



RESIDENT NEWSLETTER

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Alison Cottrell (Council Chair)



Brian Matthews (CEO)



Leonie O'Neill (DOC)

COUNCIL CHAIR'S MESSAGE

It gives me great pleasure that the FRIEND Project has made the final 3 for the HESTA Excellence Awards for 2024. Congratulations to the Team and to Leonie O'Neill for all the work on the application. With Synergy on board to continue with the program the FRIEND project will provide a great resource for residents into the future.

A huge thanks also needs to go to the family who provided the Home with **Audrey's Express** allowing residents easy access to appointments and other activities. **Audrey's Express** has already been used by staff and family members, is at no cost and only needs to be booked for use.

There have been many compliments on the new -look Sage area for residents with dementia, including another lovely garden area that is readily accessible.

The great work by Barry Gregory and his team for keeping the gardens so beautiful is very much commented on by residents, families and staff.

Given the compliments received on food at the Home, Martin Gill, the new Chef has clearly made a difference for the residents which is appreciated by residents, families, the staff and the Home's Council.

alisoncottrell@telstra.com
or 0408365447

Warm regards,

Alison Cottrell
Chair Council

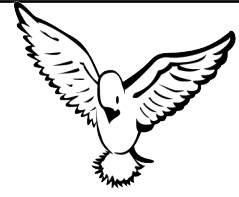


TGSH acknowledges the Wulgurukaba of Gurambilbarra and Yunbenun, Bindal, Gugu Badhun and Nywaigi as the Traditional Owners of this land. We pay our respects to their cultures, their ancestors and their Elders, past and present - and all future generations.

FROM THE BISHOP



Dear Friends,



We are now in that beautiful time of year, the early dry season. The grass is still green from the late rains of the wet season, but the sky is clear and blue and the temperature is now slightly cool. This is my favourite time of the year, when creation seems to sing!

One of my favourite pastimes is bush walking, and it is a delight at the moment. A few days ago I took a couple of overseas visitors up to Paluma in the late afternoon, and we walked through the rainforest at the top of the mountains. We enjoyed each others company, and enjoyed the beauty of God's creation. The noise of the office and of the city was left behind, and in the silence we could hear the small voice of God whispering to us. It was one of those times when I could feel close to God.

Sometimes it is hard to hear God, because everything around us is busy. We are distracted by the routines of our home, the people who come and go, the noise of cleaners and televisions and machines and other people talking. One of the blessings of this place is the Palmetum next door, which is part of the Townsville Botanic Gardens. Whether by yourself or with family and friends, a quiet stroll through these beautiful gardens is a delight. But there are quiet places in The Good Shepherd Home where you can also go for peace, such as the Chapel or the gardens near the river.

May you always find the peace of God in your heart and in this home, and may the quiet beauty of God always be with you.

+ Keith

The Right Revd Dr Keith Joseph
Bishop of North Queensland



FATHER'S DAY SAUSAGE SIZZLE

Father's Day

Sausage Sizzle
for Residents &
families

Thursday 12th September
2pm - 4pm

ALL
Welcome



Military Jeep Display



RESIDENT/RELATIVE MEETINGS 2024

Wednesday 4th September - 2 pm - ROTARY HALL

Wednesday 4th December - 2pm - ROTARY HALL

AFTERNOON TEA WILL BE PROVIDED

JUST FOR YOU HAIR DESIGN

Over the last three years I have been providing hairdressing services at The Good Shepherd Home. During this time prices have remained the same.

However, due to an increase of costs, prices will be increasing by \$5.00 per service from 1st July 2024. Even with increase prices are reasonable. Below is the updated price list.

Thank you for your ongoing support, it is greatly appreciated.

Looking forward to continuing my role.

Many thanks to you all, Elizabeth.



JUST FOR YOU HAIR DESIGN

Price List:

LADIES SERVICES

- Shampoo, Cut & Dry \$35
- Cut & Dry \$30
- Cut & Set \$40
- Shampoo & Set \$30
- Set only \$25

MEN'S SERVICE

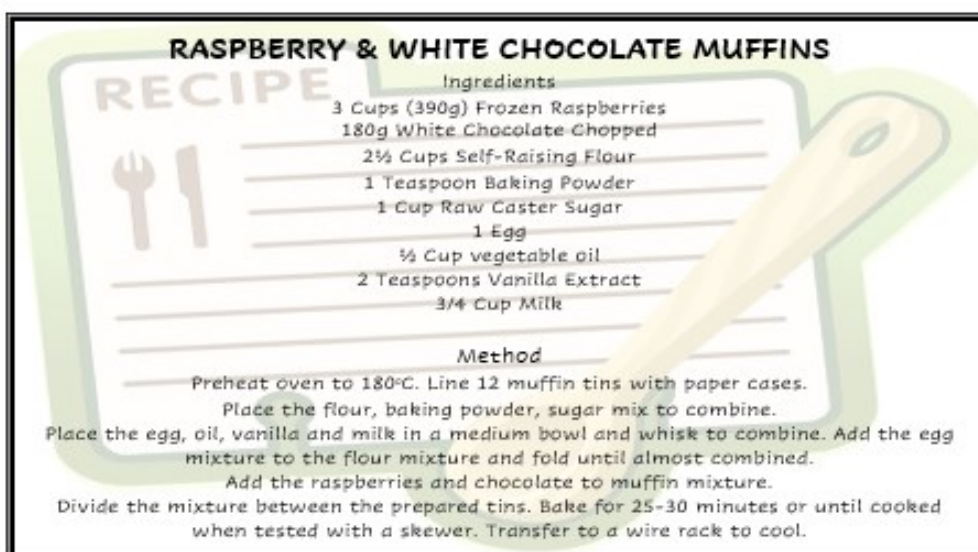
- Style cut \$25
- Clipper cut (clippers all over only) \$20
- Beard Trim \$12

Opening hours

Tuesday, Wednesday & Friday
9:00am - 4:00 pm

By appointment only

Please contact Main office to make a booking (07) 4772 9900
All services will be placed on residents account



RASPBERRY & WHITE CHOCOLATE MUFFINS

Ingredients

- 3 Cups (390g) Frozen Raspberries
- 180g White Chocolate Chopped
- 2½ Cups Self-Raising Flour
- 1 Teaspoon Baking Powder
- 1 Cup Raw Caster Sugar
- 1 Egg
- ½ Cup vegetable oil
- 2 Teaspoons Vanilla Extract
- ¾ Cup Milk

Method

Preheat oven to 180°C. Line 12 muffin tins with paper cases.

Place the flour, baking powder, sugar mix to combine.

Place the egg, oil, vanilla and milk in a medium bowl and whisk to combine. Add the egg mixture to the flour mixture and fold until almost combined.

Add the raspberries and chocolate to muffin mixture.

Divide the mixture between the prepared tins. Bake for 25-30 minutes or until cooked when tested with a skewer. Transfer to a wire rack to cool.

BEE NEWS

11 Unbelievable Facts about Bees Bees are the most important living creature for our environment

A honeybee colony has about 50,000 bees, 90% are worker bees. At most only a few hundred male bees (drones) and one Queen.

A Queen will only mate once in its lifetime.

A Queen can lay twice its body weight in eggs each day. About 2,500 eggs in a single lay.

Bees have 4 wings, 6 legs and 5 eyes.

Bees see blue better than red

A bee flaps its wings up to 200 times per second. This produces the buzz. The rapid flapping produces a small positive charge that attracts pollen to its furry body from flowers.

Worker Bees communicate with a dance. Whilst all bees produce sense pheromones to communicate only worker bees dance to communicate. Known as the waggle dance-shaking her body rapidly side to side.

Bees collect and produce more than just honey. These include many things used by bees, harvested by humans including propolis, pollen, beeswax, royal jelly and bee venom.

A honey Bee will produce about ½ of a teaspoon of honey in its lifetime.

The drones only purpose in life is to mate with a Queen Bee. It does not work or forage at all and cannot sting.

Drones do not have a father. But have a mother and Grandfather. The drone is created from an unfertilised egg and inherits all its genetics from its mother and Grandfather. This is known as parthenogenesis.



Adriene in Mountainview has been very busy and spends her days creating inspirations with Bees for around the home. Thank you, Adriene for your time and effort.

We all love and appreciate what you have done and continue to do!



ACTIVITIES

Residents were up early to enjoy breakfast by the River.



BBQ
Breakfast
by
the
River



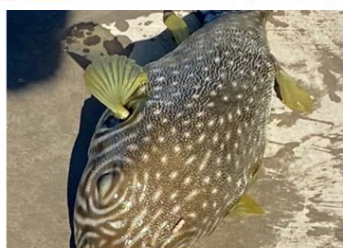
June 2024



Pampering



Mothers Day Pamper in Rotary Hall was filled with lots of treats and heaps of fun!



Friday Fishing in the cooler months has been a great experience and enjoyed by Residents. On occasion the fish caught has been cooked. Make sure you contact your LLO if you would like to go. All are welcome but limited seats available.

Clinical Governance

Clinical/Care Indicators -	Pressure Wounds			
	Jan	Feb	Mar	Actions
Stage 2	5	6	1	Focus on early identification of pressure wounds and prompt application of pressure relieving strategies resulting in wounds generally resolving quickly.
Stage 3+	0	1	0	
Sustained externally to TQSH	0	0	0	
Total Pressure Wounds	5	7	1	
Star Rating comparison (updated 11 th April 2024) GS equal to national average			1% of residents experience a pressure injury (Stage 2 or above)	

Restrictive Practices

Month	No. Res with restraints	Chemical	Mechanical					Environmental (secure unit)
			Low/Low Bed	Concave mattress	Side Rails	Huntington's bed	Leg/lap restraint	
Jan	36	13	1	1	1	1	0	24
Feb	36	13	1	1	1	1	0	23
Mar	34	13	2	1	2	1	0	22
Star Rating comparison (updated 11 th April 2024) 13% of residents were subject to restrictive practices QS 4% below the national average								
Actions: On-going review of restraints with aim to reduce when appropriate with decision maker's approval.								

Unplanned Weight Loss

	Jan	Feb	Mar	Actions
No. residents weight loss \geq 3kg or 5% BMI	37	37	25	Milkshakes (with Advital supplement) are being prepared from the Café and supplied to Residents.
No. residents with consecutive weight loss	12	8	11	
	16	16	16	Referrals to dietician
				No. Residents prescribed supplements by GP
Star Rating comparison (updated 11 th April 2024)				
<ul style="list-style-type: none"> 12% of residents experienced unplanned weight loss 				
QS 3% higher than national average				

Falls

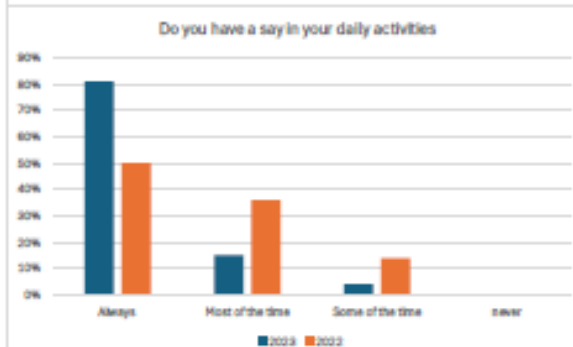
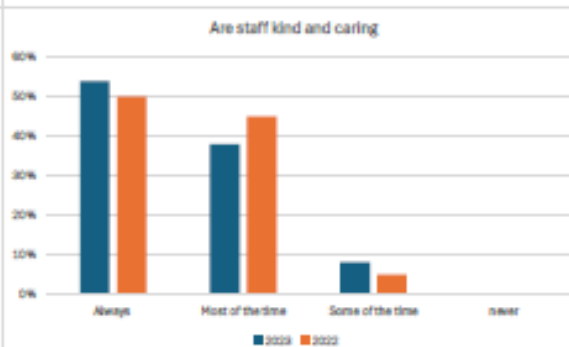
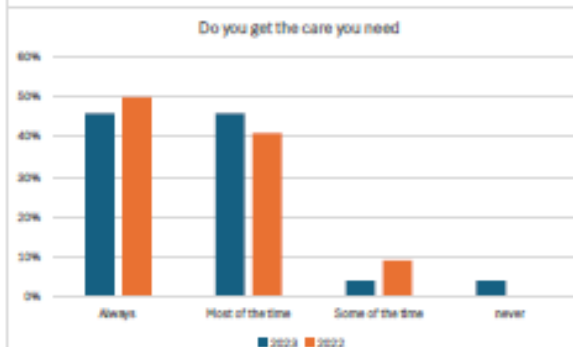
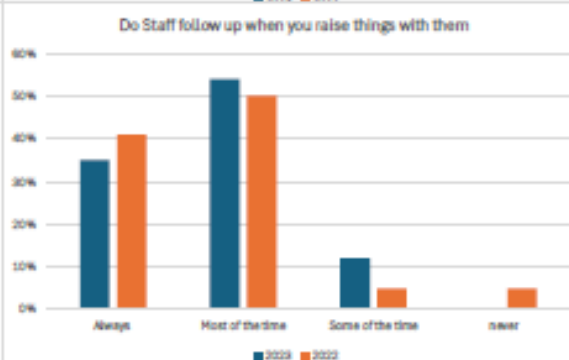
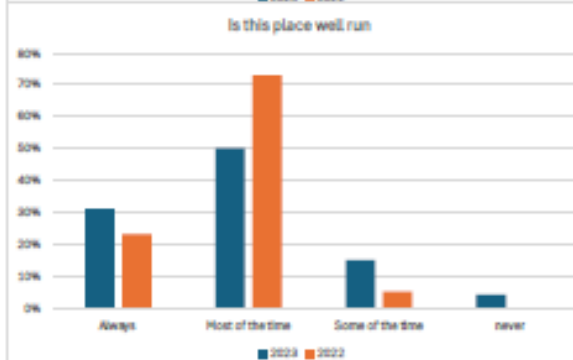
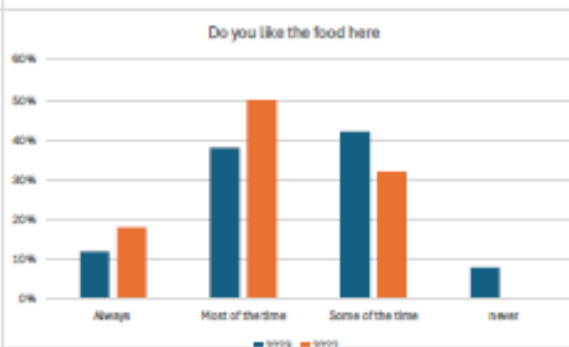
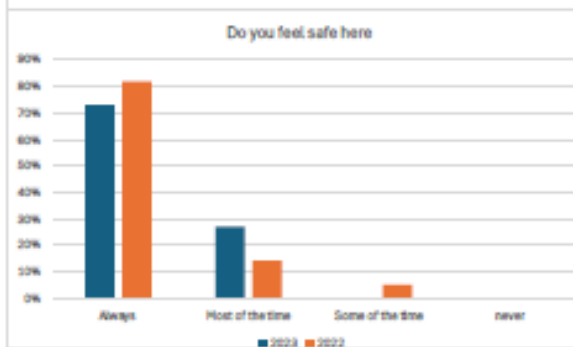
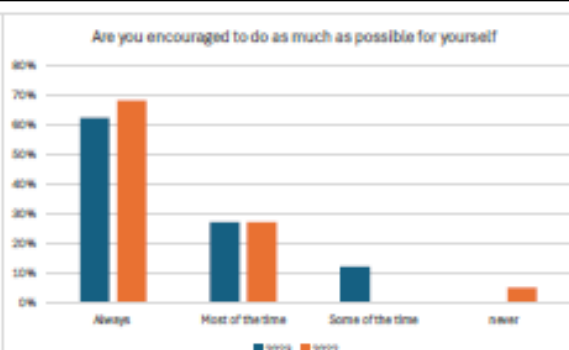
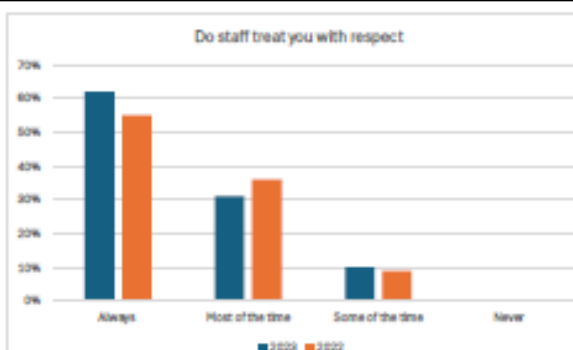
	Jan	Feb	Mar	Actions
Total number of falls	68	69	69	A new allied health contractor has been engaged to work closer with clinical staff regarding the causes and strategies for reducing falls. Contractor commences 27 th May
No. residents recurrent falls	12	16	12	
Falls rate (per 1000 bed days)	10.6	10.1	11.1	
Major injury falls	0	0	1	
Star Rating comparison (updated 11 th April 2024)				
<div><div><ul style="list-style-type: none">8 % of residents experienced one or more falls2% of residents experienced a major injury from a fall</div><div><div>QS 23% below the national average</div><div>QS equals the national average</div></div></div>				

Medication Management

Star Rating comparison (updated 11 th April 2024)	
<ul style="list-style-type: none"> 33% of residents prescribed 9 or more medications 2% of residents on antipsychotics without diagnosis of psychosis 	QS 2% below the national average QS 7% below the national average

Complaints by Month	Feb-24	Mar-24	Apr-24	Total
Lack of Consultation & Communication	0	0	1	1
Resident Conduct impacting on others	1	0	0	1
Physical Environment & Cleanliness	0	1	1	2
Consistent Client Care and Co-ordination	3	6	2	11
Personal and Oral Hygiene	0	0	1	1
Food & Catering	4	1	2	7
Cleaning & Laundry	0	1	0	1
Human Resources	2	0	3	5
Leisure and Lifestyle	0	1	0	1
Total	10	10	10	30

CONSUMER SURVEY



My Aged Care
Consumer Experience Survey
Comparison of 2023 to 2022