

RAGLAN TATTLER

ISSUE: September 2019

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



Farwell to Stewie

Residents from Raglan House, Retirement Living and co-workers gathered together to farewell our long serving maintenance man, Stuart Argall. Stewie has been a familiar face within our ranks at both campus's. Stewie began working with Havilah in April 2012 and moved to Havilah on Palmerston site when opened, he has become friends with many work colleagues over the years. A presentation was made to him by CEO Barb at a special morning tea that was arranged on 16h August. We all wish Stewie a happy and rewarding retirement.

Resident Meeting— Monday 7th October 2019 at 1.15 pm

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

PHOTO GALLERY



The raised garden beds have become popular with residents selecting plants for the spring planting. Raglan House residents have once again become surrogate parents to the ducklings that hatched under an agapanthus plant.



Residents on the bus outings have been very comfortable with the knitted and crochet rugs that have been kindly donated by Anita Impey, Kim's mother, Many hours were spent with the needles clicking away or the hook with wool that was generously given. A huge thankyou from everyone at Raglan House.

Samaritan's Purse

Display and presentation by

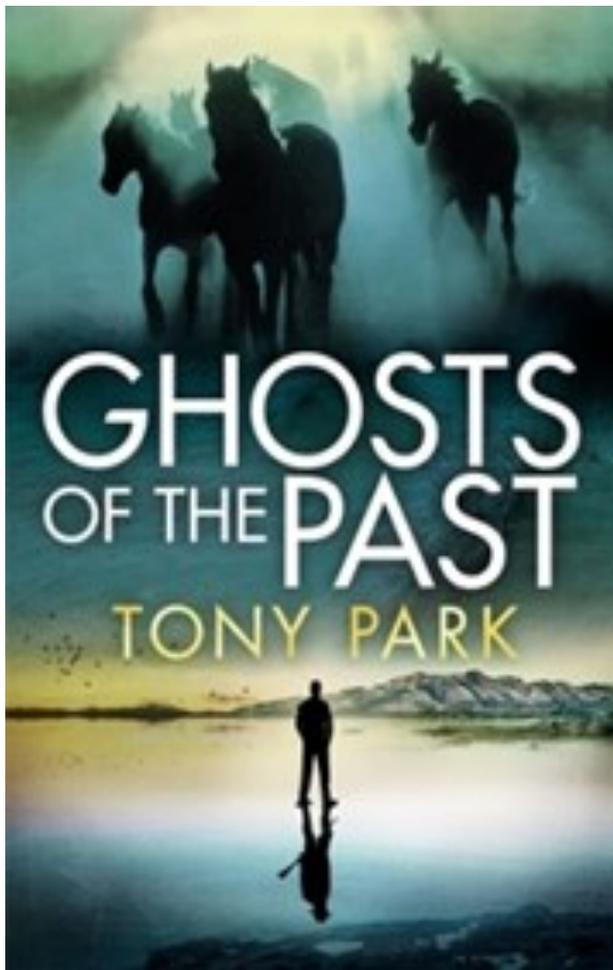
Cheryl Howlett

Wednesday 25th September 3pm –4pm

Raglan House

Neill Street end ground floor.





German South West Africa 1906, Australian horse trader Cyril Blake is executed in cold blood by the Kaiser's soldiers.

Sydney, the present day. Blake's great nephew, recently widowed Nick Eatwell, is approached by South African journalist Susan Vidler who is investigating his ancestor's mysterious demise.

Intrigued and looking for distraction, Nick discovers a long-lost manuscript which tells how Blake stayed in South Africa after serving in the Anglo-Boer War and joined the Nama people in their rebellion against the Germans in South West Africa, modern-day Namibia.

In Munich, historian Anja Berghoff, researching the origin of the wild 'ghost' horses of Namibia, stumbles across intriguing letters from Irish-German spy Claire Martin, with whom Blake had an affair.

As Nick and Anja's paths cross, they find themselves racing through southern Africa, and through time, on the trail of a legend.

But they're not alone. Someone else is chasing these ghosts of the past, looking for clues for a hidden treasure worth killing for.



WEIRD and WONDERFUL WORDS

MERRYTHOUGHT - a bird's wish bone

Dementia doesn't discriminate.

Do you?

RSVP:

Wednesday 11th September 2019

RSVP to Kim ph: 5459 0169

Community event, come and join us

**When: Friday 13th September 2019
10.30 - 11.30am**

**Where: Room 1-2 Havilah on
Palmerston, community centre**

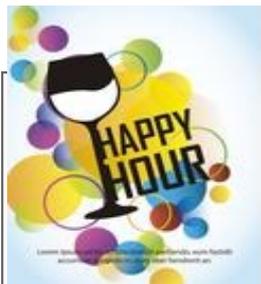
Dementia Action Week

16-22 September 2019

an initiative of  **dementia australia**

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**

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.



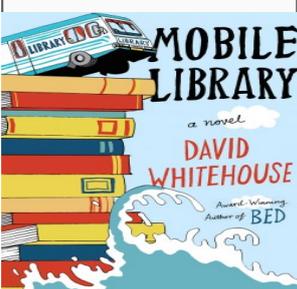
Bus Trip Out - Thursday afternoon departing at 1.30pm for lots of Fun points of interest throughout Central Victoria.

If you have an idea or suggestion for an outing, just let 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 7th October 2019 at 1.15 pm



Mobile Library:

Next dates: September 16th, 30th, October 14th and 28th

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

Time to Talk - 2nd Wednesday each Month

Next Date 11th September @ 10.00am

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

Learn, Laugh and Live!



U3A University of the Third Age

Meet the 1st Monday of the Month

Bingo area at 10.00am

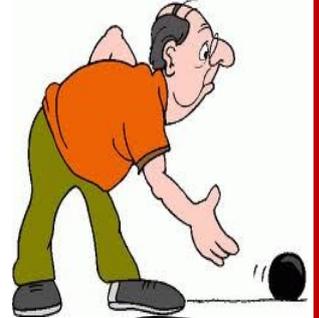
THE UNIVERSITY OF THE THIRD AGE

WEEKLY ACTIVITIES

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



TUESDAY Marbowls 10.30 am
 Bingo 1.30 pm
 Chairbics 2.30 pm



WEDNESDAY Footspa & Nail Care 10.00am
 Bingo 1.30pm
 Craft/Cooking/Cuppa & chat 2.45pm



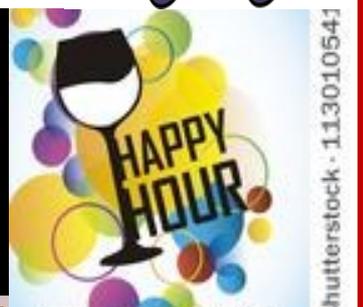
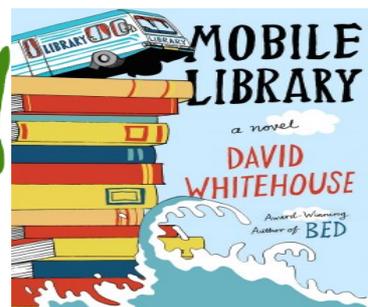
THURSDAY Street Walk 9.30am
 Bingo 1.30 pm
 Bus Trip 1.30pm
 Afternoon Movie 2.45pm



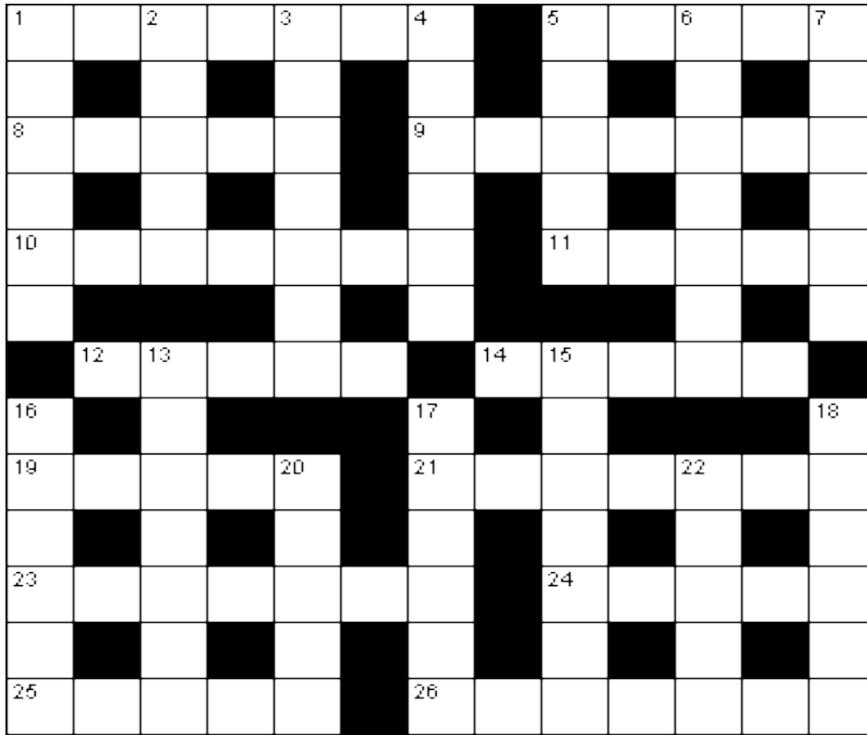
FRIDAY Special Morning Tea 10.00 am
 Bingo 1.30 pm
 Chairbics 2.30 pm
 Happy Hour 5.00pm



SUNDAY Devonshire Afternoon Tea each Sunday 3.00pm



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



Across:

1. On the way (2,5)
5. Sound (5)
8. Dog-like mammal (5)
9. Free from blame (7)
10. Entrap (7)
11. Music Speed (5)
12. Compare (5)
14. Book of maps (5)
19. General kind of something (5)
21. Unaffected (7)
23. Pasta strips (7)
24. Impromptu (2,3)
25. Part of a church (5)
26. Defraud (7)

Down:

1. Reverberated (6)
2. Rolls of film (5)
3. Oblivious (7)
4. Jubilant (6)
5. Valuable item (5)
6. Quandary (7)
7. Nocturnal wildcat (6)
13. Type of work (7)
15. Percussion instrument (7)
16. Schedule (6)
17. Visitors (6)
18. Comestible (6)
20. Figure out (5)
22. Legally acceptable (5)

035

WORD SEARCH - EUROPE



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

AUSTRIA, BELARUS, BELGIUM, BULGARIA, CROATIA, CZECH REPUBLIC, DENMARK, ENGLAND, ESTONIA, FINLAND, FRANCE, GERMANY, GREECE, HUNGARY, ICELAND, IRELAND, ITALY, LATVIA, LIECHTENSTEIN, LITHUANIA, LUXEMBOURG, MACEDONIA, MALTA, NETHERLANDS, NORWAY, POLAND, PORTUGAL, ROMANIA, SCOTLAND, SLOVAKIA, SPAIN, SWEDEN, SWITZERLAND, UKRAINE, WALES.

QUIZ

1. What is made from bauxite?
2. What does the I stand for in CSIRO?
3. Where would you find the Darling Ranges?
4. What is a Drongo?
5. When was the Australian Atomic Energy Commission formed?

Re-accréditation:

Havilah on Palmerston is due for re-accréditation by 22nd February 2020 and our application has been submitted on the 31st August. Earlier this year re-accréditation assessments were changed to unannounced and subsequently we are now required to notify residents and advocates once the application has been submitted. The official notification is as below, We are again required to notify you and your advocates when the assessors arrive on site so you will have the opportunity to speak to them should you wish. The 1800 number is contained in the site audit notice below should you wish to contact the Agency prior to the re-accréditation assessment which could happen any time. Please do not hesitate to contact Deb Matthews, Nurse Manager, Barb Duffin (Chief Executive) or Kelsey Hooper (Director of Care) should you require any further information in relation to this.

SITE AUDIT NOTICE:

Quality assessors from the Aged Care Quality and Safety Commission (Commission) will be visiting to check the quality of care and services at Havilah Palmerston.

This assessment is called a site audit. The audit will be carried out any time before 22nd February 2020.

When quality assessors visit the home, you (or someone who represents you) will be given the opportunity to talk to an assessor about the quality of your care and services.

You (or someone who represents you) can also provide information prior to the audit by calling the Commission on **1800 951 822**.

The commission respects the privacy of your information, and will not provide us with the details that you have discussed with them, unless you agree to this, or where they are very concerned about your care.

Your personal information and comments will be used by quality assessors when conducting the site audit, and also when they prepare their report about the quality of care and services provided here.

For information on the Commission's privacy policy and practices, please refer to the commission's website agedcarequality.gov.au or contact the Commission on **1800 951 822**

If you need interpreter assistance please call Translating and Interpreting Service (TIS) on **131 450** and ask for Aged Care Quality and Safety Commission.



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.

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

ELEVATOR PROTOCOL

When residents are getting in and out of the elevator, the closest persons to the elevator door should enter and exit first. This will ensure the Elevators are used as efficiently as possible and decrease the waiting time for the people waiting for the Elevator on the opposite level.



The AFL Footy home and away season games has come to an end, with all teams who have reached the finals stages all trying to be one of two teams to play that big match on the last day of September.

The ladder has shown a very close competition amongst the tipsters this season, with consistency from several tipsters. Finishing in first place was Terry Simpson on 132 points, Anne Stuart and Don Drake had a season with 131 points each, and in third we had on 130 points being Mary Edwards.

The last placing on 83 points, holding up the ladder is Margaret Smith, Margaret has held this position for most of the season taking out the wooden spoon.

From the 23 rounds played there has been 8 tipsters who have picked a full house in the home and away rounds throughout the season.

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

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

Winners for the overall competition will be awarded with their winnings and certificate at Happy Hour prior to the AFL grand final.

RESIDENT SURVEY:

July 2019

Raglan House:

Raglan House: 24 residents surveyed:

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

100% of residents surveyed receive information about activities and events most of the time or always.

100% of residents agree or strongly agree that they find Havilah comfortable and homely.

87% of surveyed residents agreed or strongly agreed that staff ensure their teeth, glasses and hearing aids are clean. 13% answered neutral as they are able or prefer to do this for themselves.



The newspapers and periodicals that are supplied in communal areas of Raglan House are supplied by Havilah for the enjoyment of all residents. Residents are asked not to take these back to their rooms. Thank you for your assistance with this.



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



From the 1st of July 2019, the Australian Government introduced a new and simpler Charter of Aged Care Rights (the Charter). This replaces the current charters of aged care rights and responsibilities. The Charter will make it easier for aged care consumers (older people receiving aged care services), their families and carers to understand what they can expect from an aged care service provider, regardless of whether they are in residential care or receiving care in the home. The Charter places the consumer at the centre of care by giving them choice and recognising their right to be treated with respect. It acknowledges that identity, culture and diversity are to be valued and supported. Consumer responsibilities have also been revised. These changes will support aged care service providers in delivering care to consumers and provide protection for the aged care workforce.

Residents entering care since 1 July have been provided with a signed copy of the Charter and have been given an opportunity to sign it. This provides an important opportunity for providers and consumers to enter into a partnership.

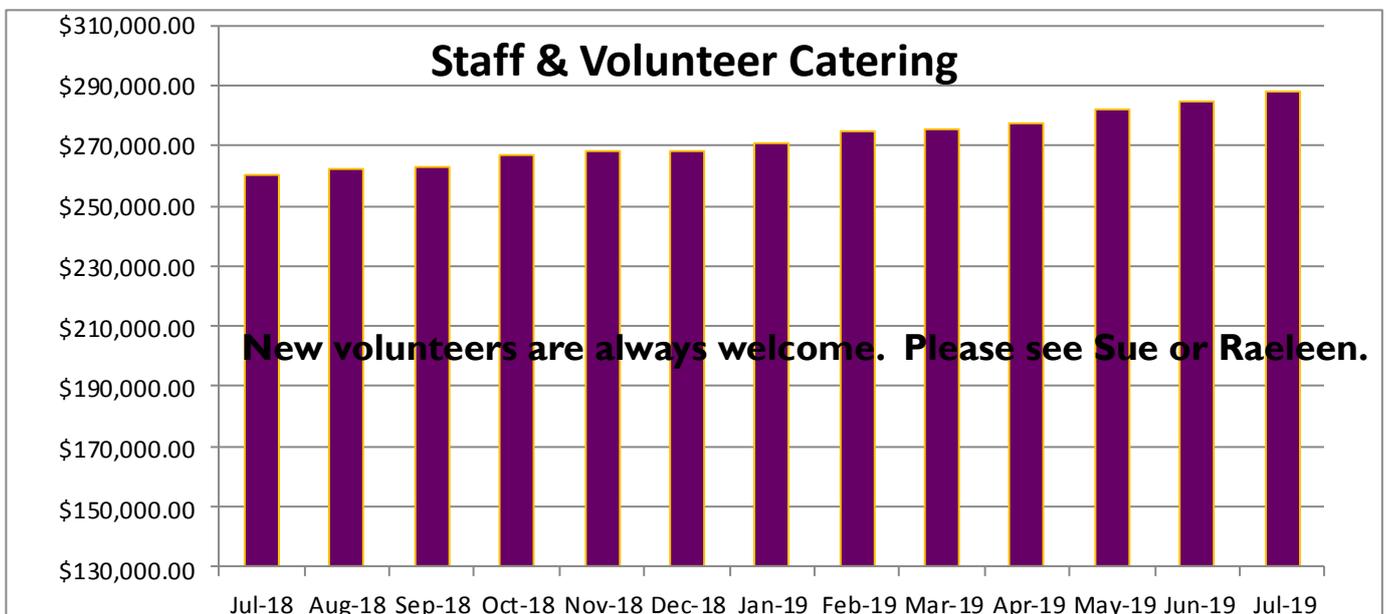
NEWSPAPERS: Please do not remove newspapers or magazines from the main areas to take to rooms. These papers are for residents to read in the main area only. Residents wishing to read the papers in their rooms need to order their own personal

During September Deb Matthews will be contacting pre July 1 residents (or family members if appropriate) providing explanation and the opportunity to sign the Charter. **The Older Persons' Advocacy Network (OPAN)** has short explainer videos on its website for both Providers and Consumers. Our staff will explain the Charter to residents or assist them to watch the video. The video can be accessed at

<https://opan.com.au/charter/> If family members do not have access to the internet and would like assistance to access this please let Deb Matthews know when next you visit and they will assist you.

The booklet Charter of Aged Care Rights which informs residents of their rights as an aged care consumer and how they can exercise them and also includes information about responsibilities as an aged care consumer is available in the foyer.

news papers from the newsagent and they will be delivered. If you need assistance with this please ask at Reception. You will receive an account from the Newsagent should you order your own newspaper/s and periodicals.



LIFE IS BETTER WHEN YOU'RE LAUGHING.

There once were twin boys, age six, that had developed extreme personalities. One was a pessimist and the other a total optimist. Concerned, their parents took them to a psychiatrist.

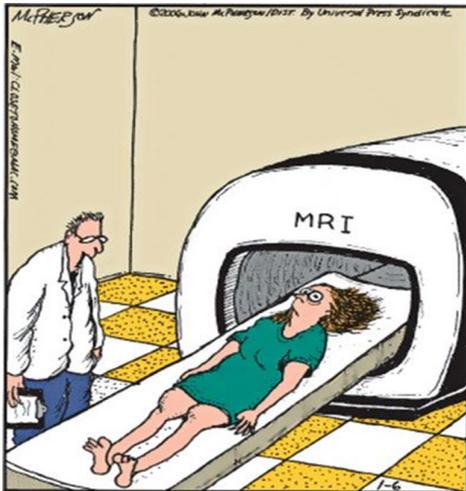
First, the psychiatrist treated the pessimist. Trying to brighten his outlook, the psychiatrist took him to a room filled with toys. But instead of yelping with delight, the little boy burst into tears. "What's the matter?" the psychiatrist asked. "Don't you want to play with any of the toys?"

"Yes," the little boy bawled, "but if I did

I'd only break them."

Next, the psychiatrist treated the optimist. Trying to dampen his outlook, the psychiatrist took him to a room piled to the ceiling with horse manure. But instead of wrinkling his nose in disgust, the optimist climbed to the top of the pile, and began gleefully digging out scoop after scoop with his bare hands. "What are you doing?" the baffled psychiatrist asked.

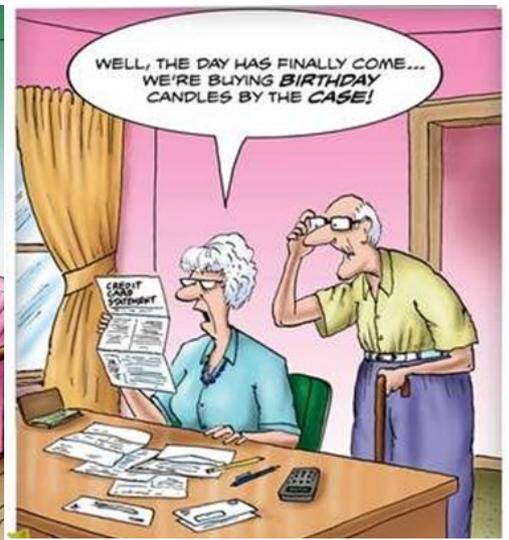
The little boy replied, "With all this manure, there must be a pony in here somewhere!"



"OK, Mrs. Dunn. We'll slide you in there, scan your brain, and see if we can find out why you've been having these spells of claustrophobia."



"I WON'T BE COMING IN TODAY... I CAN'T GET MY ASS OUT OF BED."



"WELL, THE DAY HAS FINALLY COME... WE'RE BUYING BIRTHDAY CANDLES BY THE CASE!"

It's the AFL Grand final and a man makes his way to his seat right on the wing. He sits down, noticing that the seat next to him is empty. He leans over and asks his neighbour if someone will be sitting there.

'No,' says the neighbour. 'The seat is empty.'

'This is incredible', said the man. 'Who in their right mind would have a seat like this for AFL Grand final and not use it?'

In surgery for a heart attack, a middle-aged woman has a vision of god by her bedside. "Will I die?" she asks. God says, "No, you have 30 years to live.

With 30 years to look forward to, she decides to make the best of it. Since she was in the hospital, she got breast implants, liposuction, a tummy tuck, hair transplants and collagen injections to the lips. She looks great! The day she was discharged, she exits

The neighbour says 'Well, actually, the seat belongs to me. I was supposed to come with my wife, but she passed away. This is the first AFL Grand final we haven't been to together since we got married in 1967.'

'Oh I'm sorry to hear that. That's terrible. But couldn't you find someone else, a friend or relative, or even a neighbour to take the seat?'

The man shakes his head 'No, they're all at the funeral.'

the hospital with a swagger, crosses the street, and is immediately hit by an ambulance and killed. Up in heaven, she sees god. "You said I had 30 more years to live," she complains.

"That's true," says God.

"So what happened?" she asks.

God shrugs. " I didn't recognise you."



You've been invited to attend the Havilah on Palmerston Men's day luncheon

**OUR THEME THIS YEAR IS
PLANES, TRAINS & AUTOMOBILES**

When : Tuesday 17th September 2019

**Where : Room 7 Community Centre or
courtyard if weather permitting**

Time : 11.45 am for a BBQ lunch

**THIS IS A DAY FOR ALL OF OUR
BLOKES, NO LADIES INVITED. YOU WILL BE JOINED BY HAVILAH
MAINTENANCE STAFF FOR A BLOKES DAY OUT AND A FEW
BEERS WITH LUNCH. WE HOPE TO HAVE A DISPLAY OF CARS FOR
YOU TO ADMIRE AND MAYBE A SPIN AROUND THE BLOCK.**



**If you have aircraft, railways or
car related items at home
please bring something along
to share on the day or see Kim
prior to event if it can be used
in displays. A photo of your
first car or favourite car would
be great to share.**

R.S.V.P to Kim on 54560169

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.



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 mealtimes 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 Tuesdays 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.

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.

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

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](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 feedback 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.