

RAGLAN TATTLER

ISSUE: September 2018

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



SPRING IS IN THE AIR

Resident Meeting— Monday 1st October at 1.15 pm

THESE MEETINGS ARE A FORUM FOR IDEAS AND NEW INITIATIVES
WE WELCOME YOUR INPUT.



MESSAGE FROM RAGLAN NURSE MANAGER DEB MATTHEWS

Finally after several long hospitalisations I am well on the road to recovery. It is amazing that one little foot could cause so much drama (and pain).

I will be transitioning back to work from next week and hopefully it won't be long before I regain my full strength and can be back with you all at Raglan House .

FOOTCARE

It has been necessary to bring forward the proposed changes to the footcare program, which will now commence on Monday September 10th. This is unavoidable due to the sudden resignation of Footcare Nurse, Sharon.

There are no changes to Podiatry which will continue as before. In fact negotiations are taking place with the Podiatrist to provide additional visits which will ensure that your podiatry rotations are met and that we will be in a position to meet "as required" podiatry consultations within appropriate timeframes.

Under the new schedule Havilah nurses will trim finger and toenails on a minimum six week rotation for those residents who require this.

Specialised footcare requirements will be referred to either the Podiatrist or the GP as appropriate.

Please speak to your Team Leader (medications staff) should you require any assistance between scheduled treatments, or if you have any preferences or encounter any problems at all in relation to the changed system.

Thank you for your assistance in transitioning to the new program. We welcome your feedback.

FALLS PREVENTION

Avoid Wearing Loose Clothing

If you want to feel comfortable, consider that baggy clothes can sometimes make you more likely to fall. Opt for better-fitting and properly hemmed clothing that doesn't bunch up and drag on the ground.



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.

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 and Date.

TONGUE IN CHEEK Amazingly simple home remedies: (don't try this at home)

If you're choking on an ice cube, simply pour a cup of boiling water down your throat. Presto! The blockage will instantly remove itself.

Avoid cutting yourself when slicing vegetables by getting someone else to hold the vegetables while you chop.

For high blood pressure sufferers ~ simply cut yourself and bleed for a few minutes, thus reducing the pressure on your veins. Remember to use a timer.

A mouse trap placed on top of your alarm clock will prevent you from rolling over and going back to sleep after you hit the snooze button.

If you have a bad cough, take a large dose of laxatives. Then you'll be afraid to cough.

You only need two tools in life - wd-40 and duct tape. If it doesn't move and should, use the wd-40. If it shouldn't move and does, use the duct tape.

Remember - everyone seems normal until you get to know them.

If you can't fix it with a hammer, you've got an electrical problem.

WEIRD and WONDERFUL WORDS

COPROLALIA - the involuntary repetitive use of obscene language.



RESIDENTS SURVEY: July 2018

Of the 21 residents surveyed at Raglan House

100% of residents agreed that most of the time or always that they can find a place in private to talk to visitors.

94% of surveyed residents stated they are satisfied with the care that is given by the nailcare nurse most of the time or always.

76% of residents surveyed indicated they agree or strongly agree that they like the atmosphere in the dining at mealtimes, 19% (4 people) answered neutral, 2 of these do not eat meals in the dining room.

85% of residents agree or strongly agree that they are offered morning or afternoon tea, each day 10% answered neutral stating they either don't want it or have it in their room.



Maryborough Regional Mobile Library service visits Raglan house every fortnight at 10.15am on a Monday morning. Coming dates , 17th September, 1st, 15th and 29th October..

We will still running a lucky door prize for those that borrow a book each week. Come and have a look at the range and if they don't have what you are looking for, the library will get it in for you.

Justices of the Peace

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

Residents 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



Aged Care Employee Day:

Tuesday 7th August.

This day is to thank, honour, recognise and celebrate all the people who work in the aged care industry across Australia.

Havilah celebrated this day across both sites with decorations, special morning tea, chocolates and pie and coffee vouchers from Parkview Bakery for our staff. Havilah President Craig Bell sent a thank you message through a Havilah article in the Maryborough Advertiser recognising the day.



THANK YOU TO OUR RESIDENTS FOR ALL THE SUPPORTIVE COMMENTS RECEIVED ON THE DAY.



THINGS MY MOTHER USED TO SAY

Did you comb your hair?

Don't pick that scab, it'll get infected.

Don't talk with your mouth full!

Don't walk away when I'm talking to you!

Eat your vegetables, they're good for you.

Freshly minted ministry: the sector reacts to new aged care portfolio



Australia's new leader Scott Morrison has named his ministry and while many offices will have new plaques on their doors, the aged care portfolio has retained its head in Ken Wyatt.

After indicating that he would consider his position should Peter Dutton win the party's vote in the latest leadership spill – due to Dutton's decision to boycott Prime Minister Kevin Rudd's apology to the Stolen Generation – it seemed Wyatt did not have the same reservation about serving under Prime Minister Morrison.

Following Morrison's win, Wyatt tweeted that he would be willing to continue serving Australians in whatever capacity the Prime Minister wished. That capacity ended up being as Minister for Senior Australians and Aged Care, along with Indigenous Health.

COTA chief executive Ian Yates welcomed the portfolio's broader remit, along with Morrison's declaration the task will focus on "quality of life challenges and their cost of living pressures".

Leading Age Services Australia (LASA) chief executive Sean Rooney was also happy to see the broadened role but expressed the peak's disappointment that the aged care portfolio was not elevated to Cabinet.

"Australia is facing a 'new normal' as the 'baby boomer' generation ages, requiring a major shift in the way we think about ageing," Rooney said. "The issues of ageing and aged care are of national importance and we need to engage all Australians in what it means to age well in our country."

Rooney said the aged care sector took some reassurance from Morrison's Budget night address as Treasurer. "We're living longer. It's a good thing," Morrison said in his speech. "We want to preserve and increase the choices of older Australians." Rooney said: "I am confident the Prime Minister will be a passionate advocate for the care of older Australians and will work hard to ensure that meeting the needs of older Australians is not framed as a burden to be borne, but rather an opportunity to be realised."

Aged & Community Services Australia (ACSA) also saw Morrison's first speech as Prime Minister as a good sign. When asked what, apart from drought, were his policy priorities, he listed aged care as one of several, along with electricity prices, Medicare, small- and medium-size businesses, affordable medicines and chronic illness.

MONEY and VALUABLES

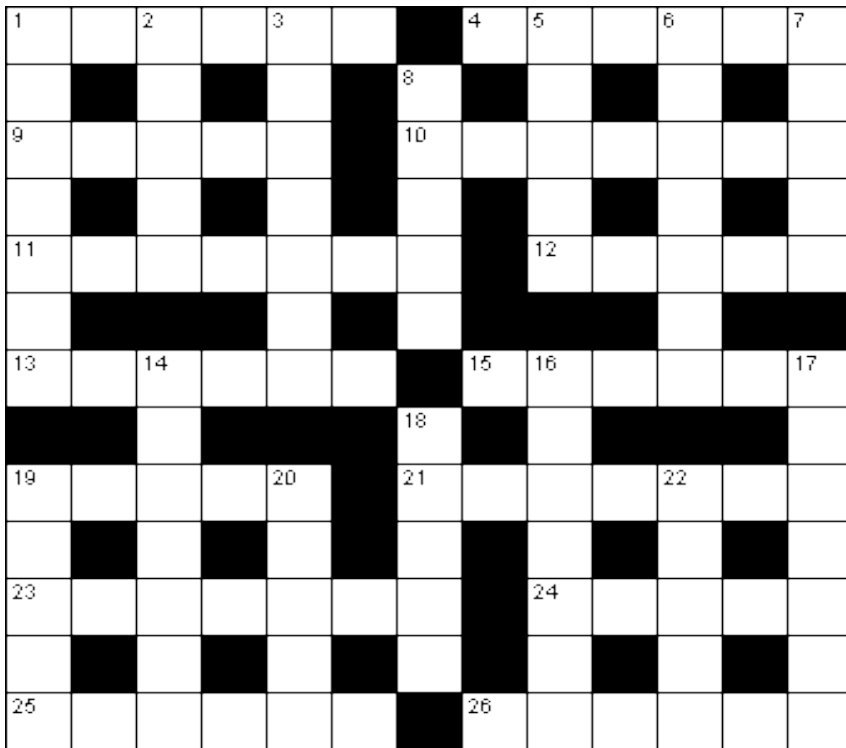
Residents are asked to limit the amount of money or valuables kept on their person or in their rooms. There is a locked drawer in each room for residents who have the capacity to ensure that they can keep money and valuables locked away. EFT facilities are available at reception and purchases at the kiosk, hairdressing, footcare etc can be added to the monthly accounts .

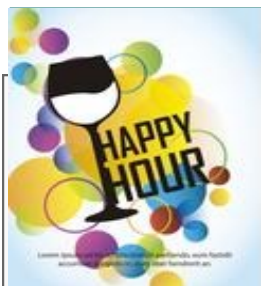
Please keep your own money and valuables safe as Havilah will not assume responsibility

Emailing the Tattler

If you provide us with your email address, we can email your Raglan Tattler to you. Please email your details to andrew.earl@havilah.org.au.

Your assistance with this is appreciated.





Happy Hour Every Friday evening

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



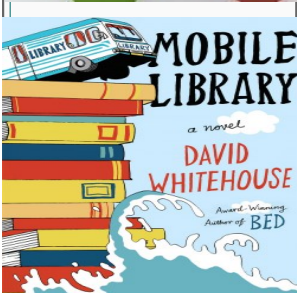
Bus Trip Out - Thursday afternoon departing at 1.30pm for lots of Fun points of interest throughout Central Victoria.

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 1st October 2018 at 1.15 pm



Mobile Library— each 2nd Monday

Next dates **September 17th , October 1st , 15th** and 29th

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



Saturday Movie Afternoon.

15th September 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

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

Chairobics 2.30 pm



WEDNESDAY

Footspa & Nail Care 10.00am

Bingo 1.30pm

Craft/Cooking/Cuppa & chat 2.30pm



THURSDAY

Street Walk 10.00am

Bingo 1.30 pm

Bus Trip 1.30pm



FRIDAY

Special Morning Tea 10.00 am

Bingo 1.30 pm

Chairobics 2.30 pm

Happy Hour 5.00pm



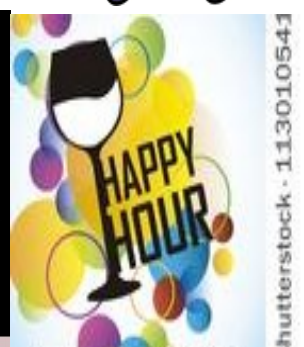
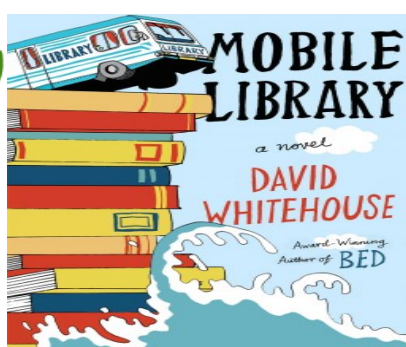
SATURDAY

Movie Afternoon - Next show 15th September

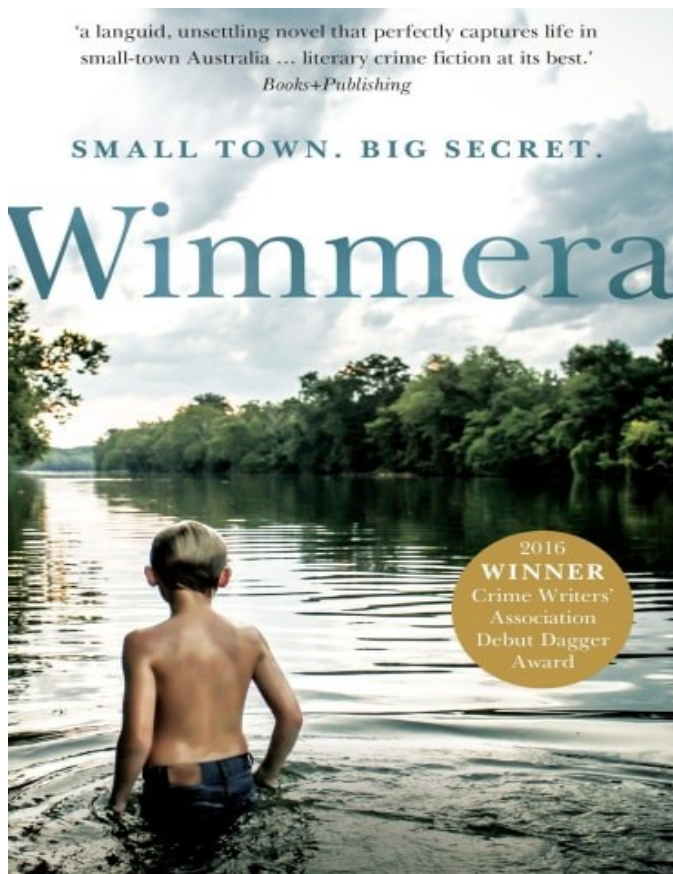
1.30pm

SUNDAY

Devonshire Afternoon Tea each Sunday 3.00pm



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



Wimmera
by
Mark Brandi

Small Town. Big Secret.

An unforgettable literary crime debut that brings the darkness in an Australian country town vividly to life, as it slowly reveals its devastating secrets. In the long, hot summer of 1989, Ben and Fab are best friends.

Growing up in a small country town, they spend their days playing cricket, yabbing in local dams, wanting a pair of Nike Air Maxes and not talking about how Fab's dad hits him, or how the sudden death of Ben's next-door neighbour unsettled him. Almost teenagers, they already know some things are better left unsaid.

Then a newcomer arrived in the Wimmera. Fab reckoned he was a secret agent and he and Ben stalked him out. Up close, the man's shoulders were wide and the veins in his arms stuck out, blue and green. His hands were enormous, red and knotty. He looked strong. Maybe even stronger than Fab's dad. Neither realised the shadow this man would cast over both their lives.

Twenty years later, Fab is still stuck in town, going nowhere but hoping for somewhere better. Then a body is found in the river, and Fab can't ignore the past any more.

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.

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

24 HOUR CONTACT—RAGLAN HOUSE
TELEPHONE: 54 590 150

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.

EFTPOS

For the convenience of residents, EFTPOS facilities are located at reception in the High School Centre for payment of Accounts.



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.



FROM THE KITCHEN

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 free of charge.

Please advise the kitchen prior to 10.00am by phoning the Raglan House kitchen on 54 59 0180.

When booking meals for more than 5 people, please notify the kitchen the day before.

As all food prepared by Havilah is closely monitored under the Food Safe Standards it is a requirement that **all food brought in to Havilah** by residents or families/visitors to be consumed by residents must be reported to kitchen staff. Food put in the fridges must also have the residents 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 fill out a form and place in the Comments, Suggestions and Complaints Box.

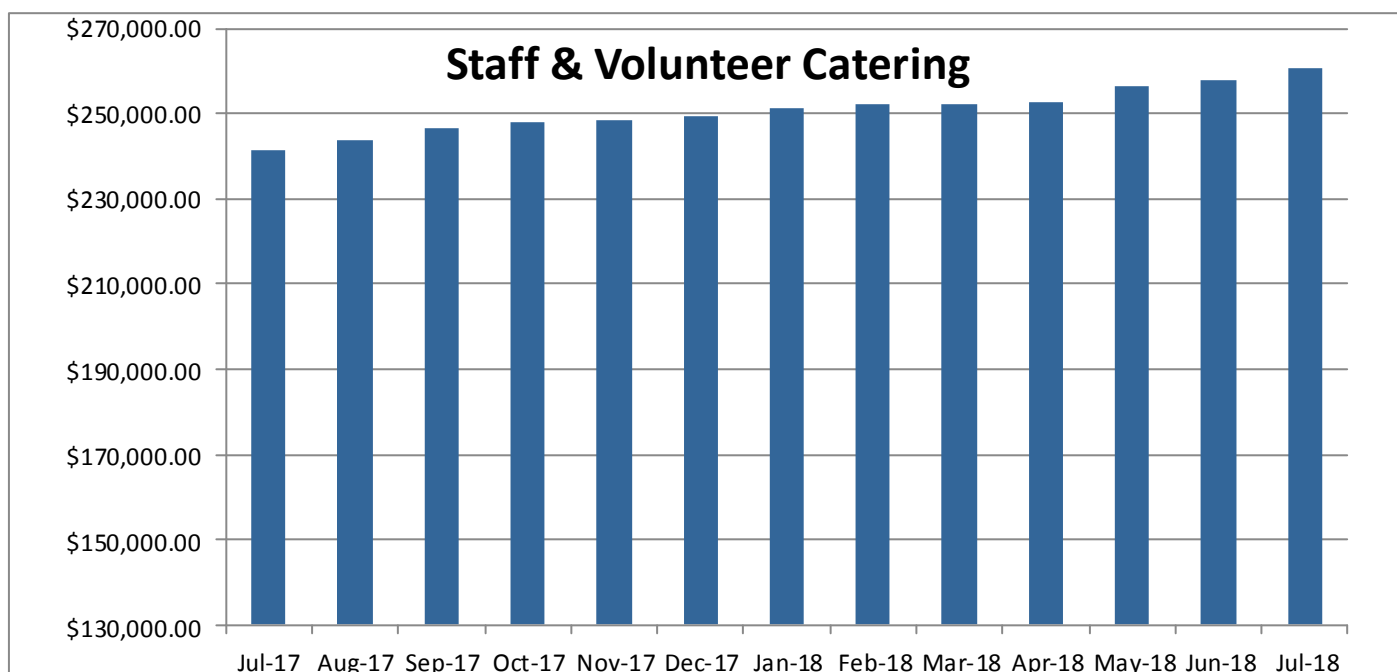


The 2018 AFL Football season is gearing up for the finals and the last Saturday in September. It has been an interesting year amongst our tipsters with 9 of our residents in Raglan House and the ILU's having a full card in various rounds, they were Betty Higgins, Dorrie Duffin, Sherry Simpson, Doug Rowe, Di Rowe, Terry Simpson, Anne Stuart, Wima Doble and Bob Osborne.

Congratulations to Doug Rowe who took out the award for the best tipster on 145 points, second place went to Dorrie Duffin on 140 points and on 139 points Anne Stuart was in third place. Maintenance Stu took out the last place on 91 points.

Congratulations to all our winners throughout the season and those who participated this year. AFL Grand Final Day celebrations will be held on the last Saturday in September.

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





It was a bad year on the farm so Dad and Dave were trying to work out how to earn some more money. Dad decided to go on Millionaire Hot Seat

He managed to fluke the questions and got to the point where he'd won \$500,000.

"You've done very well so far," said the host Eddie McGuire, "but for a million bucks you've only got one lifeline left — phone a friend. Will you go for it?"

"Sure," said Dad, "I'll have a go!"

"Which of the following birds does not build its own nest —

- a) a sparrow b) a thrush
- c) a magpie or d) a cuckoo?

This stumped Dad so he decided to use his lifeline and phone Dave at home.

"Aww that's easy Dad. It's a cuckoo."

"Are you sure?"

"I'm blinkin' sure," Dave said.

Dad turned to Eddie and said, "I'll go with cuckoo as my answer. Lock the bugger in."

There was a long pause and then Eddie yelled, "Cuckoo is the correct answer! You've won a million bucks!"

When Dad got home he asked Dave, "Bloody hell Dave, how the hell did you know it was a cuckoo that doesn't build its own nest?"

Dave replied: "Aww because he lives in a flamin' clock, doesn't he."



A man rushes his limp dog to the veterinarian. The doctor pronounces the dog dead. The agitated man demands a second opinion. The vet goes into the back room and comes out with a cat. The cat sniffs the body and meows. The vet says, "I'm sorry, but the cat thinks that your dog is dead, too." The man is still unwilling to accept that his dog is dead. The vet brings in a black Labrador. The lab sniffs the body and barks. The vet says, "I'm sorry, but the lab thinks your dog is dead, too." The man finally resigns to the diagnosis and asks how much he owes. The vet answers, "\$650." "\$650 to tell me my dog is dead?" exclaims the man. "Well," the vet replies, "I would only have charged you \$50 for my initial diagnosis. The additional \$600 is for the cat scan and lab tests."

A man walks into a bar and says, "Give me a beer before the problems start!"

He drinks the beer and then orders another saying, "Give me a beer before the problems start!"

The bartender looks confused. This goes on for a while, and after the fifth beer the bartender is totally confused and asks the man "When are you going to pay for these beers?"

The man answers, "Now the problems start!"

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.



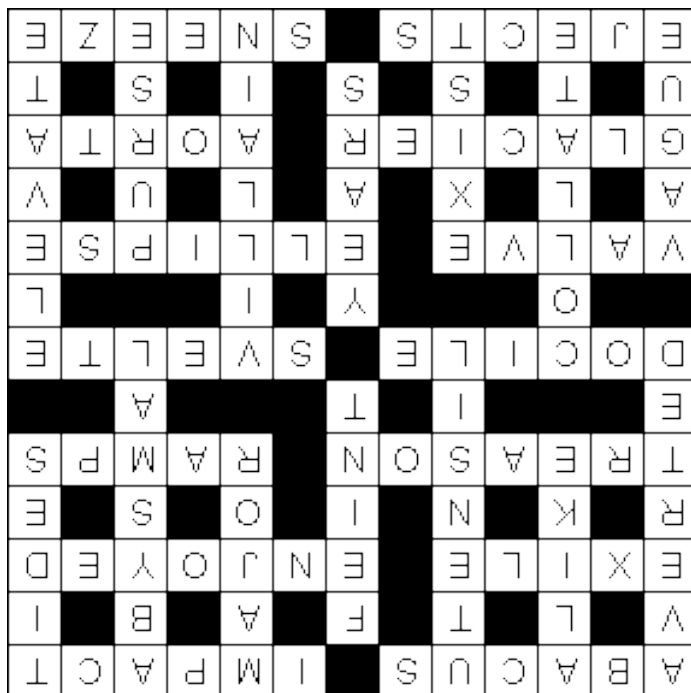
Havilah is a very safe facility and has many measures in place to stop the spread of fire and smoke and to provide for safe evacuation in the case of a fire – this includes fire and smoke compartments, and sprinklers and smoke alarms.

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 7

Answers to Quiz

1. India.
2. The Congo.
3. Darryl Sommers.
4. Vatican City
5. Fifty



**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

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 required.

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.

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.

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 :

Acting Nurse Manager (RN1) Lynne Brown 5459 0154 or internal dial 154.

Lyn can be contacted by email using the email address: lynne.brown@havilah.org.au

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.