

Resident Newsletter



The Good Shepherd Home
EXCEPTIONAL CARE

December 2024

Council's Chair Message



The Good Shepherd Home has experienced a dynamic period of cultural, regulatory, operational, and financial change over recent years. Many changes implemented have been ahead of, and in some cases in anticipation of, the requirements of the Aged Care Quality and Safety Commission.

In response to initiatives introduced following the Royal Commission into Aged Care the whole sector has experienced a very dynamic phase to which the Good Shepherd Home has responded well.

It has been a privilege for me to work with the Home – Volunteers Staff, Executive and Council to respond to these changes. I leave with the positive news that the Home has been re-accredited for the maximum three years.

I wish you all well for the coming Christmas, New Year and into the future.

Kind Regards Alison



From The Bishop



Dear Friends,

This year has gone very quickly! We are now at the end of another dry season, and Christmas is now only two months away. We pause therefore at this time to consider the wonderful promises that God has made for us. In the Old Testament the Messiah was promised to God's people:

For to us a child is born,
to us a son is given,
and the government will be on his shoulders.
And he will be called Wonderful Counsellor, Mighty God,
Everlasting Father, Prince of Peace (Isaiah 9.6-7)

This theme is taken up strongly in the opening of the Gospel of St John:

In the beginning was the Word,
and the Word was with God,
and the Word was God (John 1.1) ...

The Word became flesh and lived for a while among us.
We have seen his glory, the glory of the one and only Son,
who came from the Father, full of grace and truth. (John 1.14)

The promises made by God were fulfilled, and our Lord Jesus lived amongst us, as one of us. In this way the salvation of God was made available for all of us. The period leading up to Christmas can be quite unedifying: the cheap commercialising can hide the reality of Christmas for us. It is about Jesus Christ, the one and only Son who came from the Father for us.

We live in a world beset with many problems: war, pollution and environmental damage, and poverty to name but a few. It is enough to cause despair. But there are greater things to hold on, a greater hope that we are promised. At Christmas that hope is born for us as a baby, the one who is to become the Prince of Peace. Over the next two months we move towards Christmas: may the Spirit of Christ be with you, so that you know God's love and are inspired with the hope that sustains us even in troubled times.

The Right Revd
Dr Keith Joseph
Bishop of North Queensland

Re-accreditation Results

As many of you would be aware, the Home was recently assessed for renewal of its accreditation as an aged care provider. Thank you to those who took the time to speak with the assessors when they were on site.

It is pleasing to report that the Aged Care Quality and Safety Commissioner has re-accredited the Home for a period of three (3) years which is the maximum term.

The assessment was against all eight (8) aged care standards. During the assessment, it was noted that various incidents, including falls, medication errors, and wounds classified as priority 2 Serious Incidents Reporting System (SIRS), were being managed and reported internally but had not been submitted to the ACQSC through their portal.

When advised of the under-reporting, an improvement plan was immediately introduced and relevant incidents from the prior three (3) months were submitted.

The decision maker reported that it was satisfied with the actions taken however considered there had not been sufficient passing of time to demonstrate that the improvements had become entrenched practice and accordingly determined that the Home had not met the requirements of Governance Standard 8 (3)(d). As a result, within 3 to 6 months the ACQSC will contact the Home to organize a further review of this standard.

If you have any questions or concerns regarding the accreditation process or the results, please feel free to contact either the Director of Care or the CEO through reception.



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Audrey's Express

Audrey's Express is 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 us.

Please contact reception to book and complete the relevant documentation.



Carpark Christmas Party

The Annual carpark Christmas party is held on Wednesday 18th December 2024 from 6:00pm to 8:00 pm

There will be lucky door prizes, raffle, photo opportunity with the REAL santa, kids entertainment, sausage sizzle, drinks and snacks for sale

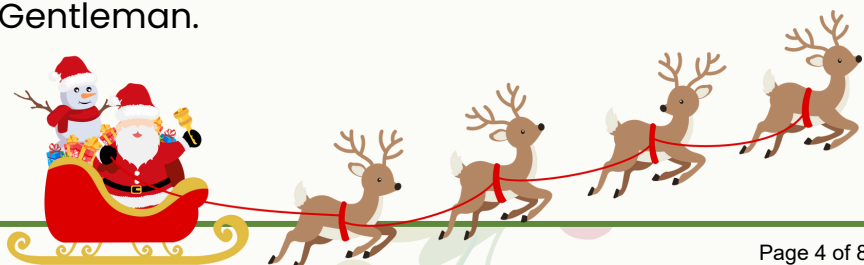
Live music provided by Trever Owens

Bring along:

- The family
- Camp chairs
- A picnic
- Christmas joy



If we are lucky there might even be a special visit from Santa if we are all good Ladies and Gentleman.



Just For You Hair Design

Liz from Just For You Hair Design will be closed from the 25th December - 5th January.

Appointments available until Christmas Eve 24th December, Please make your appointment as soon as possible to avoid missing out.



Allied Health Services

The Allied Health Team and Synergy would like to thank you for all your hard work this year.

Allied Health will be closed over the Christmas period from the Monday 23rd - Friday 27th December.

Then limited services due to staffing

Monday 30th December to Friday 3rd January 2025



Resident and Relative Christmas Lunch

To the resident and relatives who would like to join the Home for Christmas day lunch

Cost: Cost \$35 per person

Booking: Numbers are limited so early bookings are encouraged. Payments are to be made at reception no later than Friday 13th December 2024 for catering purpose.

Reception is open Monday – Friday 8.30am – 4.30pm
Cash or card accepted

Tickets must be shown on the day

(Payments CAN NOT be excepted on Christmas day)



LUNCH MENU

Devilled Eggs
Stuffed Mushrooms
Bread Rolls
Roast Turkey
Roast Pork
Glazed Ham
Roasted Vegetables
Condiments
Gravy

Dessert

Plum Pudding with Brady Custard



Cafe Memories

The Café Memories will be closed from Christmas day 25th December and will reopen in the new year from Friday the 3rd January 2025



Special Events

Christmas Play

Youth Group will be visiting the home to put on a Christmas play.

In the Rotary Hall

Tuesday 17th December 2024

Christmas Carols

The Wesleyan Methodist Church Group will be visiting the home to sing Christmas Carols

In the Rotary Hall

On Saturday 21st December

From 10.30am



Christmas light Tours

Bookings essential, please let the LLO staff know if you are interested

Bus will leave at 7pm



