



RESIDENT NEWSLETTER

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Alison Cottrell (Council Chair)



Brian Matthews (CEO)



Leonie O'Neill (DOC)

COUNCIL CHAIR'S MESSAGE

It was fortunate that the recent cyclone did not have a great impact on the Home. The impact on residents was minimised by the effective planning of the management team and the great support provided by staff and volunteers. Those who stayed overnight were obvious contributors, but those who arrived promptly, and in some cases early, for their normal shifts allowed for a smooth transition into normal activities. Council thanks everyone for their efforts.

Access to geriatric specialists, general practitioners and dental services have all improved thanks to the efforts of the executive team. A nurse practitioner has also been appointed who will work closely with doctors and support Good Shepherd nursing staff in developing a higher level of clinical expertise. As well, the management team has updated cyber security to protect resident records. It is pleasing to hear that the Rotary Pavilion is being well used by residents and families. Hopefully another BBQ facility may be made available in the future.

Council remains grateful for the contribution of volunteers who assist residents in all manner of activities.

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 the season of Lent, as we prepare for an early Easter this year on 31st March. Lent is when we prepare for Good Friday and then Easter Day, and traditionally Lent is a time of fasting, when we recall our sins and repent of all that we have done wrong. But why?

On Good Friday Jesus died for us all, and took upon himself our sins. He made the greatest sacrifice for us, by giving up his life for those whom he loves. But unless we understand our own sinfulness, it is hard to understand why he died for us. So in Lent we reflect on all we have done wrong; all the ways, big and small, in which we have hurt other people. So in Lent we give up things we like. Sometimes these are material things, like alcohol or chocolate or ice cream. But sometimes people give up other things, especially those things that distract them from being with God and other people. Some of my friends give up social media or watching television, and instead read books and meditate. In giving up some things, we are made ready to enjoy other things and come closer to God and our neighbour.

Then in Holy Week we walk with Jesus: we remember his suffering and his passion. We see how evil appears to triumph. Again, this has lessons for us now. Sometimes it looks like bad things happen and evil wins. Certainly it looked very dark on Good Friday as a truly good man was put to death unjustly. On the afternoon of Good Friday, it seemed that evil had won.

But then on Easter Sunday there is resurrection. Evil did not win, does not win: in the end, the light and love of God wins. After the sorrow of Lent and the darkness of Good Friday, there is light and love! In spite of the trials of our lives, in the end love wins. We live as people of light, giving thanks to God.

May God bless you this Easter, and may we all live as people of love and light, living in the joy of Jesus!

+ Keith

The Right Revd Dr Keith Joseph
Bishop of North Queensland



OUR FIRST NURSE PRACTITIONER

I am writing to advise of an exciting partnership and service improvement for our residents care whereby The Good Shepherd Home and the Townsville University Hospital has entered into a contractual agreement for the delivery of a Residential Aged Care Nurse Practitioner Service.

RN Helen Hatchard has been successfully recruited as The Good Shepherd Home's Nurse Practitioner.

Helen will be attending regular acute care needs rounds, co-managing or reviewing palliative residents liaising with FIT team and General Practitioners to prescribe medications for short term acute care needs or referral to other services within her clinical scope. It is expected that Nurse Practitioners also participate in education, committee meetings, research and quality improvement activities.

I am sure you will all join me in Welcoming Helen to our Good Shepherd Team.

Helen is a registered nurse recently endorsed by AHPRA as a Nurse Practitioner, with over 20 years experience within the Australian and UK aged care, acute and community care sectors.

Helen has a specialist interest in Geriatric Nursing and dementia care, which inspired completion of a post graduate certificate (PGC) in Dementia in 2020 from the University of Tasmania, and most recently completion of a Master of Nursing, Nurse Practitioner (MNNP) qualification from Edith Cowan University.

Over the last few years Helen has worked as a Nurse Practitioner Candidate and Nurse Practitioner within the Frailty Intervention Team at Townsville University Hospital. Both roles worked to support the delivery of Emergency Department Substitutive outreach and geriatric focused, subacute care to the residents of the 12 Residential Aged Care Facilities across the Townsville city region.

In 2021/22, Helen participated as a Clinical Project Officer in a North Queensland Primary Health Network funded quality improvement activity, 'Residential Aged Care Solution' (RACS) to develop a sustainable model of care for provision of equitable and accessible Primary Care for residents of aged care facilities across the Townsville region. Following successful application for permanent funding, the RAC Nurse Practitioner Service model of care has been implemented across seven of Townsville's Residential Aged Care Facilities with Good Shepherd Nursing Home being the latest facility to join the initiative in March 2024.

Please personally welcome Helen to our Good Shepherd family and team.

Kind regards

Leonie O'Neill
Director of Care



AUDREY'S EXPRESS

On behalf of The Board, Management and staff at The Good Shepherd Home we would like to thank Audrey Wood's daughter Penny Wilson for her generosity in donating a new Resident Transport Vehicle. Modifications to make the vehicle wheelchair accessible are scheduled for April.

"AUDREY'S EXPRESS" will be available for families and Resident representatives for both appointments and social outings. There is no charge for the use of the vehicle however, the driver will need to agree to the terms of use.

Please contact Reception to book and complete the relevant documentation.



MISCELLANEOUS RESIDENTS NEWS

GREETINGS from CALANNA TERRY WHITE CHEMMART PHARMACY

I am pleased to introduce myself, my name is Andrea Stevens from Calanna Terry White Chemmart Currajong. I am the dedicated Pharmacist for The Good Shepherd Home. I have been a pharmacist for 18 years, and in 2017 began working for Calanna Pharmacy Currajong and found a true passion in service delivery for aged care. I became accredited in medication reviews in 2019 and have been an Aged Care Coordinator for Calanna Terry White Chemmart Currajong since 2022.

Calanna TWCM Currajong are Townsville's experienced aged care pharmacy services. We provide medications to a number of residential facilities around town, and have a dedicated aged care team committed to providing high quality service.

Our pharmacy's services include:

- FREE medication packing for aged care residents
- FREE delivery to facilities 5 days a week
- FREE on call pharmacist for urgent deliveries after hours

Dedicated aged care pharmacy team

Provision of Residential Medication Management Reviews (RMMR)

What is a Residential Medication Management Review (RMMR)?

A RMMR is a voluntary service offered to permanent residents of aged care homes, where a General Practitioner (GP) and pharmacist collaborate to review the medication needs of a patient and create a medication management plan.

There are many benefits to a RMMR including:

Improving the quality of patient care by addressing issues or needs in regards to medication management. Can significantly reduce emergency department/hospital admissions by preventing general deterioration in health and function of residents. Prevent medication related complications and can reduce the overall number of medications required.

Please speak to your GP about a referral if you feel a RMMR would be helpful for you or your loved one.

Until next time, take care!

Andrea

MISCELLANEOUS RESIDENTS NEWS

FINAL CALL
for

DENTAL BOOKINGS

PLEASE CONTACT RECEPTION
AS SOON AS POSSIBLE
AND ADVISE IF YOU WOULD BE
INTERESTED IN A DENTAL APPOINTMENT

As Time Goes By

Yvonne Maher worked at The Good Shepherd Home for many years, dating back almost to our original opening. Yvonne's husband Patrick is now a permanent resident at The Good Shepherd Home. Yvonne was a RCA and spent a lot of time in the dementia unit until she retired. Yvonne has very fond memories of her time working at The Good Shepherd Home.



MISCELLANEOUS RESIDENTS NEWS

STAFF EDUCATION NEWS

Recently Leisure Lifestyle Officers, Allied Health Assistants and Maintenance Officers completed their CPR training. These staff can assist when you are out and about the home, attending an activity or on a bus outing.

The Allied Health Assistants completed CPR training in case assistance is required in the gym. Maintenance Officers completed their CPR and low voltage training.



ACTIVITIES

Residents enjoyed a morning tea with Power 100 to discuss the 2024 NRL Footy Season.



Thanks to our Fr Noel and Fr John of St Joseph's Parish for organising the St Barnabas Choir who visit The Good Shepherd Home. Everybody was lost for words the choir gave goosebumps and brought tears to many peoples eyes. They went above and beyond, after their performance as they separated into groups and visited the wings and performed.

THANK YOU & FAREWELL

BEV



Bev was a registered nurse on a return to work program and was part of our volunteer team. Bev was pleasantly surprised how much she enjoyed her placement. We would like to thank Bev for her positive contribution. Leisure and Lifestyle praised Bev and she was greatly appreciated by the residents.

RECIPE REQUESTS / RELATIVE MEETING DATES

RECIPE – REQUESTS

The Good Shepherd Home is working towards a Cookbook. We are requesting for families to submit their favourite recipes. Whether it be a main meal, dessert, or a treat for morning/afternoon tea. The FRIENDS program will be compiling the cookbook.



The recipes will be given to our Menu coordinator and will be part of our Hospitality Dietary Solution. When submitted the recipes need the ingredients, method and name of contributor.

RESIDENT/RELATIVE MEETINGS 2024

Wednesday 5th June - 5:30 PM - ROTARY HALL

Wednesday 4th September - 2 pm - ROTARY HALL

Wednesday 4th December - 2pm - ROTARY HALL

AFTERNOON TEA WILL BE PROVIDED

Happy Easter