



Resident Newsletter



Council Chair Message From Tracey Holmes

As we begin a new chapter, I am delighted to introduce myself as the new Chair of the Governing Council. My name is Tracey Holmes, and I am honoured to step into this role, continuing the wonderful work of my predecessor, Alison Cottrel, and ensuring that our home remains a place of warmth, care, and community.

Looking back, the festive season was a truly special time for us all. From joyful celebrations and heartwarming gatherings to the generosity and kindness shared among residents, families, and staff, it was a season filled with love and togetherness. I want to extend my sincere gratitude to everyone who contributed to making the holidays so memorable.

As we step into this new year, I am excited about the future of The Good Shepherd Home. We have many exciting plans ahead, from new activities and initiatives to strengthening our connections with residents, their families and staff. My commitment is to listen, support, and ensure that our community continues to thrive.

From The Bishop

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Dear Friends,

Welcome to the New Year! Some of you may have made New Year Resolutions, which is a common practice. As the New Year starts, we look back on some of the failures of the previous year and resolve to do better. Or we look at things we have not done but want to do and resolve to do them. Both of these are good things: we recognise that there are things we can do to improve ourselves and promise to do them. One of the things I have promised myself is far less use of social media.

I think I have made this resolution because I recognise that social media means I spend less time with friends and family. Far too often you see a family in a restaurant, and everyone is looking at their phone or device instead of talking to each other. Also, most of the material on social media is false: apparently about sixty percent of the profiles on Facebook are false. I am very sceptical now about anything I see on social media. Unfortunately, too many Christians go down the social media rabbit hole and start to believe things that are simply not in the Bible.

So how do we check social media? What should tell us that something is deceptive or misleading? As always for a Christian, ask yourself if what are you viewing expresses love of God and of neighbour, or not? For example, if you see something that blames a minority group or curses another country – that is not of God. If you see something that is racist or anti-Semitic – that is not of God. And of course, much of social media is involved with scams. You might be asked to send money or to give personal details. If in any doubt, ask a friend. Do not be embarrassed. The internet can be a vicious place, and you need to tread carefully.

But above all: be with the real people who are in your life. Show that love of God and neighbour which should mark all we do in life. Now, I am not giving up social media entirely: for many of my friends and family, especially overseas, it is a very good way of keeping in touch. But I am going to ration it; no more than one hour a day. More than that, it interferes with my life and being with the people around me. And especially I will not get my ideas and views from social media. Anyway, that is my New Years resolution! Pray that I can keep it! And may God bless you in 2025 and may that blessing also be with the people you love.

The Right Revd Dr Keith Joseph
Bishop of North Queensland



Grevillea Refurbishment

After three years of planning, the Home is about to commence a \$4.2 million refurbishment of Grevillea. Woollam Construction has been appointed to complete the works and is expected to take possession of the site from early April.

Whilst most of the work will occur within the existing structure, a new staffroom and enclosed corridor will link Grevillea and Hibiscus, improving safety for staff who supervise both wings at night. Other features include:

- 2 new ensuites
- 7 covered patios
- External dirty linen storage
- Dedicated charging/parking space for 3 mobility scooters
- Resident/visitor lounge room overlooking Ross River
- Converting a defunct kitchenette into a clinical nurse office and nurse's station
- Widening of Resident doorways

Grevillea Residents will transfer to George Roberts top floor from the 26th March and will remain there until completion of the project – expected to be mid-November. Staff usually rostered to Grevillea will also transfer to George Roberts. Additional staff will be rostered to provide support to Hibiscus during the work.

Whilst we hope to keep disruption to a minimum, there may be some impact for other residents and staff as the project progresses. Please contact the CEO via reception if you have any concerns or queries.



Staying in Touch

We encourage staying in touch with your loved ones, and if you'd like to FaceTime with a family member, we'd be happy to assist with making that happen.

Please reach out to our Administration staff or the Clinical Nurse Manager on the wing to arrange a mutually agreeable time.



TGSH Overall Star Rating

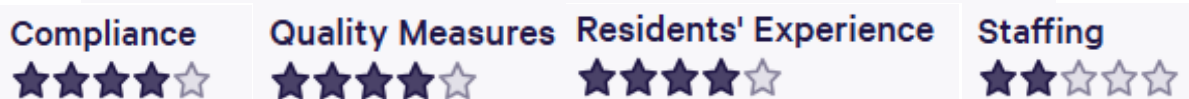
The latest Aged Care Star Rating data has been released. The results are compiled from a variety of sources including accreditation assessments, mandatory reports submitted to the ACQSC and an independent annual survey of Residents undertaken.

Overall Star Rating

★★★★☆ Good



This rating is based on this organisation's performance in relation to Compliance, Quality Measures, Residents' Experience, and Staffing. The ratings for each of the subcategories that make up the Overall Star Rating are shown below. The Overall Star Rating was most recently updated on 3 February 2025.



The staffing result is based on care minutes per Resident for the quarter ending September 2024. Care minutes provided included:

- ❖ 32 minutes delivered by a Registered Nurse (9mins below target)
- ❖ 15 minutes delivered by an Enrolled Nurse
- ❖ 167 minutes delivered by a Carer

Total – 213 minutes per Resident (3mins below target)

Resident Experience

1. Do staff treat you with respect? 😊 😊 😐 😞 55% 40% 5% 0%	2. Do you feel safe here? 😊 😊 😐 😞 90% 10% 0% 0%
3. Is this place well run? 😊 😊 😐 😞 35% 60% 5% 0%	4. Do you get the care you need? 😊 😊 😐 😞 60% 40% 0% 0%
5. Do staff know what they are doing? 😊 😊 😐 😞 60% 30% 10% 0%	6. Are you encouraged to do as much as possible for yourself? 😊 😊 😐 😞 70% 25% 5% 0%
7. Do staff explain things to you? 😊 😊 😐 😞 60% 30% 10% 0%	8. Do you like the food here? 😊 😊 😐 😞 30% 45% 25% 0%
9. Do staff follow up when you raise things with them? 😊 😊 😐 😞 75% 20% 5% 0%	10. Are staff kind and caring? 😊 😊 😐 😞 80% 20% 0% 0%
11. Do you have a say in your daily activities? 😊 😊 😐 😞 85% 15% 0% 0%	12. How likely are you to recommend the residential aged care home to someone? 😊 😊 😐 😞 70% 25% 5% 0%

Valentine's Day

Love was certainly in the air on Valentine's Day this year, Our kitchen staff made special Heart shaped cookies where residents were encouraged to decorate. And what a wonderful job you all did.

This activity happened in Rotary Hall but was extended to each wing due to some restrictions.

We look forward to Saint Patricks Day in March.



Resident Escorts

The Good Shepherd has historically offered an escort service to accompany and transport residents to places outside of the home for purposes of health or medical appointments. The cost for a staff escort is \$150 for up to 2 hours.

Staffing within aged care and the broader health sector remains challenging. Volunteers may be available to assist in some instances depending on the individual care needs of the Resident, however we are not always able to dedicate a staff member to provide this service without compromising the care for residents remaining on site.

Requests for escorts are currently increasing. We would appreciate if resident relatives and representatives could assist in taking their loved ones to their planned appointments.

Audrey's Express is available for families and resident's representative for both appointments and social outings. Audrey's Express has been modified for wheelchair access. Usage is free except for a minimal cost of 25cents/km travelled to cover the cost of fuel. The designated driver will need to complete an application and agree to the terms of use.

Please contact reception to book.



Invitation to Attend Resident Relative Meeting

A chance to hear what's happening at the Home and raise any questions you may have:
In the Rotary Hall on

Wednesday 2nd April at 5.30pm

Wednesday 11th June at 2.30pm

Wednesday 10th September at 5.30pm

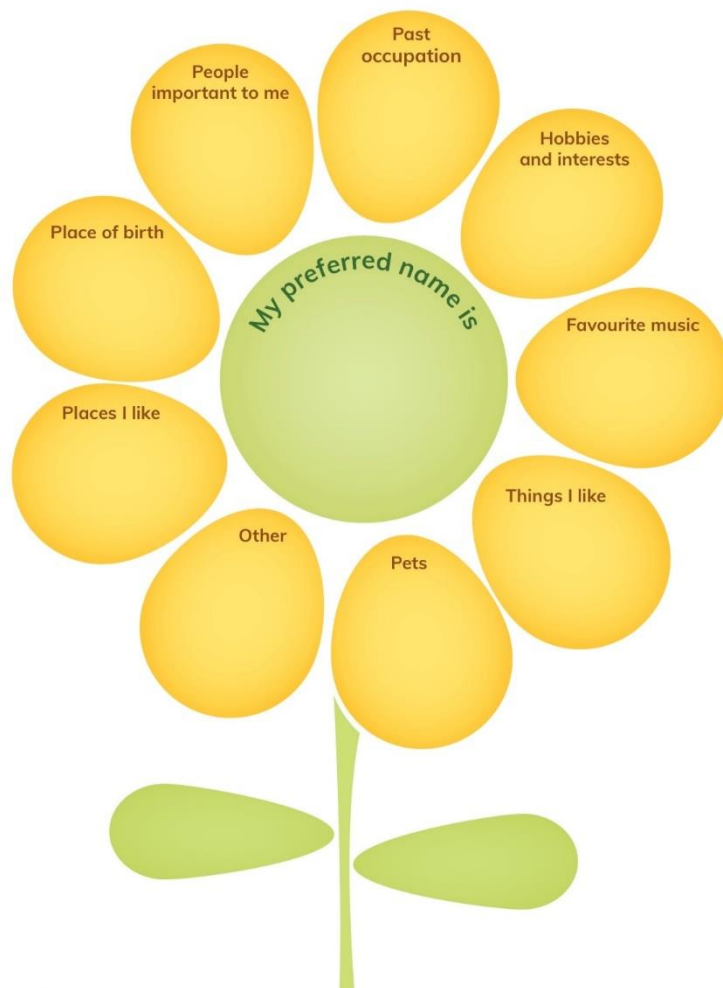
Wednesday 10th December at 2.30p

Getting to know our residents

You may see a few of these pretty petals pop up around the resident's rooms.

It's a way for staff and volunteers to interact with residents who may not be able to share their story's

But a way for us to get to know the resident as a person, who they were, what they like and where they came from and the special things they like.



Consumer Advisory Body Committee

The Good Shepherd Home invites people using our aged care services to express interest in joining our Consumer Advisory Body.

The Consumer Advisory Body is established to provide advice from consumers on service operations, service quality, potential improvements and future strategies to enhance the consumer experience of the service.

If you are interested in joining The Good Shepherd Consumer Advisory Body for 2025, please contact the Home for an application and information pack.

Expression of interested

Contact: Karen Edwards – Administrator

Contact No: 4772 9900

Email: kedwards@tgsh.org.au

Paint and Sip – January Edition

