

RAGLAN TATTTLER

Raglan House Welcomes Cleta



Cleta Roughead recently took over the position as the Director of Care for Raglan House.

Cleta had a chance to catch up with the Tattlers roving reporter for a chat. Cleta supplied the following bio so we can all get to know her a little better.

I am married to Brendan and have 4 children, Sarah is a lawyer, Nicholas works in canvas manufacturing, Eliza is at University studying Physiotherapy and Thomas is completing Year 12 studies.

Brendan works for DEWLP, running our farm after work and on weekends. We are a busy and happy family.

Prior to having children I worked as District Nurse in Maryborough, as a Community Health Nurse in Wycheproof and managed Home care services. With a young and growing family I worked for 10 years with Geoff & Chris Hadwen. More recently I was employed with Bendigo Health as a Liaison Nurse and Case Manager, until leaving to work with Havilah.

I have been very lucky in my career having many opportunities to work with people assisting them to optimise health outcomes.

It's a great privilege to work with the staff and residents of Havilah. I look forward to many positive times with you and thank you all for your warm welcome.

Meet the Staff



Name: Cleta Roughead

Qualifications: RNI Div I Bachelor Applied Science (Nursing)

Position: Director of Services Havilah, Raglan House

Enjoyment of Job: Working with people helping to make peoples life better and happy.

Favourite Drink: Wine

Favourite Food: Cheese

Favourite Movie: Mao's Last Dancer & Big Mike

Sporting Interests: Watching her children play Netball, Basketball & Football.

Pets: We have many animals on our farm, including Sheep, Cattle, Horses and Goats. We also have 2 working Dogs & Nelly our Whippet.

Other Interests: We have a 1500 acre farm Bung Bong, we have 1100 Lambing Ewes, 50 Cattle and crops.

Friends: Friends are very important to me.

Family: 4 Children

Temporary Change to Nurses Handset Phones Numbers

Residents are advised that the 161 phone number to contact the Charge Nurse on each Duty Shift at Raglan House is temporarily out of Service. Residents are advised to contact Care staff on the following numbers. 162, 163 or 164. (24 Hours a day)

Residents can also contact Director of Care (RNI) Cleta Roughead in her Office on 154 or her Mobile Handset 167. Between 9.00am - 4.00pm Mon - Thur

If residents need to contact Activities Coordinator Keith Fankhauser you may do so by calling his office 152 or his Mobile handset on 169.

The number for the Kitchen is 180 and the Dining room is 170.



Operation Christmas Child

Operation Christmas Child packing day will be held on the 9th September 2015 at 2.45pm.

Residents who would like to make a donation, so we have items to pack on the day. Can make a donations to either Cheryl Howlett local OCC Representative or Activities Co-ordinator Keith.

It is a wonderful charity which puts smiles on the faces of dis-advantaged children overseas.



MOBILITY DEVICES SAFETY

People who are mobile enough to operate mobility scooters but are challenged when walking distances generally use Mobility products. Mobility scooters are also known as Motorised Wheelchairs, Motor Chairs, Buggies or Gophers.

Most mobility Scooters are safe if used appropriately. But there is an emerging trend in Australia of death and serious injury associated with the use of mobility scooters, particularly among older people. Death and serious injury can occur when users do not have the necessary strength, physical ability and understanding to operate and manoeuvre mobility scooters safely, including:

- knowledge of safety procedures and the ability to exercise patience in crowded areas such as shopping centres
- enough hand strength and movement to use the controls, steer and turn the scooter
- the ability to turn their head to look to the side and behind
- balance when riding on bumpy or rough ground
- the ability to sit for periods of time and change the position of their body when going up and down inclines
- sound vision and hearing to notice vehicles and pedestrians approaching and to judge distances
- the ability to concentrate for the entire period of the journey and to react quickly enough to stop and turn suddenly if Necessary.

Statistics

- · 442 hospitalisations related to motorised mobility scooter fall injuries from July 2006 to June 2008
- · 62 identified fatalities related to motorised mobility scooters from July 2000 to August 2010 in Australia

Mobility Scooter Safety

Users should take care when riding a mobility scooter and observe the following safety guidelines:

General

- Stay within the legal speed limit of 10 km/h.
- Be aware that taking medication or driving under the influence of alcohol may affect the user's judgement.

If you are carrying parcels, ensure that the load will not over-balance your motorised mobility device and that the parcels do not interfere with your controls or vision.

Protective Gear

- Always make sure that you are clearly visible, particularly at night or on dull days-use the lights and reflectors and install a reflective safety flag at a height visible to motorists.
- Wear a bicycle helmet whenever possible.

Pedestrians and Footpaths

- **Always Slow down when you are near other people, especially pedestrians and cyclists.**
- Avoid stopping or driving on inclines greater than your scooter's capabilities.
- Use footpaths if possible. If there are no footpaths, plan to use quieter roads.

Plan your trip and avoid uneven surfaces, dips and potholes.

It is the responsibility of all Residents living in the Havilah on Palmerston development who own and operate a personal mobility device to do so in a safe manner and ensure the safety of all residents living in our wonderful little community.

PLEASE ALWAYS BE CURTEOUS, THOUGHTFUL AND RESPECTFUL OF YOUR NEIGHBOURS



AFL 2015 SEASON FOOTY TIPPING COMPETITION



The Footy tipping competition is starting to heat up and our leader Dorrie Duffin has quite a handy lead with 3 Rounds to go. Can she maintain her form or will Dorrie start to feel the pressure from the chasing pack.

Leaders: Dorrie Duffin on (135) in second place on (130) Lesley Boxall and Elma Taylor on (128) and Doug Rowe, Roma Smart and Betty Higgins on (127)

In Round 20 Fred Lovelock, Don Drake and Roma Smart correctly tipped all 9 winners. Congratulations folks you win \$10.00 for your fine effort.

Good Luck to all and remember to get your tips in before the 1st game each week. For those residents who forget to pick on any given week, they will receive the Away Teams.

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 162 or 163. Requesting clean linen will ensure the health and hygiene of all residents.



WHAT TO DO WHEN THE FIRE ALARM SOUNDS

Residents and Visitors should remain where they 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.



COMMUNICATION

USING EMAIL TO CONVERSE WITH OUR MANAGEMENT TEAM

Sometimes it is out of hours when you think of things you might like to raise with us. For those with email access you can have a conversation by email with our management team.

Chief Executive	Barb Duffin	barbceo@havilah.org.au
Director of Human Services	Annie Constable	dhs@havilah.org.au
Director of Care	Dave Burrridge	dave.burrridge@havilah.org.au
Director of Services	Kelsey Hooper	raglanmanager@havilah.org.au
Food Services Manager	Di Jackson	di.jackson@havilah.org.au

GREAT THINGS TO DO

**Don't forget to
check your
Activities Calendar**

UPCOMING EVENTS



Happy Hour Every Friday evening

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



Raglan House Resident Meeting Monday 7th September at 1.15pm Downstairs Raglan House (Bingo Area)

MEETINGS ARE A FORUM FOR IDEAS AND NEW INITIATIVES TO BENEFIT RESIDENTS AND FAMILIES. WE WELCOME YOUR INPUT



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-coordinator Keith know and he will do his best to arrange the outing for you.



500 Cards Games - Every 4th Wednesday Evening of the Month at 7.00pm.

Downstairs Raglan House Inkerman St end Kitchenette. Tea & Coffee provided.



FALLS PREVENTION AND STRENGTHENING EXERCISES

Rhonda James Monday afternoons 2.30 - 3.00pm
Downstairs Resident Lounge.

Care Staff will assist you to the Lounge if required.

BE SAFER ON YOUR FEET



WEEKLY ACTIVITIES

BUS TRIP OUT - Thursday's 1.30pm



NAIL-CARE - 10.00am Wednesday mornings each week

FOOT SPA - 9.30am Thursday mornings each week



HOY - Monday 10.30am

BINGO - Monday to Friday 1.30pm



CARPET BOWLS - Friday Morning 10.30am

MARBOWLS - Tuesday Morning 10.30am



CHAIROBICS - Tuesday & Friday 2.30pm

STRENGTH EXERCISES Monday's 2.30pm



MUSIC VIDEO CONCERT - 2nd Wednesday of the month 2.45pm

CARDS 500 - 4th Wednesday of the month 7.00pm

CHURCH SERVICES

UNITING CHURCH - 1st Wednesday each Month 2.45pm

ANGLICAN CHURCH - 2nd Thursday each Month 10.30am

SALVATION ARMY CHURCH - 4th Wednesday each Month 2.45pm

AOG GENESIS CHURCH - Special days throughout the year



CONTACTING STAFF and other Useful Numbers

You can contact staff by using your **room phone**

In Raglan House Ring 162, 163 or 164 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

Community Centre 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.

Other useful numbers can be found in your Resident Information Folder

COMMENTS, COMPLIMENTS, SUGGESTIONS AND COMPLAINTS FORMS ARE AVAILABLE AT THE DOWNSTAIRS & UPSTAIRS NURSES STATION WINDOWS.

Residents and families of Raglan House are encouraged to communicate any issues they may have to either :

Director of Care (RN1) David Burrridge 5461 7489 or internal 489

Director of Services (RN1) Cleta Roughead 5459 0154 or internal dial 154.

Both directors can be contacted by email using the email address:

raglanmanager@havilah.org.au

You can also contact: **CEO Barb Duffin** 5461 7381 Internal Dial 381 Mobile 0429 617380 email: barbceo@havilah.org.au or

Director of Human Services Kelsey Hooper 54 617383 Internal Dial 383 email: dhs@havilah.org.au

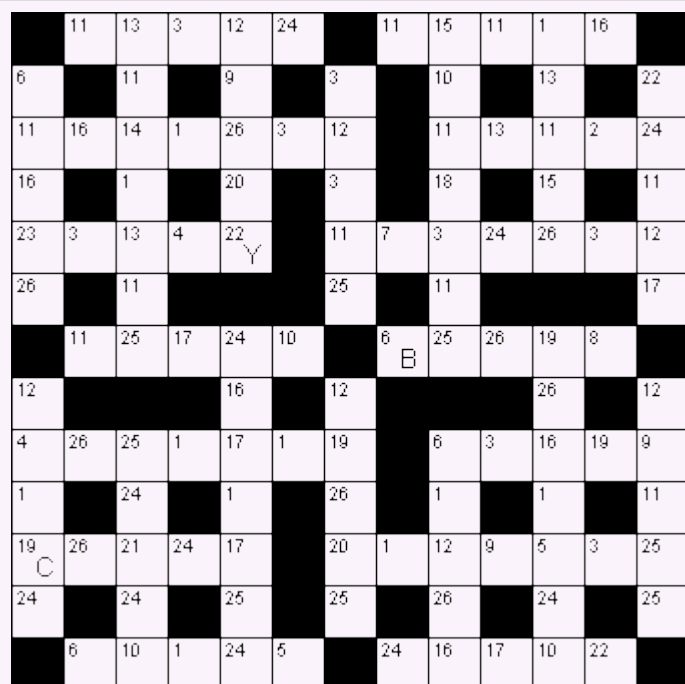
If you report an issue to any staff member they will fill out a form on your behalf.

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.

CODEWORD NO. 13



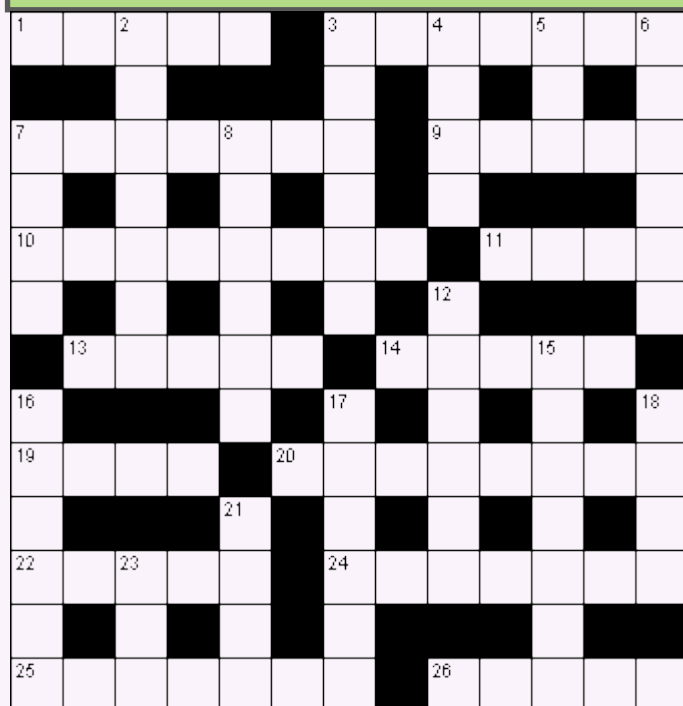
Each letter in this puzzle is represented by a number 1-26.

Can you crack the code and solve the crossword?

Every letter of the alphabet is used at least once. Three letters are already in place to get you started.

1	2	3	4	5	6	7	8	9	10	11	12	13
14	15	16	17	18	19	20	21	22	23	24	25	26

THEMED CROSSWORD NO.14



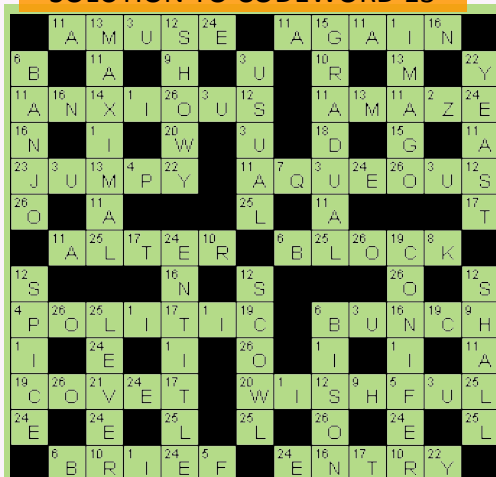
Across

1. Beverage made from apple juice (5)
3. Chewy candy (7)
7. Rice dish (7)
9. Sweetener (5)
10. Drink before a meal (8)
11. Made from flour, sugar and eggs (4)
13. The home of pizza (5)
14. Broth (5)
19. Green acidic fruit (4)
20. Slender pasta tubes (8)
22. Joint of meat (5)
24. Water container (7)
25. Flask for keeping drinks hot or cold (7)
26. Dough made from flour and water (5)

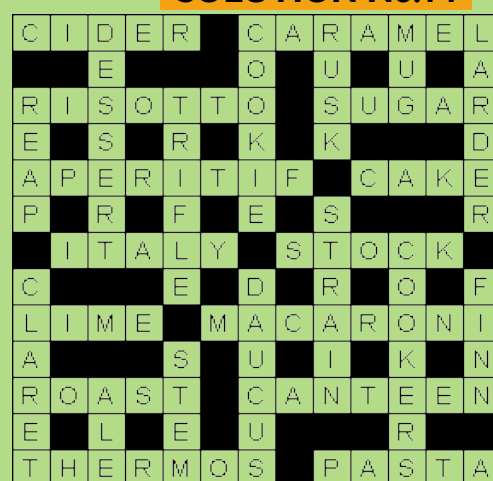
Down

2. Sweet (7)
3. Biscuit (6)
4. Slice of sweet raised bread (4)
5. Drinking vessel (3)
6. Food store (6)
7. Gather in the crops (4)
8. Sponge cake soaked in wine (6)
12. Filtrate (6)
15. Essential kitchen devices (7)
16. Dry red wine (6)
17. Carrot genus (6)
18. Knockout drink, Mickey ____ (4)
21. Plant stalk (4)
23. Fermented beverage (3)

SOLUTION TO CODEWORD 13



SOLUTION No.14



WORD SEARCH - WHAT'S COOKING

Can you find the hidden words? They may be horizontal, vertical or diagonal, forwards or backwards.

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

BAKE, BARBECUE, BASIN, BOIL, BRAISE, BROIL, CAN OPENER, CHEF, CODDLE, CONDIMENT, COOK, CUPS, FORK, FRIED, FRYING PAN, GRILL, HEAT, KNIFE, MARINATE, MICROWAVE, MIXER, OVEN, PEPPER, PLATE, POACH, RECIPE, RELISH, ROAST, ROLLING PIN, SALAD, SALT, SAUCE, SAUCEPAN, SIEVE, SKILLET, SPATULA, SPOON, STEAMED, STEEPED, STIR FRY, TIMER, TOASTED.

HAV A LAUGH

So there was this female business executive who was late for a meeting. She is going 65 on a street where the speed limit is 40. A cop pulls her over and says “ma’am, can I please see your license?” She says “I’m sorry, officer, but I got it revoked two years ago for drunk driving.” His brow furrows and he straightens up. “Well, can I please see the registration of your car?” She says “I stole the car and I killed the driver; he’s in the trunk.” “Ma’am, DON’T MOVE, I’m calling for back-up.” He mutters furiously into his walkie-talkie... Five minutes later, half the squad pulls up, the Chief of Police walks over to the woman’s window. “Ma’am, can I see your license?” he asks sternly. “Of course, officer,” she smiles demurely and pulls out a license from her purse. He squints warily at it. “This looks legitimate,” he mumbles. “Can I see the registration to this car?” She pulls it out of the glove compartment and hands it to him. “Ma’am, stand back!” He bangs open the trunk of the car and flinches: but it was completely empty... The woman brandishes a finger at the first cop and says accusingly, “And I’ll bet that liar told you I was speeding too!!”

