



RESIDENT NEWSLETTER

565 University Road,
Annandale 4814
PO Box 212
Aitkenvale 4814
Ph: 47729900
E: admin@tgsh.org.au
W: www.tgsh.org.au

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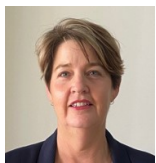
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Alison Cottrell (Council Chair)



Brian Matthews (CEO)



Leonie O'Neill (DOC)

COUNCIL CHAIR'S MESSAGE

In the short time since I took on the role of Chair of Council, I have enjoyed being able to visit various parts of the Home and meet with Residents and Staff.

It has been pleasing that people have been prepared to share their experiences of the Home.

The launch of the *FRIEND* Study on April 28th was a memorable event with the team of researchers, residents and family members, staff, students and some visiting geriatricians. The project shows great promise for improving the health and well-being of residents, and maintaining independence for as long as possible.

The **Good Shepherd Day** celebrations on the 15th were also a key calendar event for May. Bishop Keith led a lovely service which was followed by service certificates for staff, some of whom had been with the Home for 25 years. These were then followed by a delightful lunch. Those recognised for their service came from all sectors of the Home's staff.

It is also pleasing that the Home's staff have managed the situation with Covid so well and that Residents and Visitors have been so considerate. The Good Shepherd has fared better than many aged care residences. Hopefully the flu season will also be managed well.

I will continue to visit on a regular basis and hope to meet and get to know more Residents over time.

Warm Regards

Alison Cottrell
TGSH Council Chair

EXTENDED CAFÉ MEMORIES OPENING HOURS



MONDAY 9:00am – 3:30pm
TUESDAY – FRIDAY 9:00am – 3:30pm
SATURDAY – SUNDAY 9:00am – 1:00pm

Residents are encouraged to come down and enjoy a free tea/ coffee and chat with our wonderful Volunteers.

Café Memories is open to Residents and their visitors, staff and onsite contractors.

We acknowledge the Wulgurukaba of Gurambilbarra and Yunbenun, Bindal, Gugu Badhun and Nywaigi as the Traditional Owners of the region served by The Good Shepherd Home.

FROM THE BISHOP



Dear Friends,

It was a great joy to attend Good Shepherd Sunday at the home on Sunday 15th May. Not only did we celebrate Holy Communion, but there was also a delicious light lunch

and the presentation of long service certificates and other awards to staff.

I am full of admiration for the people who look after the residents at the Good Shepherd Home. Not just the nurses and other carers, but also the many other people who keep the home running: catering staff, cleaners, gardeners, and administrators. Together they all do a wonderful job and deserve our generous thanks.

The home is named for Jesus, the Good Shepherd. It is a recognition that Jesus loves us and cares for us, and that we should do the same for each other. As we head into the cooler months, it is an ideal time to appreciate the beautiful surroundings in Townsville, and especially near the Good Shepherd Home where we have the Palmetum and Botanic Gardens right next door. This beauty is also a gift from God to be enjoyed.

So again, we give thanks for the love and care and beauty that God gives to us, and give thanks for all those at the Good Shepherd Home who show that love and beauty in how they care for the residents. May God bless you all!

+ Keith
Bishop of North Queensland



Congratulations!



STAFF SERVICE AWARDS

Congratulations to those staff who received their years of service awards recently as part of Good Shepherd Day. A total of 346 years of combined service. Thank you for all your continued and valuable work that you do at the Home. It is appreciated immensely by our Residents, Management Teams and our Homes Council/Directors.

TGSH INFORMATION



DIRECTOR OF CARE APPOINTMENT

Congratulations to Leonie O'Neill being appointed permanently in the Director of Care position. Leonie has been acting in the role for quite some time and has been doing an exceptional job.

Welcome aboard officially in the new role Leonie!

COVID-19 VACCINATION RESIDENT BOOSTER

A vaccination team will be onsite to administer the Pfizer vaccine for our Resident Winter COVID vaccination clinic (dose 4) which is scheduled for the 29th and 30th of June.

Residents who have completed their consent form and are eligible to receive either their first, second or third dose are also welcome to participate in this clinic.

Residents who have recently had the COVID illness and have consented to participate will need to be rescheduled to in accordance with the most current immunisation advice and The Good Shepherd Home will communicate with the Residents individual treating Doctor to plan for follow up of those Residents unable to participate in the clinic for this reason .

Immunisation advice confirms the 'additional winter dose can be given from 4 months or longer after the person has received their first booster dose, or from 3 months after a confirmed SARS-Cov-2 infection, if infection occurred since the persons first COVID-10 booster dose".

Any concerns please contact us.

FRIENDLY REMINDER: VISITOR COVID-19 PRECAUTIONS

Thank you to everyone for assisting us to keep our Residents safe. Just a friendly reminder when visiting the Home to comply with the following;

- Do not enter if feeling unwell or displaying any common COVID symptoms (incl. temperature, sore throat, cough, tiredness, sniffles, vomiting, aches)
- *surgical masks are required to be worn at all times – this is essential given the frequency of positive cases where no symptoms are evident at the time of infection.*
- please limit visits to small groups only (2-3max)
- please don't bring school age children where possible & utilise outside areas if children do visit
- practice hand hygiene and social distancing at all times
- hold visits in rooms, private patios, outdoor areas unless assisting at mealtimes in the dining areas

Multi-wing activities will continue to be limited until further notice although, small group activities within wings are permitted (no more than 10 residents to a group). Controls including seating plans are retained for all group activities.

Should you have any queries regarding this message or any other matters, please don't hesitate to call.

TGSH INFORMATION

RESIDENT ESCORTS

The Good Shepherd has historically offered an escort service to accompany and arrange transportation for residents to places outside of the home for purposes of health or medical appointments.

Due to the staffing difficulties within the home and across the health industry we are on occasion unable to provide this service and believe it is important that our care staff remain onsite caring for the residents within the wings.

We are seeking information regarding external services within the community to assist in transport and escort services however the assistance of resident relatives and representatives to fulfill this service would be appreciated.

FRIENDS PROJECT LAUNCH

Recently the Home held the Launch of the FRIENDS Project where external interested parties to Home attended a Cocktail party and were presented with an overview of the great opportunity.



The Friend Program is a joint research project conducted by researchers of University of Sydney and James Cook University involving residents and staff of the Good Shepherd Nursing Home.

The goal is to introduce a sustainable program that reduces frailty in the aged using a 3-pronged approach:

1. A high intensity exercise program using specialist gym equipment to ensure safe usage by our residents.
2. Improved nutrition through a focus on food presentation, the environment and social aspects of meals
3. A planned reduction in medication that considers the impact of exercise and nutrition as alternatives so as to optimise the effectiveness of medications and reduce side-effects



Benefits to residents

Reduce the debilitating symptoms of frailty including regaining mobility and function leading to improved independence and quality of life.

The research project will operate over 6 months however through a placement program for Exercise Physiology students from JCU and the training of Good Shepherd staff, the recommendations of the Friend Project are expected to become permanently entrenched in the care of residents at the Home.

On completion, the research findings will be published and made available to other aged care facilities at no cost with the aim of introducing similar programs in Homes throughout Australia.

Key Points

- * Sydney University donated gym equipment to The Good Shepherd - value of approx. \$80,000
- * 25 residents will participate in the initial research program.
- * Currently 5 residents already participating in the exercise program under direction of Michael Inskip and JCU Exercise Physiology students.



TGSH INFORMATION

Business Improvement Fund

Earlier this year, the Home was advised that our grant application for equipment and improvement projects was successful. In recent weeks some of the planned projects have started to appear around the home.

- A new nurse call system has been installed in Hibiscus. Work on a similar system has commenced in Riverview and will shortly be replicated in Mountainview. Additional cameras are also being installed in common areas in these wings to assist with resident supervision particularly at night.
- 40 new tablets have been installed throughout the Home to help care staff access Resident care plans and documenting.
- Orders have been placed for an upgraded WiFi across the Home. Some supply delays are holding up the installation, however we hope to complete this work by September/October together with an increase to our internet bandwidth allowing residents greater usage.
- A contract for the supply and installation of a 250kw solar system for Pinnacles House has been signed. This system is estimated to reduce electricity cost by \$80,000pa. Work is expected to commence in October.

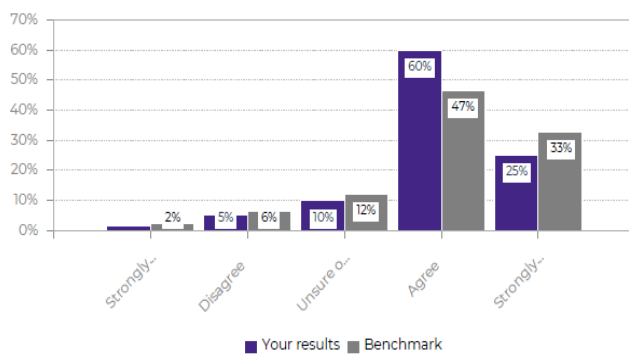
We'll keep you posted as these projects progress.

Food Satisfaction Survey – March 2022

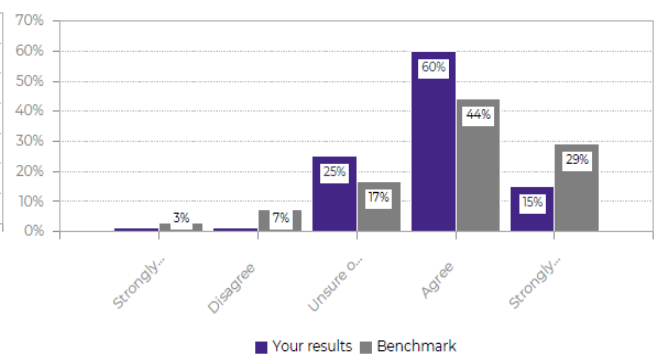
A Food Satisfaction Survey was conducted in March. It's great to see a large portion of our residents enjoying our meals.

A reminder that residents can have their menu choices changed, please speak to a staff member to arrange this.

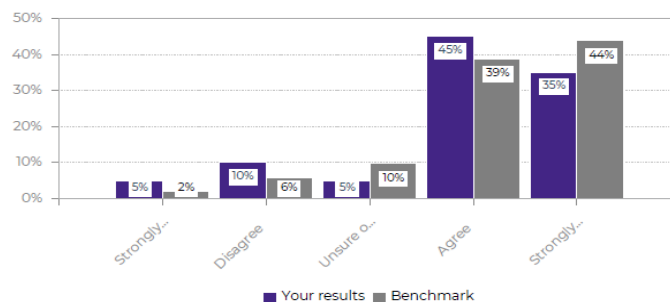
Q25. I am satisfied with the taste of the meals



Q26. The meals have enjoyable and distinct flavours



Q18. I am regularly asked about my food and drink preferences



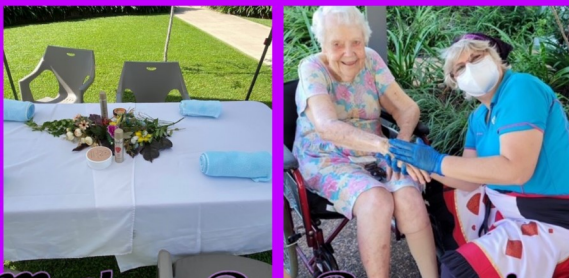
ACTIVITIES AT TGSH



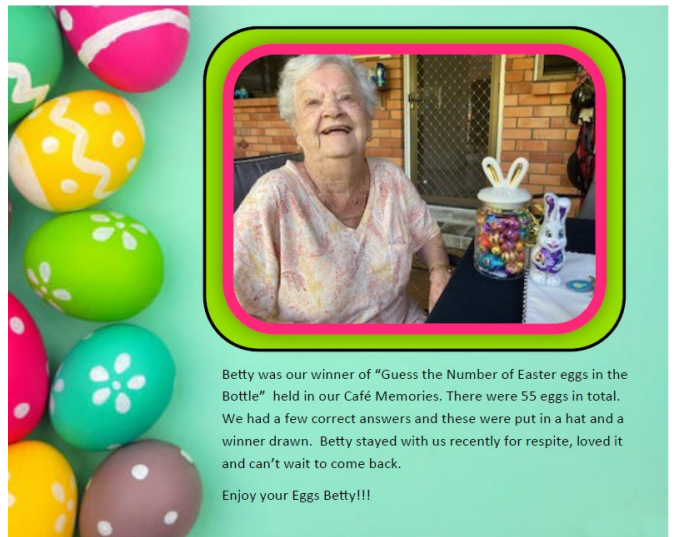
As you can see our garden over in sage has blossomed beautifully with corn sprouts and cucumbers already popping up!



Thank you Workways for supporting us.



Mothers Day Pampering



Betty was our winner of "Guess the Number of Easter eggs in the Bottle" held in our Café Memories. There were 55 eggs in total. We had a few correct answers and these were put in a hat and a winner drawn. Betty stayed with us recently for respite, loved it and can't wait to come back.

Enjoy your Eggs Betty!!!



Mad Hatter Tea Party!

Our AMAZING Catering Staff have been going above and beyond and creating masterpieces for the Residents enjoyment (and entertainment). Their creativity is wonderful and brings a great atmosphere to the Home. Above is an Alice In Wonderland inspired morning tea for the Residents in River-view House. Fondant topped cupcakes, tic tock biscuits and a special visit from the Mad Hatter herself .