

# STAFF NEWSLETTER

*To be a vibrant provider of care*

## THE MONTH IN REVIEW

By Meryn Pease CEO



The Men's Health Forum, held on 21 April, saw over 80 people in attendance for the breakfast forum. The forum was organized in partnership with the Beaufort Rotary Club.

I would like to thank Andrea Flenley (Nursing Director Quality and Safety), Jayde Ringin (Health Promotion Officer), Tony Sutherland (Rotary) and Mark Roberts (local farmer) for their carriage of this event. Thanks to Dr. Badrika Kahawatta (Skipton Medical Practice) for his excellent information on skin checks and how to access GP assistance for mental health issues. Feedback from the forum, has been overwhelmingly positive and there have been consistent requests for similar events.



Stan Alves (Guest speaker), Meryn Pease (CEO), Dr. Badrika Kahawatta (Skipton Medical Practice) and Jayde Ringin (Health Promotion Officer)



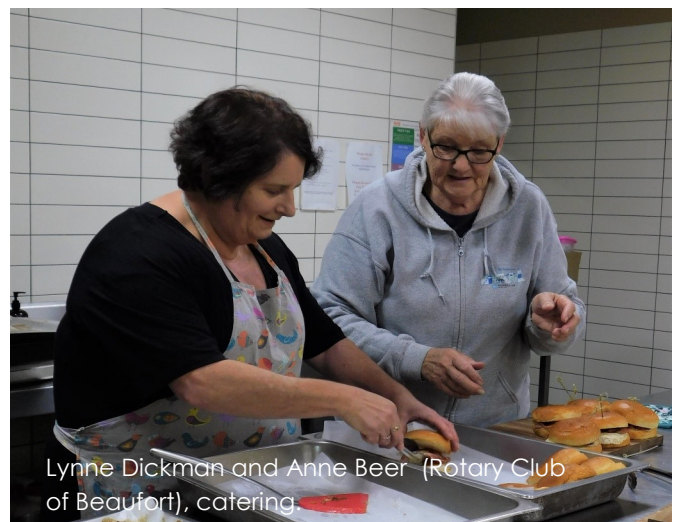
Leontie Tellefson (Diabetes Educator and District Nurse) gives blood pressure checks.



Dr. Badrika Kahawatta (Skipton Medical Practice) presents on skin checks.

The next event being planned is in partnership with the Beaufort Branch of the CWA for a women's health event.

More information as this progresses.



Lynne Dickman and Anne Beer (Rotary Club of Beaufort), catering.

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Our nurse immunizers have been working hard delivering COVID-19 vaccination to residents and staff. Now the fluvax has arrived and staff immunization is underway.

I want to thank Christina (Infection Control Consultant) for all the additional coordination that is required to ensure everyone who has received their first dose of AZ or Pfizer is booked for the second dose and that the timeframe between these doses provides a clear space for the Fluvax. This is complex and a huge logistical challenge.



The COVID-19 vaccination program was revised by the Commonwealth on 8 April, 2021. Changes to the program has resulted from the Australian Technical Advisory Group on Immunisation (ATAGI) recommending that COVID-19 vaccine by Pfizer is preferred over the AstraZeneca COVID-19 vaccine for adults aged under 50 years.

With this change we now have access to both vaccines via the Grampians Public Health Unit. People over the age of 50, can access the vaccination program.

Thank you to Kirsten and Christina for organising two vaccination sessions for our communities to receive the COVID-19 vaccine in May and June.

It is fantastic that we can provide this for our communities. Please let your family members know about the clinics, as there will be further dates and details released.

With the completion of the refurbishment at the Beaufort Nursing Home, we are able to access the additional subsidy for our refurbishment status. We estimate additional income at around \$50,000 per year with this subsidy.

The Australian Government has approved the continued development of the Australian National Aged Care Classification (AN-ACC) funding model as a possible replacement for the Aged Care Funding Instrument (ACFI).

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Skipton Nursing Home sensory garden

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Starting from April 2021, over a 12 - month period everyone living in a Government funded RACF will have an AN-ACC assessment. This period is referred to as the 'shadow assessment period', as it will run alongside the current ACFI funding arrangements.

The Skipton Nursing Home sensory garden is complete and looks fantastic.

I cannot wait for the crop to be planted!

For those of us who have a favorite AFL team, I hope your team has been having some wins. If you are a Demons (Melbourne) fan you will be enjoying the season!! Go the DOGGIES!!

As always, please let me know your ideas on how we can improve our services or what you think we are missing, as we strive to deliver safe and quality care and services.

*Regards Meryn*

## OUR BUSINESS

The April meeting of the BSHS Board of Directors took place on Wednesday 28<sup>th</sup> April with all Directors in attendance via ZOOM.

It was noted that many of the Health Service's physical upgrade projects have now been completed including the major refurbishment of the Beaufort Nursing Home and sensory garden developments at both campuses. The biomass fuel project at Skipton has experienced some delays however is expected to be up and running by the end of May. It is a credit the members of the BSHS Project Control Group Sub Committee who have met regularly over the past two years to ensure these projects have been completed in a timely manner and within approved budget allocations. The board also noted the cooperation and patience of staff during sometimes quite testing conditions.

Staff may be interested to know that ongoing professional development is not only a requirement of staff but also of Board Directors. Over the past 12 months Directors have participated in governance training sessions related to consumer engagement, risk management and clinical governance. Further training sessions have been organised in the areas of stakeholder engagement and probity, integrity and ethics.

*The strength of the team is  
each individual member.  
The strength of each  
member is the team.*

PHIL JACKSON



An important event that recently took place was a meeting between the directors of the Health Service and the BSHS Foundation. It is interesting to note this was probably the first meeting between the two Boards that anyone can remember. As the Foundation has a key role in supporting the Health Service in maintaining facilities and equipment (ie; purchase of two new buses) it is vital that the Boards continue to have a strong relationship. At the meeting both Boards expressed their commitment to working collaboratively in the interests of the Health Service and to future meetings on a regular basis.

Finally the Board noted that 100% of staff have completed their mandatory practical competencies and 99% for the remaining competencies, with only a few staff left to complete these. The Board noted this achievement and commended both managers and staff.

Once again on behalf of my fellow Directors I wish to thank managers and staff for their continued commitment to quality care and service provision.

David Lenehan, Board Chair



## OUR PARTNERS

### MEN'S HEALTH & WELLBEING FORUM

Jayde Ringin (Health Promotion Officer)

Last month, on April 21<sup>st</sup>, BSHS in collaboration with the Rotary Club of Beaufort held the Men's Health and Wellbeing Forum, which involved a free breakfast, guest speakers and voluntary health checks.

Approximately 80 community members attended the morning, with a vast amount of positive feedback. Stan Alves, former AFL player and coach, delivered an inspiring and passionate presentation, relating his own personal journey and challenges with the importance of men looking after their health and wellbeing. He urged local community members to be proactive and get a health check before they become unwell, to look after themselves both physically and mentally and to check in with their mates.

Dr. Badrika Kahawatta delivered a presentation on some facts and figures in relation to skin cancers and steps that can be taken to reduce the risk of developing skin cancer. He also informed attendees how they can book a mental health GP appointment.

Thank you to the Pyrenees Shire Council, Beaufort Community Bank Branch of Bendigo Bank, Beaufort Service Group and the Grampians Pyrenees Primary Care Partnership for funding and sponsorship of the event and to staff who attended and assisted on the day.



Stan Alves, Speaker



Great to see so many attend the day



Catering team hard at work



## OUR CONSUMERS

### LEISURE & LIFESTYLE AT BSHS:

#### Preparing for Easter at Skipton:



Left to right:  
Gwen, Gaye,  
Netta and Mary.

Skipton residents enjoyed having some fun and decorating eggs ready for Easter with the Leisure and Lifestyle team.

### FLU SHOTS NOW AVAILABLE

Skipton Medical Practice now has in stock the flu vaccination for all age groups.

To make an appointment, please call the clinic on 5340 1110.

### Beaufort Secondary College (Advance Class) visit Residents:



Sheila and Tim painting clay vases made by the students.



Dulcie and Matt



Thursdays are a busy day for our Beaufort residents who enjoy a visit from the Beaufort Secondary College Advance Class.

The Advance class spend time interacting and connecting with various community groups and

BSHS are privileged that the students have chosen to spend some time with our residents taking part in various craft activities, games and even having a chat and sharing some stories.

Thank you to Simone Conroy and the students of Beaufort Secondary College.



## OUR CONSUMERS

### READY FOR A SPECIAL OCCASION:



Being pampered, especially when it is for a special occasion is something not to be taken for granted.

Nancy Morcombe was so excited to be able to attend her granddaughters wedding and the day was made that extra bit special when Caitlin Stewart (Beaufort Registered Nurse) styled Nancy's hair and applied her makeup.

Thanks Caitlin for taking the time to help make Nancy's day that extra bit special.



### ENJOYING A DAY AT MORNING MELODIES:



WORLD  
NO TOBACCO  
3 DAY  
MAY

By Jayde Ringin (Health Promotion Officer)

Monday the 31<sup>st</sup> of May is 'World No Tobacco Day'. This year statistics have shown that due to COVID-19, millions of individuals want to quit smoking.

There are hundreds of reasons to quit smoking and many benefits in doing so. Within 20 minutes, your heart rate and blood pressure drop. Your circulation will improve, lung function will increase and coughing and shortness of breath will decrease. After one year, your risk of coronary heart disease is halved. You also reduce the risk of developing lung cancer and cancers of the mouth, throat, esophagus, bladder, cervix and pancreas. After quitting your life expectancy can be increased by at least three years.

If you are wanting to quit, BSHS has supports in place that can assist and support you in doing so. BSHS can provide up to \$100 financial assistance to pay for supports to assist you to quit smoking. For more support on quitting visit [quit.org.au](http://quit.org.au)

#### Quick tips to curb your cravings.

1. Delay: Delay as long as you can before giving in to your urge
2. Deep breathing: Take 10 deep breaths to relax yourself from within until the urge passes
3. Drink water: Drinking water is a healthy alternative in your mouth
4. **Do something else to distract yourself:** Take a shower, read, go for a walk, listen to music

## OUR CONSUMERS

NATIONAL 17-23 MAY 2021  
**VOLUNTEER**  
 RECOGNISE. RECONNECT.  
 REIMAGINE. WEEK

### THANK YOU VOLUNTEERS



Meals on wheels volunteers

By Erica Smith (People & Culture Manager)

**N**ational Volunteer Week (Monday 17th to Sunday 23rd May 2021) is Australia's largest annual celebration of volunteers. NVW will celebrate the significant contribution of Australia's almost six million volunteers. Each year these volunteers dedicate over 600 million hours to help others.

The theme for National Volunteer Week 2021 is Recognise. Reconnect. Reimagine, which acknowledges that it is time to:

**RECOGNISE**, celebrate and thank volunteers for the vital role they play in our lives.

**RECONNECT** to what is important by giving our time to help others and ourselves.

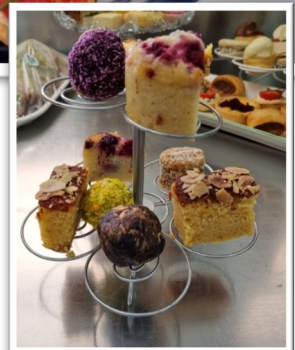
**REIMAGINE** how we better support volunteers and communities they help.

We will be holding a morning tea in the Activities Room, Skipton at **10am Wednesday 19th May 2021** to celebrate the wonderful work that our volunteers do to support BSHS and our communities.

## Mothers Day High Tea — 2021:



Skipton High Tea treats



There were smiles and scones aplenty when residents, staff and visitors celebrated Mothers Day at Beaufort and Skipton Health Service.



Residents and guests enjoyed some delicious traditional home made favourites such as quiches, sausage rolls, cakes and of course some light and fluffy scones jam and cream, all cooked and served by staff.



Thank you to our kitchen team and staff for making this a special day for our residents and visitors.





## OUR CONSUMERS



Australian Government



### Vaccinations at Beaufort and Skipton Health Service

By Mary Cushing (Director of Clinical Services)

We continue to rollout opportunities for staff and residents to receive the COVID-19 vaccination.

We are fortunate to have our Infection Control Coordinator working as part of the Grampians Public Health Unit who are coordinating the COVID vaccinations in Ballarat. We have run numerous sessions for both staff and residents of both the AstraZeneca and Pfizer vaccinations. We are currently facilitating the second round of vaccination injections for those people who received the Pfizer vaccination.

The second dose of AstraZeneca will be administered to staff and residents at Beaufort on the 9<sup>th</sup> June and at Skipton on the 16<sup>th</sup> June. Staff will be coordinating resident vaccinations to ensure the least disruption possible.

At this stage, we have not been allocated any further doses of the Pfizer vaccination but it is still possible to obtain doses of the AstraZeneca vaccination. Beaufort and Skipton Health Service are pleased to be able to offer appointments for the AstraZeneca COVID-19 vaccinations to anyone that is 50 years old and over. The clinic will operate at the Skipton Campus on Tuesday 25<sup>th</sup> May 2021 and Tuesday 1<sup>st</sup> June 2021. These two clinics are fully booked and we will be advising dates of further clinics shortly.

We also encourage everyone to receive the seasonal flu vaccination. Clinics for residents and staff will be organised over the next few weeks. Members of the public are encouraged to make an appointment with your GP to receive this vaccination.

The Skipton Medical Practice have stock available and are currently taking flu vaccination bookings.

## OUR PEOPLE

### CELEBRATING 2021 YEAR OF HEALTH AND CARE WORKERS AND INTERNATIONAL NURSES DAY:

By Erica Smith (People & Culture Manager)

On Wednesday 12<sup>th</sup> May we celebrated International Nurses Day and Year of the Health and Care Workers with a morning tea at Beaufort and an afternoon tea at Skipton. All of BSHS employees play a vital role in caring for our residents, clients and the community, including our nurses, personal care workers, food and domestic services assistants, maintenance officers, administration, finance and procurement. We are extremely proud of the work that everyone does in the Health Service and we value each and everyone one of our team.

**NURSES**  
A VOICE TO LEAD  
A VISION FOR FUTURE  
HEALTHCARE



**International Nurses Day** is a global celebration that acknowledges and celebrates the commitment and bravery of nurses around the world. It is celebrated on the 12<sup>th</sup> May every year, which is also the anniversary of the birth of nursing pioneer Florence Nightingale. The theme for International Nurses Day 2021 is 'Nurses: A Voice to Lead', the sub-theme for 2021 is A Vision for Future Healthcare. The theme reflects on the impact of COVID-19 on the health system and the nursing profession and how these might be affected into the future. Nurses, as the largest healthcare profession, must play an integral part in planning the future of healthcare.



2021 has been designated as the **Year of Health and Care Workers** in appreciation and gratitude for their unwavering dedication in the fight against the COVID-19 pandemic. The World Health Organisation (WHO) is launching a year-long campaign, under the theme – Protect. Invest. Together. It highlights the urgent need to invest in health workers for shared dividends in health, jobs, economic opportunity and equity.



Erica Smith and Nicole Clarke

Beaufort and Skipton Health Service would like to thank the following businesses for their kind donations and showing support for our nurses and healthcare workers.

UFS Dispensaries, WesternAG, RACV Goldfields Resort, Ghost and Bone, winc., RapidClean, Safeway (Wendouree) Natures Cargo, Nurse and Midwife Support



## OUR PEOPLE

### People matter survey 2021

Have your say



By Erica Smith (People & Culture Manager)

The People Matter Survey will be conducted from 31 May to 25 June 2021. A link will be sent to all staff on 31<sup>st</sup> May inviting you to complete the survey.

The People Matter Survey is a safe and anonymous way for you to say what they think and experience in the workplace. It helps us find out what we are doing well and where we need to focus on improvements.

We have been able to use your feedback from the 2019 and 2020 People Matter Survey to implement actions to improve inclusion and wellbeing, address negative workplace behaviours, support the professional development of staff, and develop our high performing and engaged workforce.

We don't shy away from survey results that tell us where we need to improve. We take responsibility for our results and use this information to plan and implement initiatives and changes. This is why we encourage you to complete the survey.

If you have any questions please speak with your manager or Erica Smith, People and Culture Manager.

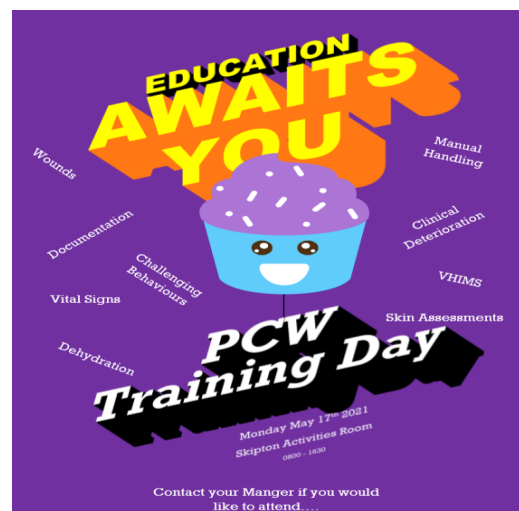


An online initiative has been launched to support every Victorian in the healthcare system, whatever their role and wherever they work.

bewell.besafe is a website hosted by the Victorian Department of Health, providing trusted, current information about infection control and prevention, Personal Protective Equipment (PPE), mental health and general wellbeing.

It is designed for healthcare workers, to be shared and supported by healthcare workers.

To learn more about bewell.besafe visit <https://www2.health.vic.gov.au/be-well-be-safe>



On the Monday, 17<sup>th</sup> May we will be holding a training day for our PCW staff.

Please refer to the flyer or contact, your manager or the education team for more information.

## OUR PEOPLE

### STAFF SPOTLIGHT:

Karen Ashby—Skipton Podiatry

#### How long have you worked at BSHS?

I have worked at BSHS for four years.

#### Days and location that you work?

Work Tuesdays and Thursdays at Skipton

#### What does your role involve?

Providing a wide range of foot care to the residents of Skipton Aged Care, and the community. It involves seeing clients for any foot or leg related problems, including ingrowing toenails, foot pain, arthritis, diabetes care, orthotics, sports injuries and all sorts of skin conditions (warts, corns, callouses, fungal infections).

#### Favourite thing about your role?

Helping people stay on their feet, active and walking comfortably! I love getting to know my clients, their goals and how I can help them achieve them!

#### What do you enjoy doing when you're not at work?

I love hanging out with my family, watching the kids play their sport and getting to the beach whenever we can. I love being involved in our local community too.

#### Three things you can't live without?

My family. A good coffee (Emu Creek café in Skipton do a good job there!). Netflix!

We are so fortunate to have two very well respected Podiatrists as part of our team at BSHS. Karen and Christian are both very skilled and provide a wonderful service for our community. Appointments are available by contacting the Community Health reception at Beaufort and Skipton.



Karen Ashby—Skipton Podiatrist



This month we are pleased to welcome the following people to the Beaufort and Skipton Health Service team:

- **Sabrina Allen** – Food and Domestic Services Assistant Skipton
- **Elizabeth Jenkins** – Enrolled Nurse Skipton
- **Narelle Uren** – Personal Care Worker
- **Neelam Pahwa** - Personal Care Worker
- **Gemma Atkins** — Administration Officer



## OUR PEOPLE



By Erica Smith (People & Culture Manager)

International Day Against Homophobia, Biphobia, Interphobia and Transphobia (IDAHOBIT) celebrated LGBTQIA+ people globally, and raises awareness for the work still needed to combat discrimination. This year's theme for IDAHOBIT is 'Together: Resisting, Supporting, Healing!'

Homophobia, Biphobia, Interphobia, and Transphobia can occur online, face to face and affect everyone by creating spaces where people feel unsafe and like they can't be themselves. Stigma and discrimination can negatively impact the rights of LGBTQIA+ people.

Everyone has the fundamental right to live free from violence and discrimination. Sexuality and gender identity or intersex status aren't always visible, so creating a culture where everyone feels safe, even if there aren't any visible LGBTQIA+ people is even more important.



### National SORRY Day and Reconciliation Week

National Sorry Day, 26<sup>th</sup> May 2021, is a time for Australians to remember and acknowledge the mistreatment of Aboriginal and Torres Strait Islander people (First Nations people) who were forcibly removed from their families and communities. It is not just about grief of the past, but about the imbalances that still exist today. Since the inception of National Sorry Day, 23 years ago, there is no doubt that this day and what it represents has helped improve social and economic equality in Australia. However, there is still many stark societal imbalances and challenges that First Nations people face every day.

Reconciliation Week (27<sup>th</sup> May – 3<sup>rd</sup> June), that immediately follows National Sorry Day, intends to draw attention to the stark educational, economic, social and health imbalances that need to be addressed. The theme this year, 'More than a word', represents more than just raising awareness and knowledge, advocating the reconciliation movement towards braver and more impactful **action**.

## LAST MANDATORY TRAINING DAY!

Staff are reminded that the last Mandatory Training Day will take place on **Wednesday, 19th April 2021**. Please let Education staff know if you wish to attend.

## OUR QUALITY & SAFETY

### LET'S TALK FOOD AT BEAUFORT AND SKIPTON

By Nicole Clarke (Nurse Unit Manager Beaufort)

Beaufort and Skipton Health Service have formed a food focus committee to improve the quality of food, resident's dining experience and more choices for residents on modified diets.

The committee has elected to change from the Australian and New Zealand modified dietary standards to the International Dysphagia Dietary Standardised Initiative (IDDSI).

When we implement the IDDSI standards residents on modified diets will have to be reassessed by the Speech Pathologist to see what modifications they require under the new standards.

Under the current standards residents have four classifications of food and fluids. The food classifications include normal diet, soft, mince moist and smooth pureed. Fluids include normal fluids, mildly thickened, moderately thickened and extremely thickened.

Under the IDDSI standards we have six classifications for food and five for fluids. Food classifications are regular, easy to chew, soft and bite-size, minced and moist, pureed and liquidized. Fluid classifications are thin fluids, slightly thick fluids, mildly thick fluids, moderately thick fluids and extremely thick fluids.

We are also looking at changing to a company that prepares our modified food. We have found a company called 'texture concept foods', <https://texturedconceptfoods.com.au>.

## The IDDSI Framework

Providing a common terminology for describing food textures and drink thicknesses to improve safety for individuals with swallowing difficulties.



They have been working with dieticians, chefs and speech pathologist to improve not only the flavor but the presentation of modified foods. The following are some examples:

Breakfast



Shepherd's Pie



Assorted Biscuits

We are excited to be improving the residents dining experience and enjoyment of food. As things develop we will continue to keep you posted.



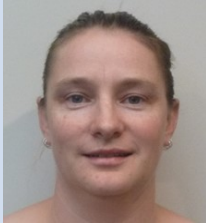
## OUR QUALITY & SAFETY

### HEALTH AND SAFETY REPRESENTATIVES:

By Darren White (Corporate Services Manager)

The primary purpose of the **Health and Safety Representative** (HSR) role is to represent members of a work group in in work **health and safety** issues.

### BSHS Health and Safety Representatives



**Kerrie Royal**

Registered Nurse Skipton



**Sarah Lewis**

Enrolled Nurse Skipton



**Jessica Harding**

Support Services



**Rosemany McBain**

Enrolled Nurse Beaufort



**Andrew Hodge**

Maintenance Officer Beaufort

### MAINTENANCE REQUESTS—HOW TO LOG REQUESTS:

If you need maintenance support what do you do?

There is a system in place to assist staff for all maintenance support issues. We ask that staff follow this process to enable our maintenance team to manage these requests.

**In an emergency during normal work hours** call the following numbers to report your maintenance issue:

Beaufort on 0400 137 873 or Skipton on 0407 551 655

Once you have reported your maintenance issue, please ensure you follow up your request in writing via email to [maintenance@bshs.org.au](mailto:maintenance@bshs.org.au)

**All other maintenance support requests** are to be logged as follows:

- Email [maintenance@bshs.org.au](mailto:maintenance@bshs.org.au) to log the request.
- An automation response will be generated acknowledging receipt.
- A job ticket will be generated.
- Once the job is complete, the originator will be notified.

# OUR PEOPLE



WE JUST WANTED *to say* **thank YOU** FOR  
THAT YOU DO,  
**ALL EACH &**  
*every single day.* **we**  
**COULDN'T** *without* **you.**

