



RESIDENT NEWSLETTER

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Alison Cottrell (Council Chair)



Brian Matthews (CEO)



Leonie O'Neill (DOC)

COUNCIL CHAIR'S MESSAGE

The last few months have seen a move from a hectic period with the Covid virus dominating activities to a return to a more normal situation - for the time being at least.

It should be recognised that residents and their supporters, and staff all contributed to the best outcome under very trying circumstances. TGSH Council remains impressed with how staff have coped over the last few months especially.

Soon we will be celebrating 50 years of TGSH and look forward to residents and supporters enjoying the celebrations as they unfold. Strategic planning activities continue so that TGSH can still be here in another 50 years. Watch the spaces around the site as improvements continue to be made.

TGSH Council and staff want the best possible for our residents so please keep us informed of what works for residents and supporters and what doesn't.

Warm Regards

Alison Cottrell
TGSH Council Chair

CAFÉ MEMORIES OPENING HOURS



MONDAY – 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.

TGSH acknowledges the Wulgurukaba of Gurambilbarra and Yunbenun, Bindal, Gugu Badhun and Nywaigi as the Traditional Owners of this land. We pay our respects to their cultures, their ancestors and their Elders, past and present - and all future generations.

FROM THE BISHOP



This year The Good Shepherd Home is celebrating a remarkable milestone: its 50th Anniversary! This is a remarkable achievement, and it is good that this will be celebrated in November this year. There were a number of far-sighted people at that time who saw the need for this Home and who pushed forward with the project, including the redoubtable Mr George Roberts, who did so much for Townsville. The Benefactors of The Good Shepherd Home continue this legacy, for which we should all be grateful.

Over fifty years so many people have put all their efforts into The Good Shepherd Home: nurses and caring staff, caterers and cleaners, administrators and Chief Executive Officers, board and council members, and the many volunteers. On behalf of everyone who lives at the Home or supports it: a big thank you. Times have been very difficult, and this makes your cheerfulness and resilience even more important. The fact that we have reached 50 years is due to your dedication and work.

But the spirit of TGSH is also in the residents who live there. The Home is a community of residents, staff and volunteers: a place of love and care. Our Lord Jesus Christ said that there are only two Great Commandments: love God and love your neighbour (Matthew 22.34-40). Everything else depends on this. And who is our neighbour? Well, at TGSH it is all the residents and staff and volunteers, with the board and council members, forming a community.

Living in a community is never easy. The road of love is not easy: it demands care and even sacrifice for others and there will be problems that occur from time to time. Community and love do not deny the problems that occur, but together work with patience to overcome them. What we have together at TGSH is wonderful and worth preserving and promoting.

So we celebrate fifty years of challenge and success, and give thanks for all who have worked so hard over the last fifty years for The Good Shepherd Home. May TGSH enjoy another fifty years as a special community of love and care, serving the older people of our community and serving Townsville as a whole. God bless you all!

+ Keith

**The Right Revd Dr Keith Joseph
Bishop of North Queensland**



TGSH INFORMATION

Dining Service

A quality improvement activity designed to improve the 'Dining Service' is being rolled out and trialled in Pinnacles House Level 1 and Level 2. The change is to redirect the Care Staff back to resident cares inclusive of feeding and allocate the dining room service and meal plating role to the Hotel Services staff. The Care Staff have historically been plating all resident meals as well as feeding and attending to their cares.



UPDATE

Pinnacles House Ground doors will now be opened from 6:00am to 7:30pm. Outside these hours the buzzer will need to be used to enter.



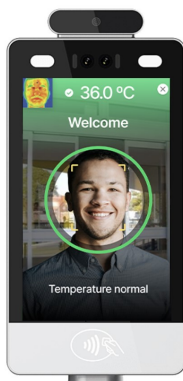
Zipline is Australia's leading visitor management solution for Residential Aged Care. Zipline will help us manage and track visitors coming onsite, keeping everyone safe and compliant with government regulations.

Zipline is currently located outside Reception and Pinnacles House.

With Zipline we require visitors to follow a set of steps, stated below, before being allowed to enter the facility. We will assist you in learning these processes.

Visitors can you please ensure you receive and wear your printed visitor badge and have it visible at all times.
Staff— please remind visitors to wear their printed badge.

Before commencing on the 3 steps below a RAT test will be required to be performed with a negative reading.



STEPS:

1

Stand and position yourself in front of the Zipline check-in device

2

Take your temperature, upload your vaccination evidence, and complete the Health Declaration

3

Collect your visitor badge and scan the State-mandated QR code

Thank you for your ongoing support!

TGSH INFORMATION

Thank You

The Home was recently visited by the Aged Care Quality & Safety Commission for our re-accreditation assessment.

We are pleased to announce the final report from the commission indicates the Home has **met** all the accreditation standards.

Thank you to the Residents and family members who participated in the assessment and to staff for your on-going hard work and dedication.

Strategic Planning Day

A Strategic Planning Day was held on Wednesday 21st September 2022 involving members of the Home's Directors, Council and Heads of Department.

Outcomes and continued commitments include:

- strategies for maintaining and growing staff numbers in an exceptionally difficult environment
- the continuation of the Grevillea refurbishment
- planning for the upgrading of shared rooms to single with ensuite
- consideration of alternative uses for George Roberts House



A blue sign with a yellow border on a wooden post. The text on the sign reads: "Volunteers Needed To Join Our Amazing Team". Below the text is the logo for The Good Shepherd Home, which includes a circular emblem with a cross and the text "The Good Shepherd Home EXCEPTIONAL CARE".



An illustration showing a group of diverse people of various ages and ethnicities standing together. Above them is a thought bubble that says "Come and see what fun we have". To the left, a person is shown in a wheelchair being pushed by another person.

If you have a couple of spare hours a week to put a smile on someone's face,
You are who we are looking for.
From Café to Cards to Chair Yoga and more in between
We have countless opportunities across Our Home.
No special skills required.
Call me today: Kim 4772 9900 or email vol@tgsh.org.au

TGSH INFORMATION



HOW TIME HAS FLOWN

This year The Good Shepherd Home is celebrating 50 years of operation. Celebrations will commence on Monday 7th November 2022 and will continue over the week there will be activities involving Residents, Staff, Families and external supporters of the Home.

We will keep updating times and dates on the upcoming events.



TGSH INFORMATION

As previously highlighted, the FRIEND program is a joint research program that is being undertaken by a group of clinicians from James Cook and The University of Sydney in partnership with The Good Shepherd Home.

The researchers are finalising the ethics authorisations, assessment process and education/training modules. Present planning will include the inclusion of the residents in Riverview House as the initial study cohort.

We have committed to the combined partnership with the JCU exercise physiology program and plan to roll this program out to all residents of the home as time schedules allow.

Participation consent will be required from residents or resident relatives and will also include the involvement of the residents General Practitioner.

Nursing Student Clinical Placement Friend Program (Frailty Reduction via Implementation of Exercise, Nutritional support and Deprescribing)

You will notice JCU 1st year Undergraduate Nursing Students and TAFE Queensland Diploma of Nursing Students are onsite to gain clinical experience. Clinical placement is part of their nursing training requirements and having them onsite forms part of growing our workforce strategy.



FIRE SAFETY AT THE GOOD SHEPHERD



Sometimes residents ask us how do we manage fire safety here at The Good Shepherd? Below are some commonly asked questions.

What fire measures are in place to contain a fire?

Buildings are designed to quickly contain any fire with thermal and smoke detectors, fire doors and walls, sprinklers, hydrants and an onsite booster pump. All this equipment is maintained with regular testing carried out, you can hear the fire alarm and PA system being tested monthly, you will know this is a test as the service technician conducts an announcement first.

Are staff trained in fire safety?

We conduct yearly fire safety training for staff on how to use fire safety equipment and evacuation procedures. Our Nursing staff receive additional fire training in the operation of the fire alarm panels and how to respond to alarms.

What happens when an alarm is triggered?

When an alarm is activated, you will hear the evacuation tone and warning announcement. There are many people responding, specifically in the area where the alarm is from. The alarm tone starts in the area where it was activated and moves throughout the facility until the alarm is sounding across the entire site.

How do I know if I need to evacuate?

While the standard alarm tone says evacuate now, you will be advised by staff and PA announcements from the Chief Fire Warden on the evacuation requirement for your area.

The need for building evacuation will depend on the cause of alarm, location of alarm and any other hazards present. Buildings are also designed with fire compartments which is why certain doors automatically close when alarms are triggered. These are designed to contain a fire for a certain period (generally between 90 – 120 minutes).

An external building evacuation is not always necessary and may only be done between fire compartments.

FIRE SAFETY AT THE GOOD SHEPHERD

Do the fire brigade attend?

The alarm system automatically notifies Qld Fire who immediate dispatch a response team. Often, they are onsite within 5 minutes.

I am concerned about evacuating due to my mobility?

A resident evacuation list is maintained that specifies all residents and the level of assistance required for evacuation. In an evacuation this is used to group residents in common areas and then they are assisted by staff to evacuate either to the next fire compartment or external the building. In the event of a fire the Chief Fire Warden coordinates the evacuation process and Area Warden's enact this within the required areas. The Chief Fire Warden will also direct staff to the affected area to assist. Qld Fire once onsite will also assist with the evacuation process.

I don't get told what is going on if the alarm is during the night?

If there is an alarm during the night, staff are responding as required however generally will not disrupt residents if it is a false alarm. If an evacuation is required, you will be promptly alerted by staff.

Why are there false alarms?

Living by the river we sometimes have bugs and insects that will activate our detectors. They are attracted to a light within the detector. Staff and residents also need to be careful when cooking toast as burnt toast may also activate the detectors.

I'd still like more information

Please speak to a staff member if you have any questions about fire safety here at the Home.

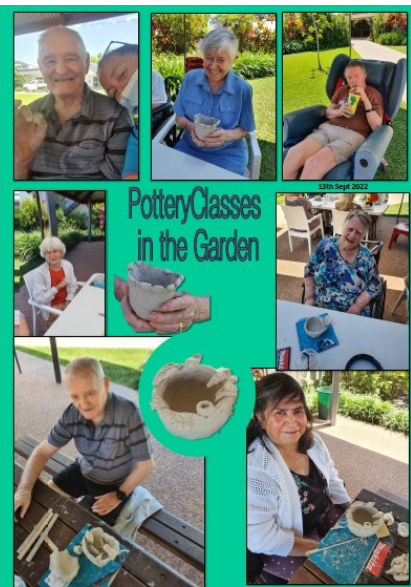


ACTIVITIES AT TGSH



Riverview residents enjoyed their Mexican Day

Residents from Pinnacles House Level 1 demonstrated their creative skills at their pottery class in the garden.



Our Wonderful Laurie Neilson who has been volunteering since 1991 and doing a great service with our Library Trolley won first prize at the Townsville Show with his magnificent Gladioli flowers. Well done Laurie!!!

Perfect place to play a game of cards. Wonder who was the champion!



ACTIVITIES AT TGSH



Devonshire Morning Tea in the Gardens, Compliments of Community Grow and Hoi Polloi (Sept 22)

Palmview residents had a delightful day at their Teddy Bear Picnic



Palmview Sage adventure in the buggy.



Day clients enjoying morning Tea at Mount Stuart

New Recruits from 3RAR giving a helping hand at The Good Shepherd Home. Resident Ted Asmus served with 3RAR many years ago.

