To be a vibrant provider of care





2020-21 Quality Report

Welcome from Meryn Pease (CEO)

VISION

To be a vibrant provider of care.

MISSION

To enable all people in our community to be connected, healthy and live well.



This year's Quality Account report represents some important developments that have taken place during the year and demonstrates the safe quality care that consumers continue to receive when accessing healthcare at Beaufort and Skipton Health Service (BSHS).

COVID-19 has dominated our lives with lockdowns and restrictions affecting our region. The ever changing environment meant that we were constantly responding and adjusting and we are grateful to our staff, residents, patients and community for their ongoing support and understanding.

Over the year, our staff have remained focused on the lives of clients, patients and residents as well as carers, family members and volunteers. The care, compassion, clinical excellence and resilience shown by our team has been exceptional, thus ensuring continued access to our full range of high quality services.

I can assure you that our staff will be working with our community members, to ensure that services reflect the current health challenges and that we will be proactive in our approach to the health needs of our community.

Meryn Pease

CEO, Beaufort and Skipton Health Service The information in this Quality Account is for the period of 1 July 2020 to 30 June 2021.

Cover Images (L-R): Amy Licheni (Health Promotion Officer), Kathleen - Beaufort Nursing Home, Skipton Sensory Garden, Kim Stevens (Learning and Development Manager) and Dr. Badrika Kahawatta (Skipton Medical Practice).

KEEPING YOU SAFE DURING COVID-19 (AS AT 30 JUNE 2021)

COMMUNITY COVID-19 VACCINATIONS AND TESTING:

- Over 2000 COVID-19 tests were completed
- Community vaccination clinics commenced at Beaufort and Skipton
- 88% of staff COVID-19 vaccinated
- Regular communication notices and bulletins provided to the community via advertisements, letters, facebook, community and Health Service newsletters

STAFF TRAINING:

- Personal Protective Equipment (PPE) Training for 100% completed staff
- Staff completed DHHS Infection Prevention COVID-19 training
- Two additional staff trained to support the Infection Prevention and Control program
- 139 staff were Fit-Checked, ensuring staff wear the correct face masks
- Six staff completed COVID-19 vaccination clinic training
- Desktop audits from the Australian Aged Care Quality and Safety Commission were completed
- Stock levels for all Personal Protective Equipment (PPE) and general equipment was reviewed and maintained

2020-21 Quick Stats



AGED CARE



Total aged care beds = **47**





29%

Female and Male

residents

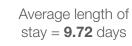




ACUTE CARE



Acute beds = **10**



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TCP Beds = 6

Community Beds = **2**



Occupancy = **31.5%**



Transition Care Program occupancy = **84%**



URGENT CARE



Urgent Care patient presentations: **255**



Patients transferred to another service: **45**

Urgent Care Centres are located at the Beaufort and Skipton campuses, and operate 24 hours a day, seven days a week.

Dementia Enabling Environments

In 2021, Beaufort and Skipton Health Service completed significant dementia friendly projects.

BEAUFORT NURSING HOME REFURBISHMENT

The first of these was the refurbishment of the Beaufort Nursing Home.

This project included the refurbishment of six rooms and ensuites, three new resident single rooms and ensuites, dining room, kitchen facilities and storage areas. Residents can now enjoy the modern, contemporary living that really does feel like home.

The Beaufort Nursing Home project received \$1.35 million in grants, funded by the Victorian Government Significant Facility Refurbishment Initiative and the Regional Health Infrastructure Fund (RHIF). The Health Service also acknowledges the generous donation from the Gumley family for their contribution to this refurbishment.

SENSORY GARDENS

Two new Sensory Gardens were created at the Beaufort Hostel and Skipton Nursing Home, for the enjoyment of residents.

The careful selection of plants and other materials within the gardens engage the residents sense of sight, sound, touch, and smell, while providing the perfect backdrop for meaningful interaction with family, visitors, other residents and staff members.

Funding for these projects was made possible by the Department of Health and Human Services, through the Significant Facility Refurbishment Initiative.





JANUARY **2022**

SUNDAY	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY
30	31 START OF TERM ONE					1 NEW YEARS DAY
2	3 NEW YEARS DAY PUBLIC HOLIDAY	4	5	6	7	8
9	10	11	12	13	14	15
16	17	18	19	20	21	22
23	24	25	26 Australia day	27	28	29

Celebrating Our Staff

2021 INTERNATIONAL YEAR OF HEALTH AND CARE WORKERS

The World Health Organization designated 2021 as Year of Health and Care Workers.

This special recognition was given to acknowledge the unwavering dedication made in the fight against the COVID-19 pandemic.



(L-R) Erica Smith, People & Culture Manager & Nicole Clarke, Nurse Unit Manager – Beaufort

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 every year.



Jenine Kerr – District Nurse Beaufort



Maree McCartney - Hotel Services Beauford



Skipton staff choosing bags

Our employees play a vital role in caring for our residents, clients and the community.

In recognition of our team's dedication, celebratory morning teas were held at each campus. Staff were presented with individually hand sewn gift bags with items kindly donated by many local businesses.

Appreciation to our local businesses for their support: UFS Dispensaries, WesternAG, RACV Goldfields Resort, Ghost and Bone, WINC, RapidClean, Safeway (Wendouree), Natures Cargo and Nurse and Midwife Support.

FEBRUARY 2022

SUNDAY	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY
		1	2	3	4 WORLD CANCER DAY	5
6	7	8	9	10	11	12
13	14	15	16	17	18	19
20	21	22	23	24	25	26
27	28					

Accessing Medical and Community Health Services

BSHS continues to focus on ensuring our community has access to quality medical and community health services.

In 2020 the Health Service welcomed Dr. Badrika Kahawatta to the Skipton Medical Practice.

Dr. Kahawatta has held several appointments working in rural communities and during this time, developed his interest and knowledge in areas such drug and alcohol abuse, mental health and areas of surgery.

Dr. Malcolm Anderson commenced working with the Health Service in 2012.

In 2021 Dr. Anderson increased his availability to work an additional day at the Skipton Medical Practice.

MEDICAL PRACTICE APPOINTMENTS



Dr. Badrika Kahawatta is available for appointments on Tue, Wed, Thu





Dr. Malcolm Anderson is available for appointments on Mon and Fri.

\square	GP
$\langle \rangle$	appointments
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Exercise

Physiologist

The Health Service has a range of community services that can assist with the health care needs of the community.

Community Health - Occasions of Service



FIONA FISHER - PODIATRY PATIENT

I have had regular appointments with Christian Ashby (Podiatrist) for five years now and find the treatment that Christian provides really helps me. After going through chemotherapy, I find that I have issues with my feet, in particularly with my toe nails. Christian keeps my nails well-trimmed and my feet cared for, which gives me some welcome relief.



Local Fiona Fisher at her Podiatry appointment with Christian Ashby

Our new Exercise Physiology service has been a welcome addition for our community and provides specialised clinical exercise interventions for people with a broad range of health issues. You are not required to have a doctors referral to access our services. Referrals can be made by the client, a doctor, carer, family, friends or other health care providers. All services are available at a minimal fee.

MARCH **2022**

SUNDAY	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY
		1 WORLD HEARING DAY. HEARING AWARENESS WEEK (1-7 MAR)	2	3	4	5
6	7	8	9	10 WORLD'S GREATEST SHAVE (10-14 MAR)	11	12
13	14 LABOUR DAY PUBLIC HOLIDAY	15	16	17	18	19
20	21	22	23	24	25	26
27	28	29	30	31		

We Value Your Feedback

Beaufort and Skipton Health Service remains committed to providing the best care to our patients, residents and community.

IN 2020/21 96 PIECES OF FEEDBACK WERE RECEIVED



As with all of our services we welcome feedback and encourage patients and their families to tell us about your experience. Information gathered helps us better understand what we are doing well and where we can improve.

Your feedback can be provided in a number of ways such as:

- Completing one of our Feedback Forms (located at each facility entrance)
- Emailing bshs@bshs.org.au
- Writing a letter or coming to see us. Letters can be addressed to the Chief Executive Officer, Beaufort and Skipton Health Service, 28 Havelock Street, Beaufort. Vic. 3373.

COMMUNITY AND STAFF 'BRIGHT IDEAS' AS FOLLOWS:

 Idea – Create a more homely environment in the Beaufort Nursing

Action: Wall decals have been installed in the Beaufort Nursing Home dining room and kitchen areas.



 Idea – Allocate four reserved carparks for patients only at Skipton, and provide appropriate signage.

Action: 'Patient Only' carparks have been allocated and signage installed.

KATHLEEN'S STORY

Kathleen was born and grew up in Horsham. She worked at her local bank after leaving school and it wouldn't be long before she married Bill and raised their seven children at the family home in Horsham. Kathleen has led a busy life with many hours spent playing bowls or volunteering through her work at the ladies club at her church.

In 2021 Kathleen moved into the Beaufort Nursing Home to be closer to her family. Bill continues to live in Horsham and occasionally spends some time in respite care at the Beaufort Hostel which provides them with an opportunity to spend more time together.

We recently sat down with Kathleen to ask her how she was going and see if there was anything that we could do to assist her. Kathleen felt that at times she wasn't able to access her call bell to seek assistance, as it kept falling on the floor. A pendant call bell was quickly provided for Kathleen to wear. A good outcome with Kathleen now feeling much safer.



Kathleen - Beaufort Nursing Home

APRIL 2022

SUNDAY	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY
					1	2
3	4	5	6	7 WORLD HEALTH DAY	8 END OF TERM 1	9
10	11	12	13	14	15 good friday public holiday	16 EASTER SATURDAY
17 EASTER SUNDAY	18 EASTER MONDAY PUBLIC HOLIDAY	19	20	21	22	23
24 WORLD IMMUNISATION WEEK (24-30 APR)	25 ANZAC DAY PUBLIC HOLIDAY	26 START OF TERM TWO	27	28	29	30

Keeping Us Safe

Keeping our community safe with the challenge of COVID-19 has meant adapting and making important and necessary changes to support residents, patients and staff.

We are proud that the community enthusiastically took part in the local COVID-19 vaccination programs, achieving high numbers across our local Shires. It is pleasing that our COVID-19 testing clinics have also been well utilised by our community, across both campuses.

Thank you to our team of staff who have diligently worked with the vaccination program and for providing COVID-19 testing for our community.



Kim Stevens (Learning and Development Manager) – COVID-19 testing



Christina Morvell (Infection Control Co-Ordinator) and Kardia Sara.



Christina Morvell (Infection Control Co-Ordinator) and Tahlia Landt.



MAY **2022**

SUNDAY	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY
1	2	3	4	5 WORLD ASTHMA DAY	6	7
8	9	10	11	12	13	14
15	16 NATIONAL VOLUNTEER WEEK (16-22 MAY)	17	18	19	20	21
22	23	24	25 EXERCISE RIGHT WEEK (25-31 MAY)	26	27	28
29	30	31				

Focusing on Men's Health

With over 80 in attendance, the Men's Health and Wellbeing Forum was a successful event that focused on men's health issues.

Those in attendance enjoyed an informative presentation from Stan Alves (former AFL player and coach), and Dr. Badrika Kahawatta (Skipton GP). The forum encouraged men to better understand their individual health needs and gave information on how to access local services and support networks.

This forum was organised in partnership with the Rotary Club of Beaufort, Beaufort Service Group, Community Bank Beaufort, Pyrenees Shire and the Grampians Pyrenees Primary Care Partnership.





L-R: Stan Alves (speaker), Meryn Pease (CEO), Dr. Badrika Kahawatta and Jayde Ringin (Health Promotion Officer) Dr. Badrika Kahawatta presenting



Attendees at the Men's Health Wellbeing Forum

Helpline Contact Numbers



24hrs, 7 days a week 1300 224 636 www.beyondblue.org.au

(O) Men's Referral Service

1300 766 491 www.mrs.org.au



1800 015 188 www.safesteps.org.au



24hrs, 7 days a week 13 11 14 www.lifeline.org.au

Relationships Australia.

1300 364 277 www.relationships.org.au



03 5551 8533 www.farmerhealth.org.au

JUNE 2022

SUNDAY	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY
			1 BOWELL CANCER AWARENESS MONTH (1-30 JUN)	2	3	4
5	6	7	8	9	10	11
12	13 QUEENS BIRTHDAY PUBLIC HOLIDAY	14 INTERNATIONAL MEN'S HEALTH WEEK (14-20 JUN)	15	16	17	18
19	20	21	22	23	24 END OF TERM TWO	25
26	27	28	29	30		

Preventing and Measuring Harm

Beaufort and Skipton Health Service aims to continually improve our performance in all areas of quality, safety and care.

The Health Service has frameworks in place to ensure serious incidents or adverse events are reported and reviewed thoroughly, so that the appropriate improvements can be identified and implemented.

ACCREDITATION

- Beaufort and Skipton Health Service are fully accredited with the National Safety and Quality Health Service Standards (NSQHS) for our Acute ward and Urgent Care Centre.
- The residential aged care facilities are accredited with the Commonwealth's Aged Care Accreditation Standards.
- The Health Service community and home support services are accredited with The Aged Care Quality and Safety Commission Home Care Common Standards.
- Skipton Medical Practice is fully accredited with the Royal Australian College of General Practitioners (RACGP) standards for General Practice.

INCIDENT SEVERITY RATING (ISR)

ISR1 events = 0

ISR2 events total = 22

ISR2 Events consist of:

- Occupational Health and Safety staff related incidents = 10
- Patient related clinical incidents (these include falls, pressure injuries, deterioration or behaviour/aggression)
 = 12

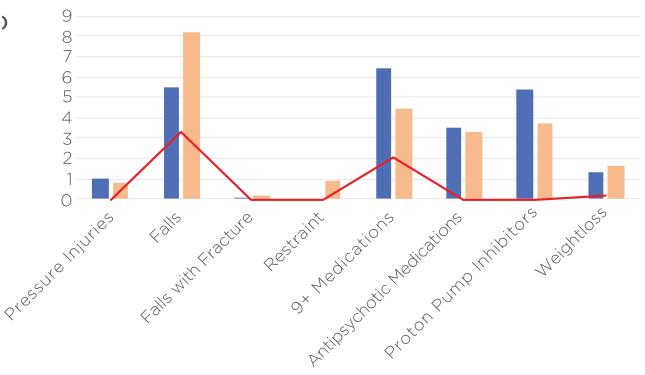
Safer Care Victoria

PUBLIC SECTOR RESIDENTIAL AGED CARE SECTOR INDICATORS (PSRACS)

The Department of Health and Human Services has a program to help public sector residential aged care services (PSRACS) collect and report on five quality indicators covering high-risk care areas.

BSHS Aged Care All PSRACS Target

BSHS PSRACS July 2020 to June 2021 (results are per 1000 bed days)



JULY **2022**

SUNDAY	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY
31					1	2
3	4	5	6	7	8	9
10	11 START OF TERM THREE	12	13	14 NATIONAL DIABETES WEEK (14-20 JUL)	15	16
17	18	19	20	21	22	23
24	25	26	27	28	29	30

Growing Our Workforce

The Learning and Development Department of BSHS strive to ensure all staff have the opportunity to grow and develop within their roles, to enhance career progression and provide quality care for all consumers.

Bronwyn Cuthbertson and Martina Albin - District Nursing and Community Nursing student.



Two staff offered scholarships for post Graduate Certificate of Advanced Nursing Gerontology through the Grampians Regional Scholarship Fund.

BSHS facilitated a four day course 'AIM TOP' (Assessment Intervention Management for the Older Person), in collaboration with Ballarat Health Service.

> BSHS continued to support student placements in Physiotherapy, Occupational Therapy, Social Worker, Allied Health Assistants, Registered Nurses, Endorsed Enrolled Nurses and Personal Care Workers.



Education Team / COVID-19 training



Advanced Life Support training



Emily and Jin



Jayde Ringin training

OUR ACHIEVEMENTS FOR 2021 INCLUDE:

Two staff commenced Certificate III in Individual Support.

One staff member has completed a Certificate III in Leisure and Lifestyle.

Two staff members received the Health Service Workers Scholarship Fund and are currently studying certificates in Procurement and Leisure and Lifestyle.



Structured workplace learning arrangement with Beaufort Secondary College commenced.

AUGUST 2022

SUNDAY	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY
	1	2 JEANS FOR GENES DAY	3	4	5	6
7	8	9	10	11	12	13 RED NOSE DAY
14	15	16	17	18	19	20
21	22	23 Daffodil Day	24	25	26	27
28	29	30	31			

2021 People Matter Survey

The People Matter Survey is conducted annually and is an important tool for assessing our workplace culture. Our survey results help to identify the Health Services' strengths and assists us to recognise and implement improvements.



In 2021, **58%** of staff completed the survey.

A 4% increase from 2020.

TOP RESULTS



Staff engagement is **85%**, in comparison to 59% for the previous result.

Staff satisfaction is **91%**, in comparison to 81% for the previous result.

Senior Leadership result is **83%**, in comparison to 53% for the previous result.

AREAS OF FOCUS:

- Bullying Our 2021 results show a 4% improvement on 2020, and we continue to work towards a goal of zero bullying.
- Wellbeing Job Related Stress -Compared to the sector-wide result of 26%, 10% of employees within Beaufort and Skipton Health Service have experienced high to severe stress over the last year.
- Sexual Harassment Our 2021 results show a 5% improvement from 2020, but there is still room for improvement in tackling sexual harassment.
- Aggression or Violence There is no acceptable level of aggression or violence in the workplace. Our 2021 results show a 6% improvement from 2020.

CELEBRATING



Meryn Pease presents Rhonda Slater with her 30 years of service award.

BSHS were proud to acknowledge 15 dedicated staff for achieving Long Service Awards, ranging from 10 to 30 years.

SEPTEMBER 2022

SUNDAY	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY
				DEMENTIA AWARENESS & PROSTATE CANCER AWARENESS MONTH (1-30 SEP)	2	3
4	5 women's health week	6	7	8	9	10 R U OK? DAY
11	12	13	14	15	16 END OF TERM THREE	17
18	19	20	21	22	23 AFL GRAND FINAL EVE PUBLIC HOLIDAY	24
25	26	27	28	29 World Heart day	30	

Creating A Healthy Workplace

Beaufort and Skipton Health Service partnered with the Healthy Eating Advisory Service to successfully make changes to improve the food and drinks available for our staff. These changes meet the Healthy Choices Guidelines.





To assist us in reaching our target a 'Healthy Eating Working Group' was formed to review staff meals, snacks and catering options. Feedback from staff was used to tailor meals to the healthy eating options. The working party developed the new Healthy Eating Policy and assisted with communicating and rolling out the new menus and snacks for staff.

An exciting initiative achieved by the Health Service and its staff in moving towards healthier food choices in our organisation.

NATIONAL NUTRITION WEEK - TRYFOR5

HEALTHY EATING PYRAMID



Enjoy a variety of food and be active every day!



Vicki Currie – Skipton Hotel Services

Try these quick and easy snack ideas



REMEMBER:

- A healthy snack can keep your energy levels constant between meals and help you meet your daily nutrition needs.
- Most snacks should consist of nutrient-dense foods like fruit, vegetables, wholegrains, reduced fat dairy and nuts or seeds.
- Choose packaged snacks that are low in saturated fat, and sodium and high in fibre.

OCTOBER 2022

SUNDAY	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY
30	31					1 BREAST CANCER AWARENESS MONTH
2	3 START OF TERM FOUR	4	5	6	7	8
9	10 WORLD MENTAL HEALTH DAY NATIONAL CARERS WEEK (10-16 OCT)	11	12	13	14	15
16	17	18	19	20	21	22
23	24	25	26	27	28	29

Caring For You At Home

HOME CARE PACKAGES

BSHS Home Care Packages continue to grow substantially. Home Care Packages (HCP) are one of the ways that you can access affordable services to assist you in your home.

These packages can be individually tailored, in a coordinated approach, to deliver the specific help required for people to continue to live independently at home.

Staffing levels have been increased to support this growth in demand for the packages.

Some basic things we can assist you with include:





Jenni Gordon (BSHS Case Manager) and Mrs. Bev Grist (Skipton)

MY HOME CARE PACKAGE

As part of my Home Care Package, I get assistance to keep my garden maintained. I have a large garden that my family had been helping me with but I know they are very busy with their own work commitments and families.

Having my garden maintained through my Home Care Package, means that I can now spend some quality time with my family when they visit. I have a gardener who works in my garden for two hours each fortnight. I don't have to worry about my garden now and I now have time to enjoy my social activities, such as playing bowls.

Mrs. Bev Grist Skipton Resident

NOVEMBER 2022

SUNDAY	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY
		T MELBOURNE CUP DAY MOVEMBER (1-30 NOV)	2	3	4	5
6	7	8	9	10	11 REMEMBRANCE DAY	12
13	14	15	16	17	18	19
20	21	22	23	24	25	26
27	28	29	30			

Caring For Our Community

DISTRICT NURSING

Our District Nursing service provides quality nursing care to our clients in their own home, to support and assist people to maintain good health and most importantly, retain their independence.

Our District Nurses also act as a resource for people seeking information about their health needs and any other care requirements or support services.

You are not required to have a doctors referral to access our services. Referrals can be made by the client, a doctor, carer, family, friends or other health care providers.

All services are available at a minimal fee.

To find out more information on our District Nursing services, please contact

Beaufort Campus:

28 Havelock Street, Beaufort. Vic. 3373 Ph: 03 5349 1610

Skipton Campus:

2 Blake Street, Skipton. Vic. 3361 Ph: 03 5340 1101

CLIENT FEEDBACK

"The District Nurses go above and beyond"

"Mum and dad still wouldn't be home without them"

"Being able to have this assistance to help with showering and wound dressing has really helped me"

"The nurses were always professional and friendly. All my questions and concerns were addressed by them or I was directed to other resources that could help me in my recovery"

"The service is absolutely brilliant in every way and helps me be able to stay at home. I feel so supported, safe and secure and am so grateful"



Bronwyn Cuthbertson, Martina Albin and Arthur Welfare.

DISTRICT NURSING



Number of clientsBeaufort107Skipton77



Number of visitsBeaufort1,548Skipton1,723

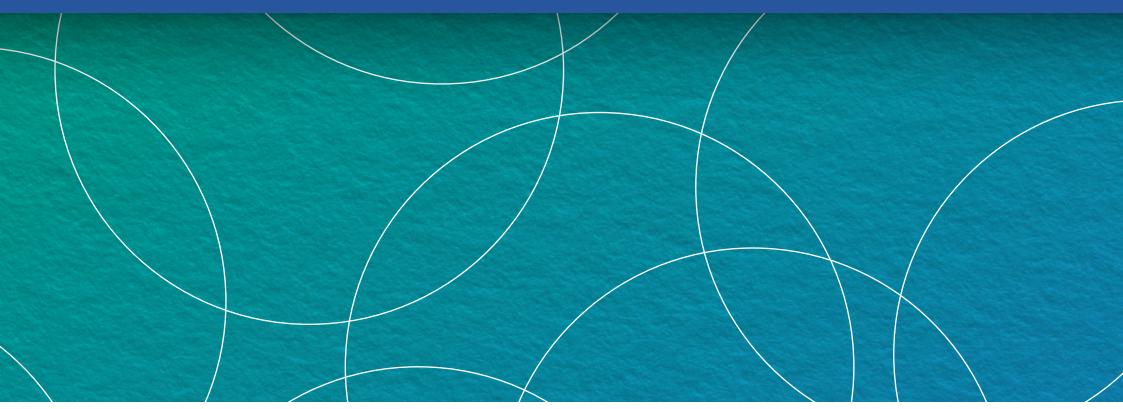


Kilometres travelled Beaufort 6,308 Skipton 18,708

DECEMBER 2022

SUNDAY	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY
				1	2	3 INTERNATIONAL DAY OF PEOPLE WITH DISABILITIES
4	5	6	7	8	9	10
11	12	13	14	15	16	17
18	19	20 END OF TERM FOUR	21	22	23	24
25 CHRISTMAS DAY	26 BOXING DAY	27 CHRISTMAS DAY PUBLIC HOLIDAY	28	29	30	31

To be a vibrant provider of care



BSHS does not guarantee the accuracy of the health awareness days printed in this calendar. Photos in the calendar were taken either prior to COVID-19 or with COVID-19 restrictions in place.

BEAUFORT CAMPUS

28 Havelock Street, Beaufort Victoria 3373 P: +61 3 5349 1600

Incorporating: Beaufort Hospital, Beaufort Hostel, Beaufort Nursing Home and Beaufort and Skipton Community Health

SKIPTON CAMPUS

Blake Street, Skipton Victoria 3361 **P:** +61 3 5340 1100

Incorporating: Skipton Hospital, Brigadoon Hostel, Mackinnon Nursing Home, Skipton Medical Practice and Beaufort and Skipton Community Health



More information: bshs.org.au