



Resident Newsletter



Council Chair Message From Alison Cottrell

There have been many changes at The Good Shepherd that have made the year seem to pass quickly. Although staffing levels have improved, we continue to focus on Registered Nurse and Carer recruitment for each wing. It is important that we provide Resident centred care, and this has also led to a greater focus on care plans and individualised care needs.

Earlier this year, we freshened up the living areas in Palmview Sage and Pinnacles Ground and have received positive feedback from both Residents and visitors. It is also very satisfying to receive positive Resident feedback regarding improvements in the meal service and available choices.

The Residents Advocate David Glasgow has been very helpful in providing services for residents and families and reports a high level of satisfaction among residents. It must be acknowledged that many of the changes that have been made have been assisted by better funding from the Commonwealth Government.

I will be retiring as Chair of the Home's Council in November, and I'm pleased to announce that Tracey Holmes will be the incoming Chair. It has been a privilege to be in this role and it has been a pleasure to see the changes and improvements that have occurred at the Home. Further improvements are planned and I'm sure 2025 will be an exciting year for the Good Shepherd.

**In this newsletter
you can expect:**

Council Chair
Message

From the Bishop

Re-Accreditation

General
Information

Allied Health
Services

Activities at the
Home

From the Bishop

Dear Friends,

One of the key people in the community of The Good Shepherd Home is the Chaplain, and I am grateful that Fr Noel Fernando and his wife Beverly are with you and ministering to the residents, staff and volunteers. The Chaplain has many roles. Obviously, he officiates at Anglican services of worship and provides pastoral care to the residents of the home. However, the work of the Chaplain goes well beyond that. The Chaplain ministers to all at the home: the residents, staff and volunteers regardless of their religious beliefs, or even their lack of belief. He does so not because the aim is conversion to Anglicanism, but because the aim is to show the love of Christ to all who are our neighbour's.

This means that the Chaplain is available for all, and even if he cannot provide direct spiritual care (for example, for a resident who has different religious beliefs) he will arrange for others to provide that care. You are fortunate that Fr Noel comes from Sri Lanka and is used to dealing with a vast multitude of differing religious beliefs. But the Chaplain is available to minister to all and walk beside all of you on your journey.

Indeed, this type of chaplaincy is central to the Anglican ethos of The Good Shepherd Home. At the heart of Anglican practice – and indeed, of all Christian ethics – is the love of God and the love of neighbour, upon which hang all the prophets, all the law, all the rules (Matthew 22.34-40). We are all called to show that love to God and to each other: a love that is always patient and kind and bears all sorts of difficulties (1 Corinthians 13.4-7). The chaplain should model this, but we are all called to it. Fortunately, it is modelled in the care and concern that residents have for each other and shown by the staff and volunteers who look after the residents.

May God bless you all with this love, and may it ever be the hallmark of The Good Shepherd Home.



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



Visit from the Re-Accreditation team

As I'm sure most of you are aware, The Good Shepherd was recently assessed for our 3-year re- accreditation. Five Assessors from the ACQSC attended site reviewing all 8 Aged Care Quality Standards. It is pleasing to be able to update that the ACQSC have made a decision to re-accredit the Home for a further three-year period.

Thank you to all residents and relatives who participated in the accreditation process whether it was through interviews or answering questions

The assessors conducted 61 interviews of residents and family and 58 interviews with staff over the 3 days in addition to examination of documentation. Feedback provided indicated that there is still some improvement required in selected areas – particularly around behaviour incident reporting, SIRS notifications, complaint management, and the associated clinical governance of incident reporting and risk management.

The assessors were very impressed with our quality improvement focused actions and reported very favourable comments particularly around:

- Organisational governance
- The redesign of Palmview Sage,
- Gardens, compliance and building maintenance,
- FRIEND program and the Allied Health service,
- Marked improvement in Food & Catering,
- Community engagement in design of Grevillia redesign
- Care planning and the opening of the relative gateway
- Leisure and lifestyle program and resident engagement
- Volunteer program and the favourable interaction they have with residents
- Wound care and improvements made
- Falls mitigation strategies
- Great community partnerships such as involvement with TUH – FIT team and NPS
- Impressed to see we are transitioning towards the New Strengthened Standards
- Planned introduction of Cultural awareness program

Resident Relative Meeting

The last Resident Relative meeting for 2024 will be held on: Wednesday 4th
December
At 2.30pm
In the Rotary Hall

Allied Health Services

Podiatry 2 Home

The Good Shepherd Home has partnered with a new contractor for our podiatry service. Mr Chris O'Seighin is the owner of Podiatry2Home and will be attending the Home to assess and provide podiatry treatment to our residents on a 6-weekly basis.

Chris started health care as an advanced care paramedic with Queensland Ambulance Service (QAS) and has now worked for two decades as a well-regarded senior community podiatrist.



New on-Site Clinic: OPTOMETRY



We have been successful in securing a mobile optometry service for our residents at The Good Shepherd Home. Ben Christie from Eye See You Optometry is a dedicated optometrist with diverse clinical experience across Australia and internationally. After completing his studies at QUT in Brisbane, he spent three years in private practice in North Queensland and also provided regular fly-in eye care to Ngaanyatjarra communities in Western Australia.

Residents are offered the following services:

- Bulk-billed eye examinations in the comfort of the home.
- Screening for common eye diseases such as macular degeneration, cataracts, and glaucoma.
- Access to a comprehensive visual examination with leading-edge mobile optometry equipment. Designed to replicate the experience and care available from your local Optometrist.
- The provision of glasses and low-vision aids
- A comprehensive after-care service on all glasses purchased.
- No charge for one-off eye examinations where required.

The first onsite clinic has been scheduled for the 21st and 25th of January 2025. To schedule your or your family members appointment please contact reception on 47729900 so that a booking can be made.



VALUABLES AND PROPERTY

The Home endeavours to protect personal property, however, no responsibility is accepted for lost property held by you.

Items of particular value should be stored in the Home's safe but however it is preferred that valuables be given to a relative or representative for safe keeping, off the Home's premises. Therefore, you must give careful consideration to what valuables and personal items you bring. We recommend any cash is kept to a minimum.

Please advise staff if additional items of value are brought into the Home or taken by your representatives.

If you lose or misplace any personal property or clothing, it is your responsibility to inform the Registered Nurse immediately the loss is noted. In the event of loss, a thorough search will be undertaken.

Residents may be supplied with a lockable valuables' drawer. Should keys be misplaced, a fee will be incurred to cover replacement.

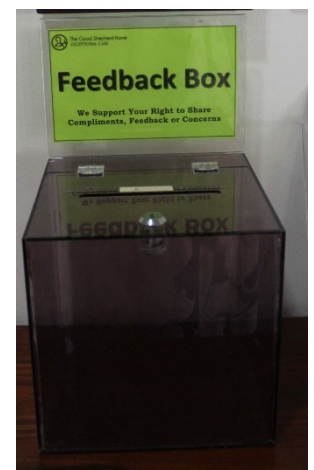
INCIDENT REPORTING

The Home is required to comply with Serious Incident Response Scheme (SIRS) and our IMS must meet the requirements of best practices, as authorised by the Aged Care Quality and Safety Committee.

The Home is strongly committed to providing an avenue for feedback that is captured, recorded and actioned in a timely manner to resolve or better the outcome for our residents, representatives and wider community.

We value feedback that is shared with us whether it be an incident, complaint or suggestion. The Home strive to provide a culture of shared visions with measurable and achievable goals.

If you have incident, complaint or suggestion please fill in a feedback form in each wing near the entry into the wings or on The Good Shepherd Home website.



Lunch with the Interim First Nations Aged Care Commissioner

On the 31st of October the Interim First Nations Aged Care Commissioner Andrea Kelly, visited the Home to have lunch with some of the residents. Bindal elder Alec Illin and his son Michael welcomed Andrea, residents, staff and guests to country. Andrea met and talked with residents and enjoyed a tour of the Home's facilities.



Christmas Information

Keep an eye out for the special resident Christmas newsletter which will contain information on

Carpark Christmas party

Christmas light tour

Wing parties

Christmas day lunch menu and booking
Information

Thank you for reading!



Results from TGSH Annual Representative Survey

The results show the overall **experience rating** (resident response) for key areas of service delivery and the **benchmark** rating (comparison rating) in comparison to other service providers.

Thank you to all participants for providing feedback and suggestions for improvement.

<p>1. The home knows and respects what is important to my relative / representee.</p> <table border="1" data-bbox="304 573 667 636"> <tr> <td>90%</td> <td>92.3%</td> </tr> <tr> <td>Your Score</td> <td>Benchmark</td> </tr> </table>	90%	92.3%	Your Score	Benchmark	<p>2. My relative's / representee is treated with dignity.</p> <table border="1" data-bbox="1023 573 1385 636"> <tr> <td>90%</td> <td>96.6%</td> </tr> <tr> <td>Your Score</td> <td>Benchmark</td> </tr> </table>	90%	96.6%	Your Score	Benchmark
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<p>3. I have been told the rights and responsibilities of people living in the home</p> <table border="1" data-bbox="304 792 667 855"> <tr> <td>94%</td> <td>97%</td> </tr> <tr> <td>Your Score</td> <td>Benchmark</td> </tr> </table>	94%	97%	Your Score	Benchmark	<p>4. I know how to give feedback to make a complaint</p> <table border="1" data-bbox="1023 792 1385 855"> <tr> <td>95%</td> <td>96%</td> </tr> <tr> <td>Your Score</td> <td>Benchmark</td> </tr> </table>	95%	96%	Your Score	Benchmark
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Your Score	Benchmark								
<p>5. I trust that my relative's / representee's personal information is kept confidential.</p> <table border="1" data-bbox="304 1012 667 1075"> <tr> <td>100%</td> <td>93.9%</td> </tr> <tr> <td>Your Score</td> <td>Benchmark</td> </tr> </table>	100%	93.9%	Your Score	Benchmark	<p>6. The nurses and care staff are kind and caring</p> <table border="1" data-bbox="1023 1012 1385 1075"> <tr> <td>95%</td> <td>96.8%</td> </tr> <tr> <td>Your Score</td> <td>Benchmark</td> </tr> </table>	95%	96.8%	Your Score	Benchmark
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<p>7. I am satisfied with the level of staff supporting my relative/ representee.</p> <table border="1" data-bbox="304 1232 667 1294"> <tr> <td>80%</td> <td>80%</td> </tr> <tr> <td>Your Score</td> <td>Benchmark</td> </tr> </table>	80%	80%	Your Score	Benchmark	<p>8. The Clinical Nurse Manager is helpful.</p> <table border="1" data-bbox="1023 1232 1385 1294"> <tr> <td>95%</td> <td>90.4%</td> </tr> <tr> <td>Your Score</td> <td>Benchmark</td> </tr> </table>	95%	90.4%	Your Score	Benchmark
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<p>9. The registered Nurse is helpful.</p> <table border="1" data-bbox="304 1420 667 1482"> <tr> <td>95%</td> <td>96.8%</td> </tr> <tr> <td>Your Score</td> <td>Benchmark</td> </tr> </table>	95%	96.8%	Your Score	Benchmark	<p>10. The home has a nice atmosphere.</p> <table border="1" data-bbox="1023 1420 1385 1482"> <tr> <td>100%</td> <td>94.6%</td> </tr> <tr> <td>Your Score</td> <td>Benchmark</td> </tr> </table>	100%	94.6%	Your Score	Benchmark
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<p>11. There is enough privacy available in personal rooms and living areas</p> <table border="1" data-bbox="304 1639 667 1702"> <tr> <td>95%</td> <td>95.7%</td> </tr> <tr> <td>Your Score</td> <td>Benchmark</td> </tr> </table>	95%	95.7%	Your Score	Benchmark	<p>12. The home is safe and secure.</p> <table border="1" data-bbox="1023 1639 1385 1702"> <tr> <td>100%</td> <td>97.1%</td> </tr> <tr> <td>Your Score</td> <td>Benchmark</td> </tr> </table>	100%	97.1%	Your Score	Benchmark
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100%	97.1%								
Your Score	Benchmark								
<p>13. The rooms and living areas are clean</p> <table border="1" data-bbox="304 1827 667 1890"> <tr> <td>95%</td> <td>92.3%</td> </tr> <tr> <td>Your Score</td> <td>Benchmark</td> </tr> </table>	95%	92.3%	Your Score	Benchmark	<p>14. The kitchen/ catering staff are helpful.</p> <table border="1" data-bbox="1023 1827 1385 1890"> <tr> <td>90%</td> <td>88.3%</td> </tr> <tr> <td>Your Score</td> <td>Benchmark</td> </tr> </table>	90%	88.3%	Your Score	Benchmark
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<p>15. My relative's / representee's individual choices are supported</p> <table border="1" data-bbox="304 2047 667 2110"> <tr> <td>95%</td> <td>87.5%</td> </tr> <tr> <td>Your Score</td> <td>Benchmark</td> </tr> </table>	95%	87.5%	Your Score	Benchmark	<p>16. The home respects my relative's / representee's cultural and spiritual needs</p> <table border="1" data-bbox="1023 2047 1385 2110"> <tr> <td>100%</td> <td>90.8%</td> </tr> <tr> <td>Your Score</td> <td>Benchmark</td> </tr> </table>	100%	90.8%	Your Score	Benchmark
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<p>17. The Office and administration staff are helpful</p> <table border="1" data-bbox="304 188 667 253"> <tr> <td>95%</td> <td>95.7%</td> </tr> <tr> <td>Your Score</td> <td>Benchmark</td> </tr> </table>	95%	95.7%	Your Score	Benchmark	<p>18. I get enough information about what is happening in the home</p> <table border="1" data-bbox="1019 188 1382 253"> <tr> <td>95%</td> <td>91.3%</td> </tr> <tr> <td>Your Score</td> <td>Benchmark</td> </tr> </table>	95%	91.3%	Your Score	Benchmark
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<p>19. I am treated with respect when visiting</p> <table border="1" data-bbox="304 376 667 441"> <tr> <td>100%</td> <td>99%</td> </tr> <tr> <td>Your Score</td> <td>Benchmark</td> </tr> </table>	100%	99%	Your Score	Benchmark	<p>20. I can visit when I want.</p> <table border="1" data-bbox="1019 376 1382 441"> <tr> <td>100%</td> <td>97.9%</td> </tr> <tr> <td>Your Score</td> <td>Benchmark</td> </tr> </table>	100%	97.9%	Your Score	Benchmark
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Your responses

“The best thing about the Home”

Caring attitude and friendly staff
Staff are so caring, and the surroundings are always kept neat tide with lovely gardens
The quality of care shown but the staff
The wonderful caring nurses, staff, cleaners, activity organiser, I am so truly grateful for the care my brother receives, nothing is of any trouble for them...the smiles show how they enjoy working and caring for the elderly.
Nurse and staff support
The people
Location - beautiful gardens and river
Range of activities and caring staff
Inviting and friendly staff that are always helpful - gardens - cafe - atmosphere
The staff try very hard to please and are always courteous, even when you can see the teams are sometimes stretched. The team from maintenance, care staff, nurses and Team Leads are always accommodating to the best of their abilities and go out of their way to assist - whatever the need. Brilliant
All of the previous answers
Care and love provided to my mother.
Care and activities
Location
It is well looked after, all the staff are kind, courteous and easy to talk to. they are special people to be able to do the jobs they do.
Facilities and majority of staff are aware of residents needs and cater to these needs.
Staff I have encountered are amazing, handling at times extremely difficult situations.
Facilities and majority of staff are aware of residents needs and cater to these needs.

Planned Continuous improvement at TGSH

Further improving and building on staff recruitment and retention as part of workforce planning

Recent recruitment activities

Clinical Nurse Manager complementing our existing skill mix of 4 Clinical Nurse Managers.

Registered Nurse Recruitment: 7 new team members

Enrolled Nurse Recruitment: 2 Enrolled Nurses: recent graduates

5-year service agreements for care staff through a sponsorship program.

Establishment of the Food Committee

Improving the dining experience

Menu design and review in consultation with Residents

Collection of feedback from residents daily about meals and planned food surveys

Planning Leisure and life- style activities with Residents

Continuation of the leisure and lifestyle team meeting with residents for planning activities, events and outings each month

Continuation of the exercise (Gym) program as part of the FRIENDS program

Continuing to support residents to improve their mobility and strength

Increase in resident number of participants with individual exercise programs.

Football tipping Finals



Activities at The Good Shepherd Home



**Grey
Matters
Olympics**



**Leg Press with
Power 100**



Military Jeep Day

