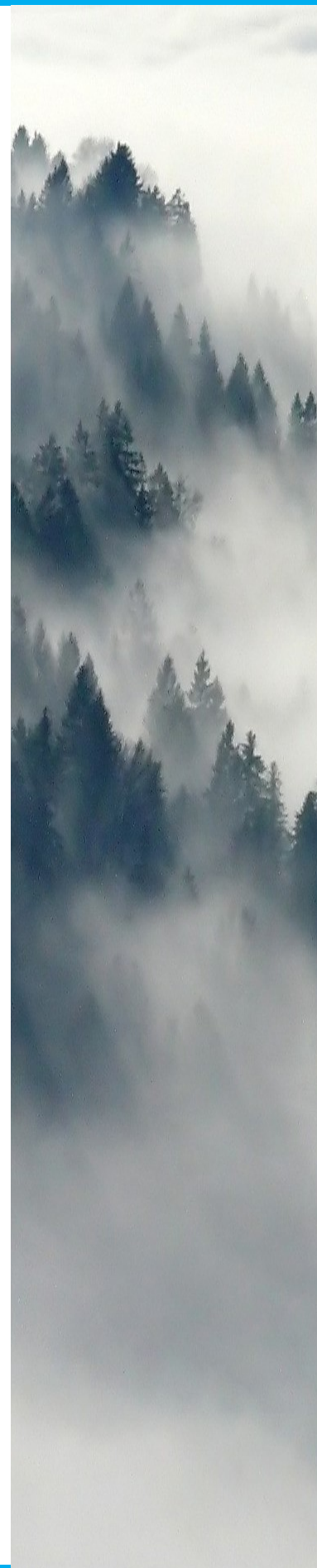


Service Week Success

In late June, 4 students from St Ignatius College in Sydney visited Harbison for their school service week. Many thanks to the residents and staff - the week was a great success!



A WORD FROM OUR CEO

We are weeks away from completion of our new dementia home at Burradoo. The first residents are expected to move in by early November. The home consists of two wings, each centred around a large kitchen, dining and lounge area with direct access to beautiful gardens. The bedrooms each have ensuite bathrooms that incorporate the latest in ergonomic and antimicrobial bathroom fittings.

To preserve the homelike environment of the new building we have put a lot of thought into making the safety systems as unobtrusive as possible. In a first for Australia, the floors in the bedrooms and bathrooms are fitted with a “smart” SensFloor system from Germany. Sensors under the floor can instantly detect a fall and monitor when people are in or out of bed. This means staff can monitor residents without disturbing their privacy.

While the home is secure at the garden perimeter, residents will be free to come and go from the house. Instead of locked doors, a smart camera system from Cisco Meraki monitors the common areas, including the gardens.

Open days will be announced soon to allow people to visit the innovative new home before the first residents move in.

As soon as the Burradoo dementia project is finished, I am pleased to confirm that, subject to final Board approval, we will be undertaking a major refurbishment of Moss Vale from October 2019 to April 2020. Details of the refurbishment will be announced in late September, after design development is complete. The refurbishment will include the entrance and common areas, a new café, hairdressing salon, activities room, reablement centre, dining room and kitchen.

A number of bedrooms will be refurbished, including installation of air conditioning in the hostel. We will be upgrading the IT system, including a new nurse call system and improved Wi-Fi. We will also be installing a 50kW solar system to improve our sustainability.

We are working hard during the planning phase to minimise disruption to residents and visitors, but some inconvenience is inevitable. Our Burradoo residents experienced a smaller refurbishment of their hostel last year and have been living with the dementia construction site for the past nine months. I thank them for their patience and good humour and hope our Moss Vale residents also support the work to improve our services.

David Cochran
CEO Harbison

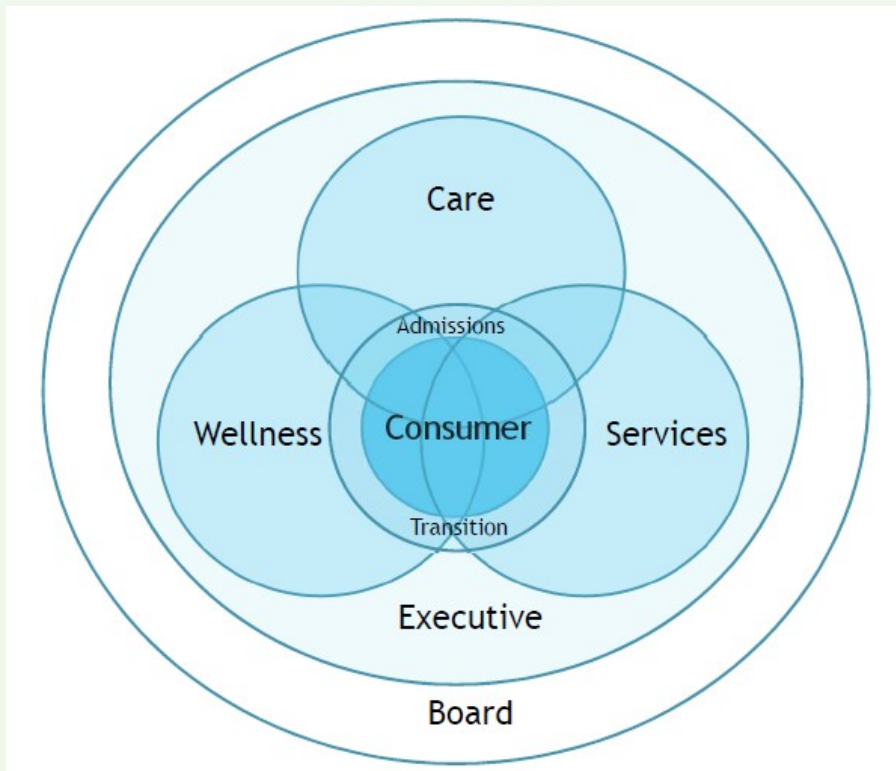
Organisational Update

Over the past few months we have been working on our organisational chart (as below).

Harbison is centered around our consumer, you, with three core groups in place to support the delivery of our Resident's care. These core groups are:

- **Wellness Group**
- **Care Group**
- **Services Group**

This is designed to provide greater clarity to all staff in terms of reporting lines and key areas of responsibility.



WANT TO SUBMIT AN ARTICLE?

Our newsletters are distributed monthly and we are always looking for interesting articles to include.

If you would like to submit an article please hand them in at reception.



Please follow us on
facebook.com/harbisoncare

A NOTE FROM THE HEAD OF CARE

Winter is here and with this, the challenge of ensuring both our residents and staff are protected from the flu for 2019.

Harbison conducted a flu vaccination program for all its staff to enhance their protection, while our medical staff have conducted a vaccination program for their residents.

It is important that all residents and staff follow both strict hand hygiene and cough etiquette if they have a cough.

If you feel unwell please notify a staff member to allow us to act quickly.

During the months ahead it is also important that if you suspect that one of your family members or friend may be suffering from flu like symptoms that they refrain from visiting.

Hand hygiene dispensers are located throughout the premises and everyone is encouraged to use them on a regular basis.

Graeme Brown
Head of Care

A NOTE FROM THE GENERAL MANAGER (SERVICES)

Learning and development of our staff is critical to our success as an organisation. As such, I am pleased to announce that Harbison is currently providing 53 staff members with access to nationally recognised qualifications in aged care.

Each qualification has been developed with the specific goal of preparing staff with skills for working in aged care and community services. In early 2020, more opportunities will be made available for Harbison staff to complete formal qualifications in ageing and leadership.

Alison Sheer
General Manager (Services)

MESSAGES FROM THE NURSE MANAGERS

Since the last newsletter I have moved over to work at our Moss Vale facility. I had previously worked at Moss Vale and am so enjoying being back there with new faces and new challenges.

I would like to say a big THANK YOU to the residents of Burradoo, their families and all the staff for making my time at Burradoo so enjoyable. Friendships have developed that will continue.

Also I am proud to announce the safe arrival of my Grandson, Lindon on 27/6/19 . Baby and the whole family are doing well and enjoying this exciting time.

Moving to Moss Vale has been an exciting time with new faces, some familiar ones as well. I look forward to being able to work with new staff and helping them to develop themselves in their work environment.

It continues to be Flu season – if you are not well please let staff know and if family members are not well please ask them to stay home. Hand washing is the most important way of reducing the risk of infections.

Anne Harris
Associate Operational Nurse Manager

On 15 June the Alpine Butterfly community and their families enjoyed a lovely get together & afternoon tea. Families got to chat and get to know each other. We were able to celebrate the progress of our Butterfly house and discuss future plans .

A big thank you to Raj for all the delicious food. Thank you also to those family members who made it a special day. We plan to have another get together in the near future.

Roslyn Gravolin
Nurse Manager



Dignity of Risk Event



We had a wonderful turnout at the Empire Cinema in Bowral on 31 July 2019 to see the short film Dignity of Risk and hear from its creator, Professor Joe Ibrahim of Monash University.

The concept of dignity of risk is that an adult's right to self-determination is intrinsic to self-esteem. In other words, the right and being supported to make reasonable risky choices supports dignity. At Harbison this is a concept that we strive to achieve for all our residents.



Cossie's 100th Birthday Celebration!

Evelyn Cosgrove celebrated her 100th birthday recently and received a letter from the Queen, Prime Minister and Governor General.



HOURS OF RECEPTION

Burradoo:

Monday

9:00am—4:30pm

Tuesday

9:00am—4:30pm

Wednesday

9:00am—4:30pm

Thursday

9:00am—4:30pm

Friday

9:00am—4:30pm

Saturday and Sunday

10:00am—2:00pm

Moss Vale:

Monday

7:45am—4:15pm

Tuesday

7:45am—4:15pm

Wednesday

7:45am—4:15pm

Thursday

7:45am—4:15pm

Friday

7:45am—4:15pm

Saturday and Sunday

Closed

JOAN'S CORNER

Submitted by Joan Stokes

AFTER A FASHION

Some friends and I were holidaying in Florida. Every day for a week, a woman with her meticulously groomed poodle passed us on the beach. Every time we saw her, she wore a different colour swimsuit that matched the dog's ribbons and boots. But we couldn't figure out why such a well-groomed dog wore boots only on his hind legs. On our last day there, I put the question to the owner. She glared incredulously from behind her sunglasses and huffed: 'Why would I put boots on his hands?'

Fun at Fairground Follies

Photos by Chris Harper

On a sunny Saturday in June, as part of Pie Time, some of our residents and staff participated in a fun outing to Fairground Follies in Bowral.

Everyone enjoyed a sweet pie and hot drink followed by a guided tour of the unique fairground and 100 year old steam carousel.



Lids4Kids Collection Point

Lids4Kids is a wonderful initiative which turns plastic lids from many bottles into prosthetic hands for kids.

Harbison is participating by collecting lids through our Moss Vale & Burradoo Lifestyle Teams. Feel free to drop off your plastic bottle lids to them for recycling for a good cause!

Lids4Kids

Leave us the plastic lids from your milk, water, juice and soft drink bottles and they'll be converted into prosthetic hands for kids.


From this



To this



For more information check out:

 @Lids4KidsAU
@EnvisionESI

<https://envision.org.au/envision-hands/>



Harbison Resident Meetings

We encourage you to submit agenda items to reception a week before the meetings are scheduled.

The next agenda will be circulated the week of
19 August 2019

**BURRADOO HOSTEL
RESIDENTS**

**Wednesday
21 August 2019**

2:00pm

**Harden Lounge
Burradoo**

**BURRADOO NURSING
HOME RESIDENTS**

**Thursday
22 August 2019**

2:00pm

**Western Lounge
Burradoo**

**MOSS VALE
RESIDENTS**

**Friday
23 August 2019**

2:00pm

**Activities Room
Moss Vale**

We acknowledge those residents who have recently passed. May they rest in peace.

Mrs Beth Dowrick
Mrs May Harrison
Mrs Elva Moule
Mr Henry Cameron
Mr Gregory Webster
Mrs Marcia Ward
Mr Graeme Nisbet
Mrs Colleen Hall
Mrs Ivy Johnston
Mr Patrick Smith
Mrs Gloria Maxwell

Mr James Pull
Mr George Stevens
Mrs Robyn Clark
Mrs Grace Noble
Mr Marcel Piat
Mrs Una Gash
Mrs Coral Lymbery
Mrs Sakineh Kahidpour
Mrs Eileen Veal
Mr Trevor Luke
Mr James Loiterton
Mrs Lynette Houghton



CONTACTS

Phone: (02) 9281 3600
1800 424 079

Fax: (02) 9281 3672

Interpreter Service: 131 450

National Relay Service: 133 677

Email: info@seniorsrightsservice.org.au

Website: www.seniorsrightsservice.org.au

Office Hours: Monday to Friday
9.00am - 5.00pm

Postal Address: Level 4, 418A Elizabeth St
Surry Hills NSW 2010

Legal | Advocacy | Education
Your rights. Your voice.



LET US KNOW WHAT YOU THINK!

Harbison is dedicated to the continuous improvement of the services we provide. We need the help of residents, their relatives, staff and volunteers to achieve this.

If you have any compliments or complaints please fill in our **Harbison Feedback Forms** and place it in the letterbox located nearby. They can also be left at reception and emailed to our Operational Nurse Managers.

The feedback forms can be found at:

- the sign-in desk at Burradoo reception entrance
- the entrance to the hostel dining room at Burradoo
- outside the nurse's station in the nursing home at Burradoo
- the main entrance at Moss Vale
- the entrance to Mandemar wing in Moss Vale

Alternatively, you can contact our **Complaints Officer** via email on comments@harbisoncare.org.au or you can provide feedback online at <https://harbison.org.au/complaints/>

We take your feedback seriously and will acknowledge all complaints quickly, keeping you informed of progress and the outcome. Please note that all feedback will be treated confidentially.

We hope that if you have a serious complaint or concern, you will raise it first with the Operational Nurse Manager or the CEO. We believe that most issues are best resolved by open communication and early attention to the problem.

Should the situation arise where a serious matter remains unsolved, contact may be made with the following external agencies at State or Commonwealth level:

Aged Care Quality and Safety Commission

W: agedcarequality.gov.au

T: 1800 950 822

Seniors Rights Service

W: www.seniorsrightsservice.org.au

E: info@seniorsrightsservice.org.au

T: 1800 424 079 (NSW)

Older Persons Advocacy Network (OPAN)

W: www.opan.com.au

E: enquiries@opan.com.au

T: 1800 700 600