

# RAGLAN TATTLER

ISSUE September 2020

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



The virtual luncheons and special morning teas are still popular with the residents at Raglan House. During the past month all have enjoyed a Wild West BBQ, Fish and chip day, and a Subway picnic day. Residents have great pleasure interacting with each other in a relaxed environment, while social distancing of course.





## Visitor Rules Update 5th August 2020.

New visitation limits have been imposed on aged care homes in Victoria, as the State Government continues to fight the spread of COVID-19 in aged care homes.

To decrease the risk of transmission, visitation has been restricted by the direction of the Victorian Government to those defined as "carers".

### This means that the visit is:

1. to provide physical support such as feeding, showering, dressing;  
OR

2. to provide emotional and social support that cannot be provided by electronic or non contact means.

*Limited to one visitor once per day for a maximum of one hour (note that Havilah has currently set timeframes of 30 minutes).*

For visitors travelling to visit it is a good idea to book your visit to ensure that you will be able to visit when you arrive. With the current legislation providing for only one visitor per day for visits under items 1 and 2 above, please be aware that if there has already been a visitor before you arrive it is then unlawful for another visit to take place. Please contact Reception telephone 54617387 between 9am and 5 pm to arrange this.

Havilah has staff available to assist residents with contact via electronic means to assist you to keep in touch.

OR

3. to provide care and support for residents with behaviours and psychological symptoms of dementia (BPSD) when this has been the normal practice. *Limited to 1 person at any one time.*

Visiting times and numbers of visitors are able to be relaxed in special circumstances such as during palliative/compassionate care.

For essential visits as above visiting hours are

**VISITING HOURS ARE BETWEEN 10AM AND 4PM each day.** Requests outside of these times should be made by contacting Recep-

tion 5461 7387 between 9am and 4pm each day. Requests will then be referred to the Director of Care for her attention. Requests should be made at least 48 hours in advance to provide time for a response to the request. Visitors must visit with one resident within their room or within the external grounds of the facility. As a normal practice visitors cannot visit with any other residents. Where the same person is the main contact person for more than one resident reception should be advised so that these special visiting needs can be accommodated.

**Social distancing is important and MUST be maintained to a range of 1.5 metres (5 foot).**

**All visitors are required to wear facemask, gloves and Harald Card for the entirety of each visit.** These will be supplied each time visitors check in.

**NO VISITING FROM RESTRICTED AREAS.** Restricted areas are currently those covering Metro Melbourne

We request that people from the restricted areas do not visit at this time. This advice will be reviewed at the end of the current restriction period. People living within the restricted area can arrange a telephone or Skype call by contacting lifestyle staff or reception.

We understand that it is difficult to reduce contact to essential visits only, but we are at a critical stage of the COVID-19 outbreak in Victoria. If people believe their visit is essential and cannot be supported via electronic means with the assistance of our staff, please make contact with Reception as above. **Any visitors allowed from the restricted areas will be required to wear full PPE.**

Visitors are required to attend at Reception for screening; Once screening is complete visitors will be issued with a card and will be able to proceed to and enter the appropriate unit for their visit.

### A person cannot visit if they:

- Have returned from overseas or travelled on a cruise ship within the last 14 days.
- Have been diagnosed with COVID-19 or have been in contact with a con-

firmed COVID-19 case within the last 14 days.

- Have been in contact, within the last 21 days, with someone who is currently awaiting test results regarding COVID-19
- Have fever or symptoms of respiratory illness (sore throat, cough, shortness of breath, however mild).
- Have not been vaccinated against influenza (after 1/5/2020)
- Also note that under Victorian Legislation children aged 16 years or less are not permitted to visit

This is a changing situation day by day. Should we find more cases occurring in adjoining local government areas or within our local area then we may need to close to visitors altogether for a time.

**Social Distancing** Everyone please remain aware of maintaining social distancing. It is difficult not to give a hug and kiss when greeting your loved ones. Try to remember though that COVID-19 is spread by droplets so too close face to face is a problem. The best protection is social distancing and hand hygiene.

### National Visitor Code

Victorian legislation has not at this stage legislated to ease restrictions as per the National Visitor Code. This has been understandable with the outbreak in Melbourne and also in some regional areas. Great to see that this is now easing and we would expect to see some easing of these in the near future.

Havilah is currently putting in place strategies ready for when residents can go out for small family gatherings while still keeping everyone safe. We hope this can soon happen. We will keep you all informed of any changes as soon as we can. In the meantime we will keep lots of special things happening at Havilah while outings are restricted.

# PHOTO GALLERY



The inspirational, bestselling story of the rags to riches life of Kerry Stokes.

Kerry Stokes is a remarkable Australian. Not because he is one of Australia's wealthiest and most powerful people, but because of what he overcame to get there and because he has endured when others didn't. His success and his rise have intrigued the business world for decades but there is so much more to him than multi-million dollar deals or mergers.

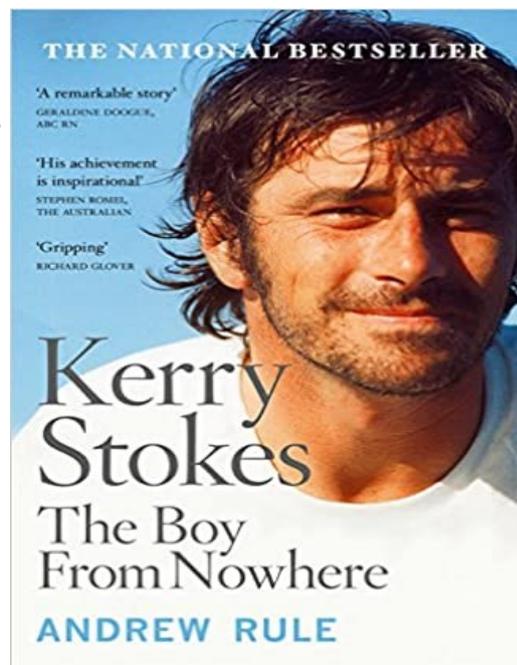
Behind the laconic front is a human story as tough and touching as a Dickens tale: Oliver twist with great self-expectations. It is the story of a poor boy who stared down poverty, ignorance and the stigma of his illegitimate birth to achieve great wealth and fulfilment. He's a backstreets battler who has become a power player. It's a compelling and inspiring story that, until now, he has not told. Now he oversees a multi-billion dollar media, machinery and property empire. He is renowned for his art collection and for philanthropy, spending millions of dollars to buy - among other things - Victoria Crosses from soldiers' families to donate to the Australian War Memorial.

But he's a private man. A man apart. He made his name in the West but kept his distance from the buc-

cantering band of entrepreneurs who forged fabulous fortunes in Perth from the 1960s until the 1987 crash. Bond went to jail, Holmes a Court died; Connell did both. Lesser lights flickered and faded but Stokes grew stronger, becoming a player alongside Murdoch, Pack-er and Lowy. His story fascinates all the more because he has spent most of his life guarding it. But now he's telling it, to one of Australia's great storytellers.

He is the boy who came from nothing, who had nothing to lose.

And now he has everything. It's a great Australian journey

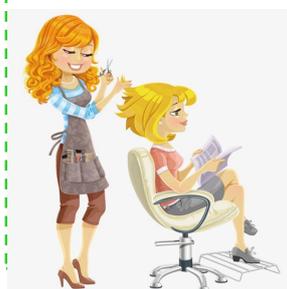


### Justice of the Peace

The Havilah on Palmerston community has the services of a Justice of the Peace, Contact: Terry Simpson Mobile: 0419 737 837



Contact Harald is up and running within both Harkness and Raglan house sites, all staff and residents have their own cards, regular contractors, visitors and professional people have also been issued with their own cards. The information the system generates will help to trace any form of a report of a positive case of corona -virus. The cards are activated 24 hours a day, the cards that are issued to a visitor will be activated and registered to that person and then when returned after the visit will be uploaded and kept ready for the next visitor. Constant visitors will be issued with their own cards. Please make sure you are wearing your Harald Card.



### HAVILAH HAIRDRESSER

Onsite hairdresser Julie has resumed the service within the guidelines of the covid restrictions, Julie will attend to

trims and comb ups, and perms as time permits.

Julie will maintain correct covid regulations with the salon being sanitised between all clients appointments.

# WEEKLY ACTIVITIES

## MONDAY

**9.20am** Morning Movers

**10.15am** Games Morning, coffee and chat (alternate Mondays)

**10.15am** Movie Morning & Morning tea (alternate Mondays)

**1.30pm** Bingo

**2.30pm** Movie Afternoon (alternate Mondays)

## TUESDAY

**9.20am** Morning Movers

**10.30 am** Marbowls

**1.30pm** Bingo

**2.30pm** Chairrobics

## WEDNESDAY

**9.20am** Morning movers

**10.00am** Nail Care, cuppa & chat

**1.30pm** Bingo

**2.45pm** Pop Up Shop (alternate weeks)

**2.45pm** Cooking (alternate weeks)

**2.45pm** Craft (alternate weeks)

Last Wednesday in the month

Cuppa & Chat– show & tell

## THURSDAY

**9.20am** Morning Movers

**10.00am** Games Morning Cuppa & Chat

**1.30pm** Bingo

**2.30pm** Afternoon Movies

## FRIDAY

**10.00am** Special Morning Tea served to rooms

**1.30pm** Bingo

**2.30pm** Chairrobics

**5.00pm** Happy Hour Food served to rooms.

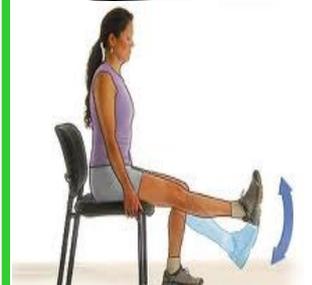
## SATURDAY

Cooked Breakfast - served to rooms

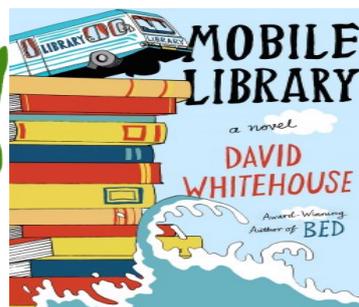
**2.00pm** Afternoon Movie

## SUNDAY

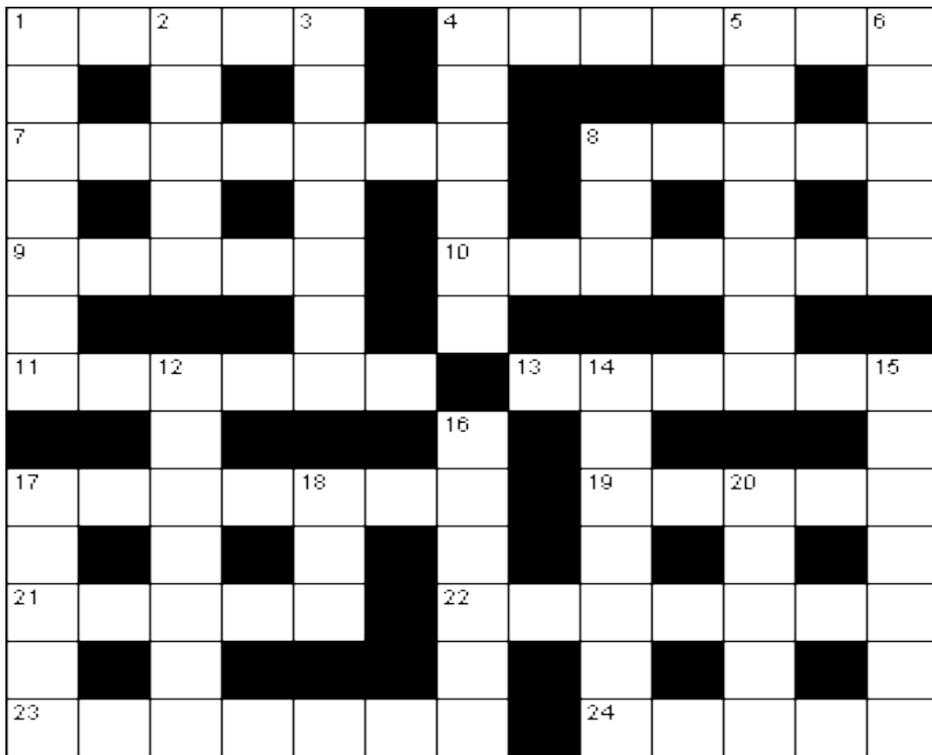
Devonshire Afternoon Tea each Sunday 3.00pm—served to rooms



**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**



**ACROSS:**

1. Garret (5)
2. Communicative interaction (7)
7. Hassle (7)
8. Smithy's block (5)
9. Tooth (5)
10. Reaches out (7)
11. Pact (6)
13. Strategy (6)
17. Time off (7)
19. Stroll (5)
21. Rough (5)
22. Eight-sided polygon (7)
23. Imagined (7)
24. Watercourse (5)

**DOWN:**

1. Try (7)
2. Supernatural creature (5)
3. Floorshow (7)
4. Mentally quick and resourceful (6)
5. Go forward (7)
6. Stories (5)
8. Pertinent (3)
12. Gourmet (7)
14. Disorderly (7)
15. Everlasting (7)
16. Unit of time (6)
17. Perspicuous (5)
18. Employ (3)
20. Start (5)

047

**WORD SEARCH - Face the Music**

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

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

ACCENT, BASS, BEAT, CADENCE, CHORD, CHROMATIC, CLEF, COUNTERPOINT, CRESCENDO, DIATONIC, FLAT, HARMONY, INTERVAL, KEY, KEYNOTE, LEDGER LINE, MAJOR, MEASURE, MELODY, MINIM, MINOR, MODULATION, NATURAL, NOTATION, NOTE, OCTIVE, PITCH, QUAVER, REST, RHYTHM, SCALE, SEMIBREVE, SHARP, STAFF, TEMPO, THEME, TONE, TONIC, TREBLE, TRIAD, TUNE.

**QUIZ**

1. In rhyming slang, what is meant by "frog and toad"?
2. On the Australian Coat of Arms, which animals on the left - kangaroo or emu?
3. In what decade did the Sydney Harbour Bridge Open?
4. Which current AFL coach is nicknamed Woosha?
5. Which Australian TV legend married Pati McGrath in 1974?



### Falls Prevention

Wear well fitting shoes

Remove all hazards, items laying around on the floor

Have adequate lighting in rooms



The AFL has done a great job to stage games this season and now we can look forward to the finals being played out. All Victorian teams were relocated other

states so we missed the Victorian home ground advantage this year with no finals at the MCG. The games are played with minimal crowds in attendance due to social distancing rules. The Havilah Tipping Competition was a closely contested competition this year.

After all home and away games, Elma Taylor finished on top of the leader board with 110 points, in second place with 107 points was Terry Simpson and in third place was Olwyn Hogan 106 points.

During the season there were 13 lucky tipsters who picked all winning teams for that round.

Congratulations to all winners.

### MESSAGE

Havilah have their own Resident masseuse who is available for massages at a cost of \$30 per session. If you would like to enquire about booking a session please contact Kim on 54590169 or Jo on 54617390.



### RESIDENT July SURVEY: Raglan House: 19 residents surveyed:

90% of residents surveyed indicated that

most of the time or always that they 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.

95% of surveyed residents agree or strongly agree that they find Havilah comfortable and homely.

84% of residents surveyed agreed or strongly agreed staff ensure their teeth, glasses and/or hearing aids are clean

### Exciting News for Raglan residents



Due to current covid 19 restrictions we are unable to hold some of our regular activities. We have introduced movie sessions every Thursday afternoon and Saturday afternoon. Residents will also be able to use the area at any time and sound bar has been purchased to add to the movie experience. Staff will assist residents with this. This is set up on the first floor Inkerman street end. This will be a permanent set up with armchairs, movie posters, popcorn machine and will be known as our Theatre area and will be holding movie sessions each Monday, alternating either morning or afternoon. Also Saturday afternoon. Residents will also be able to use the area at any time to watch a movie on the big screen. Staff will assist residents with this. Residents can also borrow DVD's to watch in their own room if they wish. Just ask staff about this.



The conversations of life

## The secret to healthy ageing could be in your gut

By Ben Squires on September 4, 2020



Your gut probably isn't the first part of your body that springs to mind when you think of ageing well, but new research suggests it plays a significant role. Scientists from the Netherlands have linked bacteria and other microorganisms with dozens of conditions including high blood pressure and body mass index increases.

Small scale studies have been able to link human gut microbiome (basically microorganisms and bacteria

in the gut and the digestive tract) with individual diseases in the past.

But this is the first study that shows the significant influence this has on sickness and health.

The study examined 422,417 unrelated individuals in the UK and found higher levels of 11 bacteria are associated with 28 health and disease outcomes.

The study's author, Dr Hilde Groot of the University Medical Centre Groningen, the Netherlands, said the information could eventually be used to develop novel treatment to disease.

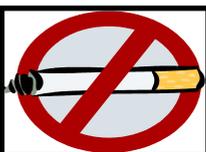
*"What we eat and drink is connected to microbiome content, so we studied the links with meat, caffeine, and alcohol. We observed a relationship between raised levels of Methanobacterium and drinking alcohol more often," she said.*

Dr Groot says more research is needed, but it just goes to show – you are what you eat!

**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.

If you would like your Tattler emailed to you please contact Andrew Earl 54617387 or email [Andrew.earl@havilah.org.au](mailto:Andrew.earl@havilah.org.au)



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



## Care in the nursing home: making telehealth the norm in Australia's aged care sector

What a difference a few months can make. Experts here in Australia and around the world have been putting up a convincing use case for telehealth for close on three decades now. They know it can improve access to healthcare services for individuals living in rural and remote locations, facilitate better outcomes for patients who don't have to travel to receive treatment and save serious money for the healthcare system.

Recent years have seen the cost of the technology needed to deliver and access telehealth services plummet too. What, back in the 1990s, called for extremely expensive, fixed video conferencing equipment and costly connectivity can today be achieved with everyday internet access and economical and reliable mobile devices – Apple's iPad being, for our money, far and away the best in breed. Despite these factors, it's taken a global health crisis



to push this alternative mode of healthcare delivery into the Australian mainstream. On 30 March, federal Health Minister Greg Hunt introduced whole of population telehealth services, following the declaration of the COVID-19 pandemic. As a result, patients eligible for Medicare can now receive treatment by any qualified practitioner for any condition, provided it's safe and clinically appropriate.

### The digital health revolution

The trend is not unique to Australia. Across the world, healthcare practitioners have turned to technology to help them care for patients during the COVID-19 crisis. We expect the next couple of

years will see telehealth become far more prominent globally, as vendors focus on developing solutions which harness the extraordinary power of digital to deliver lower cost, more responsive care to a greater number of patients. At Apple's June 2020 Worldwide Developer Conference, CEO Tim Cook told attendees the biggest contribution the company had yet to make was in the realm of health. Throwing Apple's weight behind the creation of apps to help individuals monitor their health and wellbeing is likely to lead to a wave of digital innovation.

### Protecting the health of senior Australians in 2020 and beyond

Minister Hunt's decision to open up telehealth to the masses has been a boon for older Australians, particularly those living in aged care facilities who were deemed to be at significant risk from COVID-19.

Being able to access treatment from familiar healthcare practitioners has provided this cohort of vulnerable patients with continuity of care and extraordinary reassurance during a time of immense upheaval and uncertainty.

In fact, the success of the COVID-19 telehealth initiative has arguably created an imperative for aged care providers to continue to facilitate this model of care, for residents willing to access it, even as restrictions ease and life returns to normal. While some senior Australians are digitally savvy and can navigate their way around apps with the same ease as their digital native descendants, others require a little or a lot of help to make use of the technology. For aged care providers, there are a couple of ways this senior 'skills gap' could be addressed. Acquiring a fleet of communal devices and configuring them for ease of use would eliminate the need for residents to invest in technology and training, thus putting paid to the main barrier to adoption.

For smaller facilities which don't have in house IT resources, partnering with a services provider to maintain and manage the equipment and software may make sense. Providers may also choose to deploy a mobile device management solution to automate the process of configuring, updating and securing multiple tablets.

### Time to act

Thanks to the COVID-19 pandemic, telehealth has suddenly become a viable alternative to in-person consultations for all Australians. The onus is now on aged care providers to put it within reach for their residents, through a modest investment in technology and **services**.

**LIFESTYLE ACTIVITIES FOR OUR RESIDENTIAL CARE COMMUNITY DURING COVID 19 RESTRICTIONS** As you will all know lifestyle activities have continued during the COVID-19 period although with smaller groups and confined to specific units. The weekly organised functions where residents can gather with social distancing have included the Italian restaurant, Dunolly Bakery , Happy Hour, Christmas in July, French

Patisserie. A fish and chip shop experience was very well received along with a recent virtual trip to Hawaii. Lifestyle and Catering Teams are currently thinking about how these types of functions can be planned and staged within each area keeping in mind the 4 square metre rule will still apply. Hopefully within weeks we will be back to Stage 2 with greater freedoms to come if numbers remain low. Your ideas are wel-

come. There is a lot of work involved in setting this up and we appreciate the efforts of our Lifestyle and Catering Staff . We have also had significant contributions from local businesses in setting up these virtual activities which we are grateful for.

Many of our residents are taking advantage of the better weather for walks outdoors which is great to see.

**AND FOR OUR STAFF** Our staff commitment to keeping themselves and therefore their fellow staff and residents safe is vital and we thank them for this. Surprise treats are organised for our staff each week. A big thank you to Kerri McInnes for thinking of different things and organising these each week. We also have staff lucky draws on a weekly basis. Staff are required to be screened each day prior to commencing their shift. There is a set of questions they need to answer in relation to their health, where they have been and details around their close contacts, and

they are required to have their temperature taken. Staff cannot come to work even if slightly unwell. If they have even the slightest of sore throats or sniffles they are required to have a COVID test and stay at home until they have the results. If a close contact requires to have a test due to a minor sore throat for example again our staff member cannot come to work until the close contact has the results of their test returned.

Our compliance with current restrictions will keep our families and the Havilah community and our wider community safe and al-

low for lessening of restrictions as this becomes safe for everyone.

It is absolutely vital that our staff do not come to work if even slightly unwell and Havilah has systems in place to ensure that our staff are not worse off financially by their need to take leave.

Staff are required to wear face masks throughout their shift and additionally face shields when in close contact for care of residents. Staff moving between units to provide care are required to wear full ppe. This will be difficult for residents to get used to and we thank you for your understanding.

## 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

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

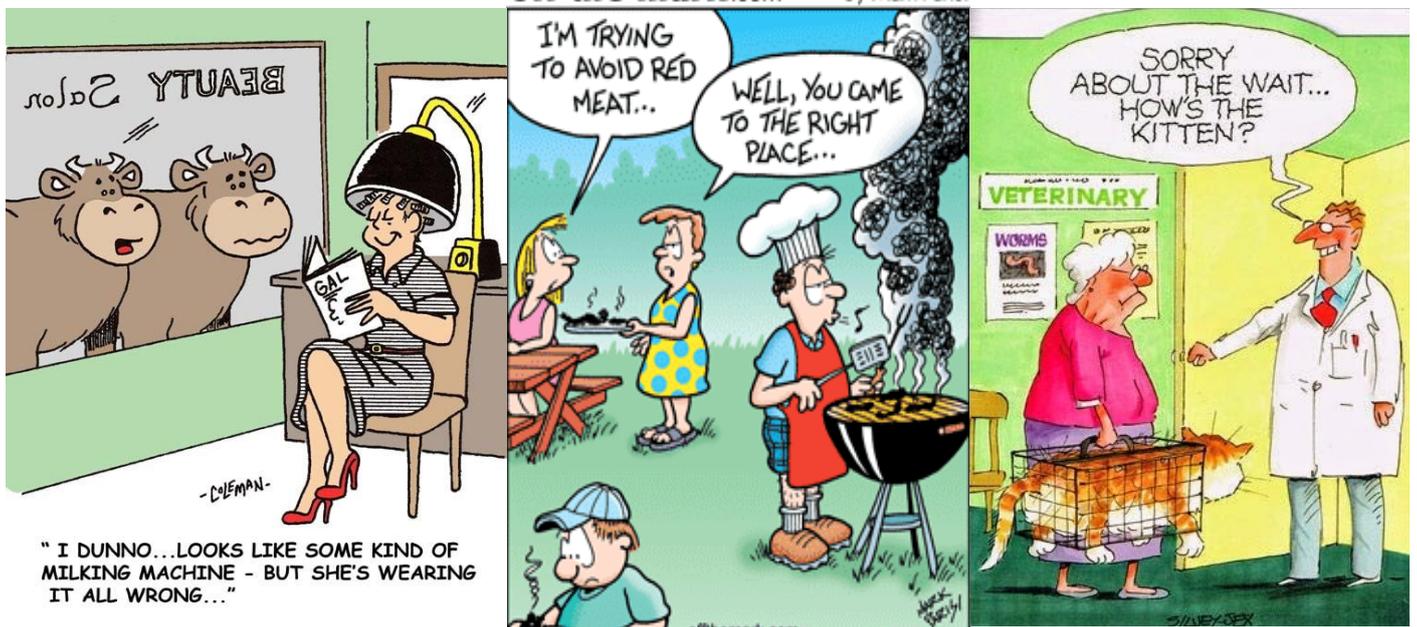
To help keep you safe and ease restrictions the COVIDSafe app is available to download onto your mobile phones now. This will be a great app to have once restrictions are eased and we all start getting about more. If we have been in contact with someone that tests positive, who

LIFE IS  
BETTER  
WHEN  
YOU'RE  
LAUGHING.

Joe was a steward for Fly High airlines. He watched as an older lady boarded the plane holding a dog in a cage.

"Excuse me," said Joe "dogs are not allowed on board, you have to check it in with the baggage." The lady wasn't happy, but Joe was an experienced steward and succeeded in convincing the lady without much of a scene. Upon arrival, Joe took a peek in the cage, and to his great surprise, saw that the dog was dead! Frantic that they may get sued, Joe quickly sent one of his

underlings out to town to buy a dog that looked exactly the same. Just in the nick of time the underling arrived with the dog. They quickly switched dogs and breathed a sigh of relief. "This isn't my dog!" said the lady as soon as she saw it. "I'm sure it is" insisted Joe. "I was very careful about where I put it." "It's not my dog" argued the lady, "you see, I was bringing my dog to my home town to have him buried, and this dog is alive!"



It was Timmy's 5th birthday and he was joyfully opening all the presents he received. He saved the biggest for last, so it took a while until he got to opening Grandma's present. "Wow" Timmy exclaimed in delight, upon seeing the mini drum set that his Grandmother got for him. "Thanks Grandma this is just what I wanted." It was after Timmy

went to bed that Timmy's mother approached her mother. "Ma, I'm surprised at you, don't you remember how it used to drive you crazy when we used to play the drums in the house growing up?" Grandma smiled and then said "I remember, of course I remember."

Jack strode into 'John's Stable' looking to buy a horse. "Listen here" said John, "I've got just the horse your looking for, the only thing is, he was trained by an interesting fellow. He doesn't go and stop the usual way. The way to get him to stop is to scream heyhey the way to get him to go is to scream Thank God. Jim nodded his head, "fine with me, can I take him for a test run?" Jim was having the time of his life this horse sure could run he thought to himself. Jim was speeding down the dirt road when he suddenly saw a cliff up ahead "stop!"

screamed Jim, but the horse kept on going. No matter how much he tried he could not remember the words to get it to stop. "yoyo" screamed Jim but the horse just kept on speeding ahead. It was 5 feet from the cliff when Jim suddenly remembered "heyhey!" Jim screamed. The horse skidded to a halt just 1 inch from the cliff. Jim could not believe his good fortune, he looked up to the sky, raised his hands in the air, breathed a deep sigh of relief and said with conviction "Thank God."

**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 alerts the brigade who are here within minutes.



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

### **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 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.

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

**Additional 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 alternative choices.

**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 and look forward to the time when residents can once again host family and friends for meals and special occasions. You can be assured we will have a very big party as soon as we are able.

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 residents and visitors.

### **REPORTING FOOD BROUGHT IN**

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 alternatively fill out a form and place in the Suggestion Box.

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

### **NON PRESCRIBED TREATMENTS**

You may not consider over the counter medications, creams or alternate herbal remedies as medications but as it is a requirement of the Department of Health and Ageing that these are

included on resident medication charts.

**Please advise staff of any medications or creams that you keep in your room and self administer.** We will then be able to arrange for the required documen-

tation to be put in place to accommodate you. **You will be able to self administer these as before..** We very much appreciate your co-operation with this.

## **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

**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

**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.

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**

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.

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](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.