurriedly vacated from states to beat any lockdowns in states, and the uncertainty of where the Grand final will be played this year.

After 19 rounds the season is drawing to a close, Bill D'Alton is holding the 1st place in the tipping circle with a score of 108.

Anne Stuart is in a close second position with a score of 107 and

hot her tail is Terry Simpson with a score of 106 with many others very close on the ladder, at this stage the ladder board could change dramatically.

Sadly there is always someone holding up the ladder, Marj Beaumont is doing that job with a total of 72 points.

Prize pool: 1st - \$50.00, 2nd - \$30.00 3rd - \$20.00 and last place \$10.00.

Weekly prizes are awarded for tipping all the winners in the round.





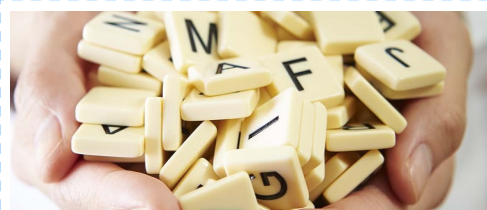
We have Ipads available for resident use to contact family on face book, Skype, Zoom and other forms of social media. The Ipads are also available to read newspapers and periodicals and play scrabble, other word games, solitaire and other card games, do art

work , watch movies according to their various interests. Residents can use the Ipads in small groups or within their own room. It has been amazing how many residents are now tech savvy. You can use them to send and receive emails from family including photos.

If you would like to try the IPads please talk to Lifestyle

staff who will assist you to become familiar with using these.

Desk top computers in common areas are also available.



WEIRD and WONDERFUL WORDS

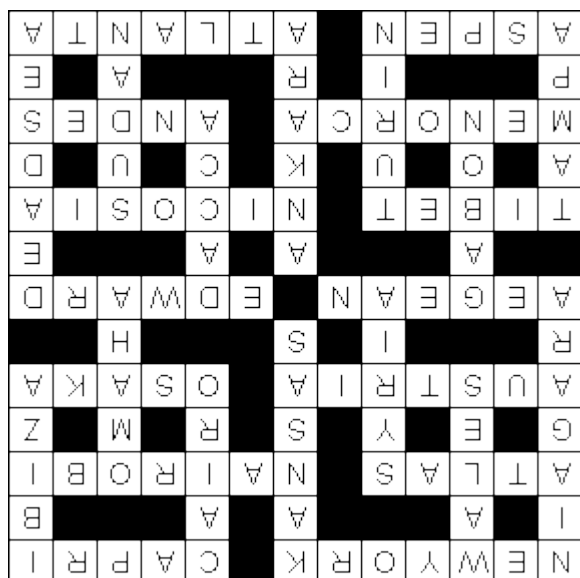
EXSANGUINE - bloodless or anaemic



Havilah has implemented the QR scanning system at both Harkness and Palmerston sites. Visitors are still required to sign the visitors book, sign in through the Zip Line system when your temperature is taken. There are QR code posters in various positions in the main reception areas at both sites. A code also appears as the last entry on the Zip Line auto sign in so there are multiple opportunities for you to enter your code.

Interesting Facts About Australia:

- Australia has the world's largest golf course measuring more than 850 miles long.
- AFL (Australian Rules Football) was invented to keep cricketers fit in the off season, there are claims that the game may have been influenced by Indigenous Australians.
- The Australian Alps actually receive more snow each year than Switzerland.
- Moomba, Australia's largest free festival held in Melbourne, means "up your bum" in many Aboriginal languages.



Quiz and Crossword Solutions from page 4

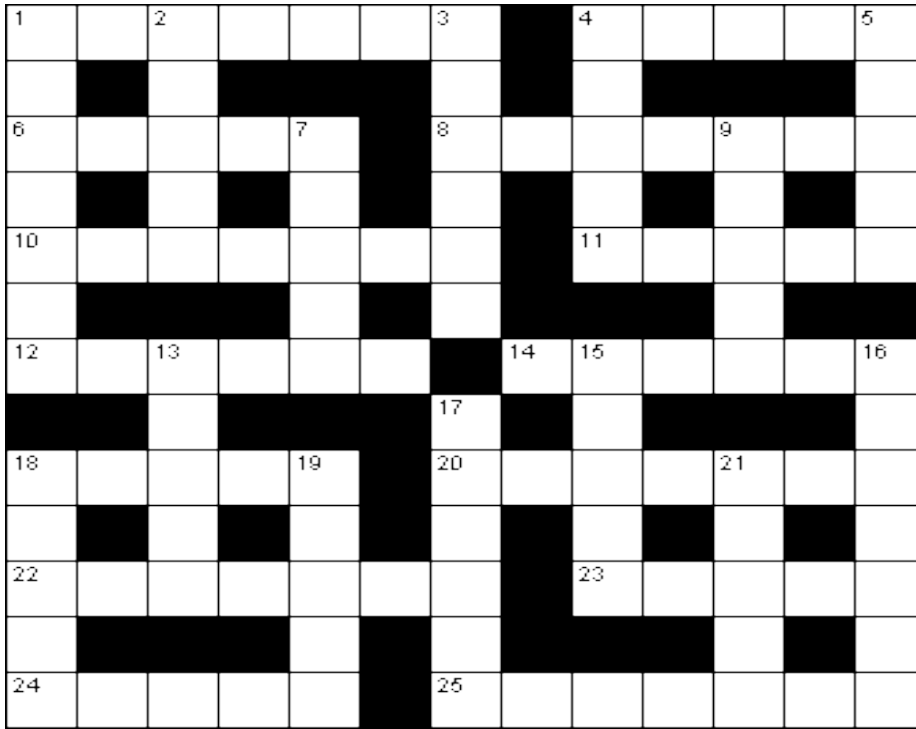
Answers to Quiz

1. Blue, Yellow, Black, Green and Red
2. Almonds
3. Blue
4. Yellow
5. Three



Mind Games⁴

Themed 09



ACROSS:

1. American City (3, 4)
4. Italian holiday Isle (5)
6. North African mountain range (5)
8. Capital of Kenya (7)
10. Vienna Capital (7)
11. Japanese City (5_)
12. Sea between Greece and Turkey (6)
14. Canada's smallest province, Prince _____ Island (6)
18. Asian country (5)
20. Capital of Cyprus (7)
22. One of the Baleraric islands (7)
23. South American mountain chain (5)
24. Colorado ski resort (5)
25. State capital of Georgia (7)

DOWN:

1. Horseshoe Falls in Canada, _____ Falls in the US (7)
2. UK country (5)
3. Topeka is the state capital (6)
4. Capital of Egypt (5)
5. Spanish holiday isle (5)
7. Damascus is the capital (5)
9. Nebraskan city (5)
13. African country (5)
15. Capital of Bangladesh (5)
16. Saltwater lake between Israel and Jordan (4, 3)
17. Capital of Turkey (6)
18. Florida city (5)
19. Italian city (5)
21. Khartoum is the capital (5)

WORD SEARCH - Writings

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

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

ADAPTION, AUTHOR, AUTOBIOGRAPHY, BIOGRAPHY, BOOK, M CHRONICLE, COMPOSITION, DIARY, DISSERTATION, DOCUMENT, DRAFT, EDITORIAL, EPIC, EPISTLE, ESSAY, ISSUE, JOURNAL, LEDGER, LETTER, LIMERICK, LITERATURE, MANUSCRIPT, MEMO, MEMOIRS, NOTATION, NOTE, NOVEL, PAPER, PLAY, POEM, PROSE, PUBLICATION, RECORD, SCRIPT, SCRIPTURE, SONNET, TEST, THESIS, TOME, TREATISE, VERSE, VOLUME, WRITER, WRITINGS.

QUIZ

1. What are the colours of the Olympic rings?
2. What nuts are used in marzipan?
3. Which word can be placed before bottle, bell and bird?
4. What colour jersey is worn by the winners of stage of the Tour de France?

WEEKLY ACTIVITIES

MONDAY

10.30am Morning Movers

11.00am Games Morning, coffee and chat

1.30pm Bingo

2.45pm Movie Afternoon

TUESDAY

10.30am Morning Movers

11.00am Technology step by step using the I pads

1.30pm Bingo

3.00pm Special Afternoon Tea

WEDNESDAY

10.00am Nail Care, cuppa & chat

1.30pm Bingo

2.45pm Marbowls

THURSDAY

10.30am Morning Movers

11.00am Hoy and Cuppa

1.30pm Bingo

2.45pm Afternoon Movies

FRIDAY

10.30am Chairrobics

11.00am Hoy & Cuppa

1.30pm Bingo

2.45pm Alternate weeks, Cooking and Pop Up Shop

5.00pm Happy Hour

SATURDAY

Cooked Breakfast - served to rooms

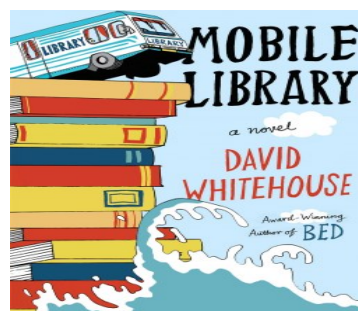
2.00pm Afternoon Movie

SUNDAY

Devonshire Afternoon Tea each Sunday 3.00pm—served to rooms



Leisure and Lifestyle staff will spend 1:1 time with residents on a regular basis.



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

The Premier Daniel Andrews has announced that from 11.59 Tuesday 27th July

Visitor Restrictions

No visitors are permitted into aged care or other residential facility settings, except for end-of-life reasons and other excepted reasons such as essential care and support that cannot be provided by Havilah staff.

Non-essential contractors are restricted from entry

None of us will be able to have visitors in our homes, are able to go to cafes and restaurants with social distancing, masks are to be worn indoors and outdoors and carried at all times, and unrestricted travel between metropolitan and regional Victorian areas.

UNDER THESE DIRECTIONS FAMILIES REMAIN ABLE TO VISIT FOR END OF LIFE REASONS AND OTHER EXCEPTED REASONS SUCH AS ESSENTIAL CARE AND SUPPORT. PLEASE TALK TO US SO THAT WE CAN ASSIST YOU IN ARRANGING THESE VISITS.

FAMILIES WANTING TO ARRANGE ZOOM VISITS, TELEPHONE CALLS, PLEASE RING HAVILAH WE WILL HAVE STAFF ON HAND TO HELP YOU SHOULD YOU NEED IT. PLEASE ASK STAFF TO ASSIST YOU AT ANY TIME WITH THIS.

If you have any special requests at all around contacting family or visiting please do not hesitate to speak to our reception staff who will assist you with this.

RECEPTION WILL REMAIN STAFFED 7 DAYS PER WEEK, BETWEEN THE

HOURS OF 10 A.M. AND 4 P.M. AND CAN ANSWER ANY QUERIES YOU MAY HAVE IN RELATION TO VISITING OR OUTINGS.

Unless by prior arrangement, visitors can only visit within the resident's own room.

Summary of restrictions

This means that you cannot leave your home unless you are doing it for one of the five specified reasons: (see previous column)

No visitors are permitted at care facilities, unless an exception applies. Exceptions apply in limited circumstances.

Visitors to care facilities will only be permitted in end-of-life settings or for a specified purpose.

During the circuit-breaker restrictions, non-essential contractors are not allowed to enter care facilities.

You must wear a face mask when you leave home, unless an exception applies.

The following restrictions apply for visiting a resident with a life-threatening condition or for end-of-life purposes:

Two visitors at a time.

Do not have to be from the same household.

No time limits.

No specified purpose required.

A group may exceed the "two visitors at a time" rule if dependents of a visitor are in the group and care for the dependents cannot be arranged.

No daily limit on the number of pairs of visitors.

Wear a face mask.

Who can visit people in care facilities?

No visitors are permitted at care facilities, unless an exception applies. Exceptions apply in limited circumstances.

You may only visit a care facility for the following excepted reasons:

- as a nominated person under

the Mental Health Act 2014

- for providing essential care and support that is necessary for the resident's immediate physical or emotional wellbeing
- for providing interpreter or informal language support to enable the care team to provide care
- for learning to support a resident's care upon discharge
- for providing end-of-life support to a resident of the facility (subject to visitor limits).

Despite these exceptions, you will not be allowed to visit a care facility if you:

- are awaiting a COVID-19 test result (unless you are being tested in accordance with the Surveillance Testing Industry List and Requirements)
- are unwell with any symptoms of COVID-19 or have a temperature of 37.5 degrees Celsius or higher, or any symptoms of a fever such as night sweats or chills
- have arrived in Australia within the last 14 days, unless you have come from a green travel zone via a 'quarantine-free flight'
- have had known contact in the past 14 days with a person who was a confirmed case of COVID-19, or are self-isolating and have not yet been given clearance to exit
- have visited a Tier 1 exposure site and have been advised to immediately isolate, get a COVID-19 test, and remain isolated for 14 days.
- are self-isolating and have not yet been given clearance to exit
- are under 16 years, except in specific circumstances for end of life care.

Visitor and Resident Support

Older Persons Advocacy Network (OPAN) have trained advocates who can provide advice and support. 1800 700 600 or visit <https://opan.com.au>



CONTACT HARALD

All residents, staff, regular contractors, visitors and professional people have their own cards.

The information the "Contact Harald" system generates can assist to trace any contacts with a reported positive case of coronavirus. The cards are activated 24 hours a day. Regular visitors are issued with their own cards and for irregular visitors, cards are issued for that visit and then information is uploaded and kept ready for the next visitor.

AUTO SIGN IN WITH ZIPLINE

Visitors are managing very well with the auto temperature checking and sign in through Havilah electronic system.

Staff are always there to assist you when you need this so don't hesitate to ask for help.

Thank you to all our residents, families and visitors, we appreciate your understanding re signing in and out, booking outings and wearing your Harald cards.

CORONAVIRUS (COVID-19) INFORMATION FOR PERMANENT AGED CARE RESIDENTS

Emergency Leave

We provide this information to you so that you are aware of the system of Emergency Leave the Government has put in place in relation to COVID 19. This is really about providing assistance where residents may wish to leave the facility in the case of an outbreak and we want to make sure that residents and families are aware of what is available and the steps to take should you wish to take advantage of this at any time. Should you wish to obtain further advice in relation to this please email mail@havilah.org.au and we will contact you.

Havilah has gone above and beyond the guidelines for personal protective equipment, contact tracing, cohorting of staff and residents, screening of residents, staff and visitors all to keep our residents and staff safe. [We have had a visit from the Australian Defence Force Infection Control Unit and were given a Green Light in their Traffic Light System for preparedness and also a visit from the Monash University Health Division for on site infection control training who said Havilah was very organized and high achievers in the aged care world in this climate.](#)

So we have everything in place and hope we never have a need to use it. The Emergency Leave is similar, it is there if you want or need it hopefully you never will.

Coronavirus Australia app Stay up to date with official information and advice about the coronavirus (COVID-19) situation. You can check your symptoms and get notified when urgent in-

You can use the Australian Government Coronavirus app to:

- stay up to date with the official information and advice
- important health advice to help stop the spread and stay healthy
- get a quick snapshot of the current official status within Australia
- check your symptoms if you are concerned about yourself or someone else
- find relevant contact information
- access updated information from the Australian Government
- receive push notifications of urgent information and updates



Get the app



COVIDSafe app

To help keep you safe and ease restrictions the COVIDSafe app is available to download onto your mobile phones now. This will be a great app to have once restrictions are eased and we all start getting about more. If we have been in contact with someone that tests positive, who also has the app installed, we will be able to be advised and act quickly. It will only work if most people

download the app so a great safety measurer as restrictions ease.

If you need assistance to download either of these free apps let us know at Reception.



Christmas in July was celebrated at Havilah on 21 July, all residents thoroughly enjoyed the atmosphere that was staged by the Leisure and Lifestyle staff. All residents feasted on a traditional Christmas lunch consisting of roast meats and freshly cooked vegetables and a very moist plum pudding a great job by the catering /kitchen department staff, Drinks and chocolates were served to finish the meal off.



Medication: It's Your Choice

How much do you know about your medication? Did you know that what you take is your choice and that you have control?

This brochure equips you with the ability to have an informed and active role in your decisions about what medications you take.

What is an informed choice?

An informed choice is when you make a decision about your medical care, or the care of your loved one, with the knowledge and understanding of the benefits and potential risks involved.

It is both your right and your role to choose which option is right for you, or for the person you care for, and to commence or discontinue a medication. You can say 'no' and choose not to take a medication. You can also change your mind at any time, even after you have started to take a medication.

Who is my decision-maker?

- There are times when you may want to seek help and support from others to make a decision about your treatment options.
- There are other times when you may need someone you trust to make that decision for you, based on your values and preferences, and what you would want.
- You can choose who will speak for you. Your supporter or substitute decision-maker may be a family member, carer, friend, representative or support person – it should be someone you trust.

Medications to be aware of:

Some medications can change thoughts or behaviour, or have an impact on your day to day life. These medications are called psychotropics, but they can be known by many other names.

These have often been overused in Australia amongst older people and can have serious side effects. It's important that you understand what these medications are, why you might take them and how they may affect your ability to make decisions.

When should I take these medications?

These medications are intended to help treat mental health conditions such as depression. However, sometimes they are given to control the behaviour of a person. When they are used for this purpose it is called chemical restraint.

There will be instances when these medications are appropriate for the person's medical condition, such as when they're experiencing severe agitation and aggression, which may put them at risk of harm.

When you are taking these medications, they should be monitored closely and reviewed on a regular basis.

Are there alternatives to medication?

There are often alternative treatment options that may be more effective than medication in supporting you. For more information, read the full booklet at

opan.com.au/your-choice

It's your choice. It's your right.

It doesn't matter what age you are or what medical condition you might have – you always have the right to be involved in decisions about your care. This includes decisions about your medication and how you wish to live your life.

While medications can play an important role in helping you to live comfortably, stay safe and live longer, some medications may not work as expected, may make you feel unwell, and may bring on unwanted side effects or changes in behaviour.

You have the right to be provided with information about your medication, including how it works and if there are any potential side effects that may impact on your quality of life.

It is your role to choose if medication is right for you, and everybody involved in your care must respect your rights, as well as your values and preferences. Remember, it is your right to have control over your medication.

Questions to ask about your medication.

Next time you visit your GP, take this list of questions with you. These questions are also helpful for reviewing medication that you're taking.

- What am I taking?
- How should it help me?
- What are the side effects?
- What could happen if I don't take it?
- What are the alternatives (including non-medication alternatives)?
- When can my medication be reviewed?

Help is available.

For further support:

1. You can ask for an appointment with your doctor, or ask for a specialist review or second opinion.
2. If you are receiving clinical home care or you are in an aged care home, you can formally request a case conference or a medication review with your provider.
3. You can reach out for free and independent support by contacting OPAN, the Older Persons Advocacy Network on 1800 700 600 or by visiting opan.com.au
4. Or, you can raise a complaint with the Aged Care Quality & Safety Commission by calling 1800 951 822 or online at agedcarequality.gov.au/making-complaint

For more information, and for further resources on older people and medications, visit OPAN at opan.com.au or call 1800 700 600.



Falls Prevention

Have a Healthy and Nutritious Diet
Maintaining a healthy and active lifestyle - regular exercise prevents muscles weakening and joints stiffening.

ACCOUNT PAYMENT: Residents who have accounts to be paid in the community, eg chemist, telephone, the accounts can be presented to reception staff to be paid and then the resident will be on billed to them at the end of the month.

RESIDENT SURVEYS: Raglan

Of 19 residents surveyed:



100% of surveyed residents indicated that most of the time or always hear the staff knock before they enter their room.

100% of surveyed residents receive information about activities and

events occurring here most of the time or always, 100% of residents surveyed agreed or strongly agreed they find Havilah comfortable and homely. 100% of residents agreed or strongly agreed that staff ensure their teeth, glasses and/or hearing aids are clean.

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 needs 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 involve-

ment 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.

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

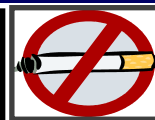


evacuation in the case of a fire – this includes fire and smoke compartments, and sprinklers and smoke alarms. Should evacuation be required only residents in the affected compartment would be affected In the first instance. The fire alarm automatically alarms to the brigade who are here within minutes.

YOU WILL BE KEPT INFORMED BY STAFF AND THROUGH THE PUBLIC ADDRESS SYSTEM.



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





Under the National Guidelines for visitors entering an aged care facility current flu vaccinations are required. All visitors are to supply a copy of proof that they have had the 2021 vaccination to reception to enable staff to update our records and will also accept copies of proof of covid vaccinations.

Thank you for your assistance with this.

FROM THE KITCHEN : 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 choices change each 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 also listed on the menu. At tea time there is a selection of two soups, two mains and two sweets on the menu and also additional alternatives are listed in case you do not like the main choices offered.

If there are not things on the menu that you fancy please ask staff for some other alternatives that we can arrange for you.

For breakfast residents may choose 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.

FAMILY MEMBERS AND GUESTS. We apologise that we cannot welcome resident guests for meals each day and look forward to reintroducing this as soon as possible. Where it is a special occasion lunch or afternoon tea can be arranged for guests. Please book this at reception a few days in advance as a special area will need to be set up for you. Hopefully before long we will be back to unrestricted guest meals once again. We look forward to that time.

For our residents we still have in place Special Morning Tea on Tuesdays and Sunday Devonshire afternoon tea. Tea and coffee making facilities and biscuits are on hand in the kitchenettes for resident use.

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 you enjoy that you would like to see on the menu or any theme days you would like to see introduced please discuss this with Food Services Manager Di Jackson, or any of the lifestyle staff. Alternatively you can fill out a form and place in the Suggestion Box. We welcome your suggestions.

Please let catering staff know your favourite soup if you would like it included on the list for Soup of the Day.

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.

Residents are enjoying the added socialisation of returning to Dining Rooms for lunch and Evening Meals.



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

Man escapes Australian hotel quarantine in classic movie style



More than half of Australia's population is in lockdown and the borders are being slammed shut due to the alarming outbreak of the Delta variant of COVID-19, yet there are still some Aussies who think it is just a lark.

A 39-year-old Brisbane man (yes, 39) was in quarantine on the fourth-storey of a hotel in Perth, Western Australia. On Tuesday morning, he escaped by tying bed sheets together and clambered down to the street as though he was breaking out of Alcatraz. He wandered the streets for six hours before being caught by West Australian Police and arrested for breaching a public health order.

He had been refused entry to WA on Monday afternoon under COVID-19 restrictions and told to leave the state within 48 hours. He had arrived without a G2G pass – an interstate passport system used in WA and Tasmania – and failed to meet the exemption criteria for entering.

The reason for his desperate escape? He did not want to go back to Queensland!

Some people just don't get it.

Dysphagia: little condition leads to big problems

A swallowing impairment known as dysphagia is a little recognised medical problem with a significant cost on our health system.

Researchers from Flinders University found that people in hospital who also have dysphagia need to stay there for longer periods.

Lead researchers Dr Stacie Attrill and Dr Sebastian Doeltgen, head of the university's Swallowing Neurorehabilitation Research Lab, say an analysis of 23 cohort studies from Europe and North America found that people with dysphagia stay, on average, for three days longer in hospital – regardless of their diagnosis – costing the health care system an average of 40 per cent more than people without impaired swallowing.

More than 100,000 Australians have dysphagia, which is a consequence of health conditions such as stroke and Parkinson's Disease. It can lead to choking, lung infection, malnutrition and dehydration – but why is it hard to spot?

Doeltgen says, as there aren't as many overt signs, the subtle signs are the ones to watch: such as someone not finishing their meal or starting to drink less because it's uncomfortable. In particular, it is hard to spot in the elderly as their ability to swallow naturally

declines as they age.

He says that nurses play a large role in spotting and managing the signs of dysphagia by screening and identifying patients that pose a greater risk.

"[They should] get an early speech pathology assessment, as research shows this leads to catching it early and reduces the risk of these patients dying in hospital due to respiration pneumonia," Doeltgen said.

He said nurses are in a position to consult with speech pathologists and encourage patients to maintain oral hygiene standards. He stresses that this condition is not just limited to the larger hospital setting, but also in home and residential environments.



Giggletime



A man told his three sons when he sent them to university: 'I feel it's my duty to provide you with the best education, and you do not owe me anything for that.'

'However, I want you to appreciate the opportunity. As a token, I want you to put \$1000.00 into my coffin when I die.'

And so it happened, the sons became a doctor, a lawyer and a financial planner, each very successful financially.

When the day came they remembered their

father's wish.

The doctor put 10 \$100 notes onto the chest of his deceased father. Then came the lawyer, who put 20 \$50 notes there.

Finally, it was the heartbroken financial planner's turn. He took out his cheque book and wrote a cheque for \$3000. He put it into his father's coffin, and took the \$2000 cash.

The neighbours thought it was odd, but 93 year old Jack was dating again.

One Monday morning, Jack woke up with a funny feeling that something important had happened the previous night.

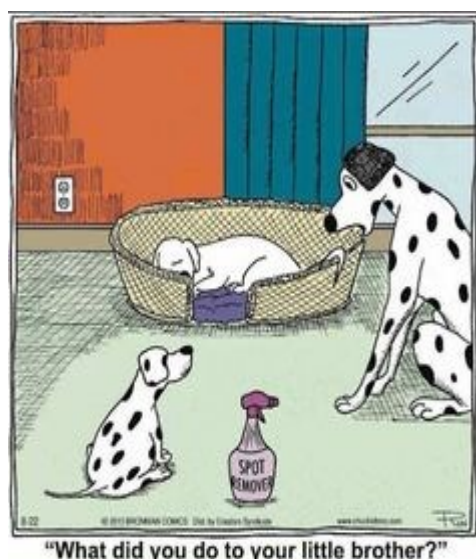
It was during breakfast that Jack finally remembered what it was. He had proposed to his date, Meryl.

But what she answered, he couldn't seem to remember.

Jack picked up the phone and dialled her number

'Hi Meryl', said Jack, 'I have a funny question for you, do you remember last night when I proposed?'

"Oh my gosh" replied Meryl, 'I am so glad you called, I knew I said Yes to somebody, but couldn't remember who it was.'



Jerry was in hospital recovering from surgery when a nurse asked how he was feeling.

'I'm OK, but I didn't like the four letter word the doctor used in surgery,' he said

'What did he say?' asked the nurse

'OOPS!'

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 10am—4.00pm Monday to Sunday

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-SUN 10.00 am—4.00 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 5459 0154 or internal dial 154.

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

email: barb.duffin@havilah.org.au or

Director of Care Kelsey Hooper 54 617383

email: 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 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.