

Motiview Championship

It has been two months since we began the Motiview trial at Harbison. Motiview is an exciting new program using exercise bikes to virtually pedal around the world while sitting in a chair of your choice.

More than 50 residents have participated in Motiview since the start of the program and none of them could stop at just one session, we have had lots of positive feedback about this innovative activity.

With regular sessions under the supervision of physiotherapist Nitish Mathew and physiotherapy assistant Brenda O'Loughlin, and with the help of the Lifestyle team, residents have been successful in reaching their goals of riding in their favourite places around the world. Residents have also achieved records in top speeds, the maximum distance to be pedaled and the maximum duration to keep pedaling.

For residents with lower limb disabilities, Motiview offers a feature called arm ergometry: pedaling with your arms while watching the video of their favourite places on the screen.

To support the enthusiasm of our participants and recognise the champions among them, Harbison enrolled our team to represent Australia in the Motiview Road Worlds for Seniors championship, which happens every September.

This year was the third annual Motiview championship and Harbison was participating for the first time. Residents lined up to compete against each other to achieve new records!

There is no doubt that Motiview has brought a big change in the quality of life of our residents. As a result, Harbison will be buying more bikes and the residents are eagerly awaiting their delivery.

Submitted by Nitish Mathew



A WORD FROM OUR CEO

New learning and development opportunities for our staff

To support our workforce to deliver safe and quality care Harbison has recently committed to a new three-year learning and development strategy. The first stage in the new program involves the creation of a partnership with a local registered training organisation (RTO) - part of the Medcast Group - to deliver high quality, flexible training to our workforce.

Medcast was founded in 2013 by a local GP who has a PhD in online communities and more than 20 years clinical experience and experience in graduate and post graduate medical education, research and health informatics. The Medcast RTO is led by Dr David Rosete who is an Organisational Psychologist with considerable experience in managing RTOs and assisting aged care services to implement learning and development strategies.

With financial support for partial qualifications from Training Services NSW, we have now enrolled 52 staff in the following courses: Certificate III Individual Support, Certificate IV in Ageing Support, and Key Management Skills. 70% of the Certificate III students did not complete school beyond year 10, so this is their first opportunity to complete and hold an Australian qualification.

Additional opportunities will be created for other staff in late 2019 and early 2020. Please join us in encouraging our first intake of staff as they embark on these valuable and challenging courses.

Thank you to the Southern Highlands Mahjongg Club

Harbison uses life-like therapy dolls for some people living with dementia. These special dolls, which are weighted to feel more life-like than a toy doll, can be of great benefit to quality of life by reducing responsive behaviours (e.g. agitation, frustration etc), calming anxiety, improving mood, and providing a sense of purpose. The dolls are expensive, which limits the number available to our residents.

The Southern Highlands Mahjongg Club recently approached Harbison with a donation of \$1,500.00 to support the purchase of more therapy dolls for our dementia service. Please join me in thanking the members of the club for their generosity. It will make a real and lasting difference in the lives of some of our residents living with dementia.

Motiview

Congratulations to everyone who competed in the Motiview Road Worlds for Seniors in September. Harbison was the only Australian entrant in this international competition, and we placed 78th out of 100. This may not seem like a big success, but it is! Our competitors only had one bike between them, which limited them to one rider at a time.

Special mention to our top 10 riders: Rodney Lewis, Bob Birnie, Harold Bodinnar, John Bennett, Jo Watson, Liz Armstrong, Jim Noble, John Stuart, John Begg, and Thurza Greenwood.

We are acquiring two additional bikes for Burradoo, to make the program more accessible and social for residents. Moss Vale will get two bikes next year when the new gym has been built.

Thanks to everyone involved, including Brenda, Nitish and Danny for getting the program off the ground.

Finally, thank you to everyone who contributes to this newsletter. I am very pleased with the way it has evolved over the past 12 months, and look forward to incorporating new ideas and content put forward by our residents and staff.

David Cochran
CEO Harbison

A NOTE FROM THE HEAD OF CARE

The results of the recent care Feedback Survey conducted between May to July this year have now been published. I thank everyone who took the time to respond to this survey, as it allows us to evaluate the care and services provided to you and identify areas for improvement.

The survey covered a wide range of topics from physical care, being supported and the overall environment of your home.

The consumer experience score was 83% and the results will be published and made available on the Quality Boards located around the home. The survey results have indicated that although many residents feel happy living at Harbison and supported by the care staff, there are some areas where we have not met your expectations.

Key areas for improvement include pain management, daily activities, involving you in your care planning, making you feel supported and ensuring staff are available when needed. The results will be further analysed to allow us to take action to make improvements.

The flu season for 2019 has recorded the highest number of cases in Australia. I am pleased to advise that the peak period for the season draws to a close we have not recorded an outbreak this year. Although the flu season officially ends at the end of October, the next challenge facing everyone is the summer months and increased risk of gastro. It is important that both residents and staff remain vigilant with their hand hygiene, as this is the most effective means to protect ourselves and others from infectious diseases.

Graeme Brown
Head of Care

A NOTE FROM THE GENERAL MANAGER (SERVICES)

Burradoo:

Vacant rooms 170 and 171 in the Burradoo Hostel are due to be demolished. Demolition works will commence on Wednesday 9 October 2019. The sunroom adjacent to the rooms should be available for residents following demolition, however during the demolition phase, please avoid accessing the sunroom.

We appreciate your ongoing feedback regarding the delivery of hot meals to your rooms. We will be introducing new meal trolleys in the coming months. These new trolleys are designed to maintain both hot and cold meal temperatures during meal service.

Moss Vale:

From October 2019, Harbison Moss Vale will be undergoing extensive renovations. A primary focus of the new design is improving and expanding resident common areas and introducing "smart" and innovative technology to respond to resident needs.

To foster the community-like environment, the entrance, lounge, dining room and activities room will be designed with a "town-square" concept in mind and to encourage the pursuit of different interests and preferences. Improved amenities such as the hairdresser, coffee shop, consulting rooms, and a rehabilitation centre will be available to our residents to continue to support and facilitate independence.

Alison Sheer
General Manager

MESSAGES FROM THE LIFESTYLE TEAM

Moss Vale

This past month the residents of Moss Vale have seen a number of performances from the Moss Vale High School support classes. Drama was their genre and they didn't disappoint, there were lots of laughs, clapping and of course happy interaction between students and residents. Little Red Riding Hood, The Three Pigs and of course Cinderella all with a twist. We all can't wait for next term for their dances.

Moss Vale has also had performances from the Highland Singers, Sing a long and Billy Chand Rockers.

Friday carpet bowls is getting more competitive every week and supported well by our residents.

All residents are looking forward to the renovations starting.

Burradoo

Harbison Burradoo recently started a Garden Club. Ailie Broad from the Physiotherapy department has kindly volunteered her time and enthusiasm to facilitate the program on Fridays at 10.30am. The Hostel raised garden beds have been cleared after a very productive gardening session with all hands on deck and are now prepared and ready for spring planting. What a wonderful way to welcome spring and enjoy Harbison's garden environment. Harbison Lifestyle Team would like thank Ailie.

Burradoo Nursing Home recently acquired two budgies for Western Lounge Bird Cage. They have settled in nicely and enjoy all musical activities. They currently don't have names, Lifestyle staff would like any suggestions for suitable names for our new feathered friends.

Here are some of the activities our residents have enjoyed, bingo and pet therapy.



Thank You to the Bong Bong Quilters

Thank you so much to the Bong Bong Quilters who have donated 30 quilts for our new Burradoo dementia residents.

This is the culmination of two years of work from the 20 wonderful ladies who meet at Scott Hall, Burradoo twice a month to quilt.

Our CEO, David Cochran met with the quilters to thank them for their beautiful quilts and their generosity. The quilts will make each room in our new home feel more like their home.



Harbison Dementia Living

Harbison Dementia Living will be opening soon at Burradoo and will provide people living with dementia a home-like environment with a dedicated team of specially-trained carers. Our care model is designed to deliver independence, safety and comfort to our residents.

Below are some photos of the cottages, more to follow once the furniture has arrived...



Resident Advisory Committee Update

The Resident Advisory Committee has been meeting now for 6 months and performing a vital function in improving the quality of care and services for our residents.

Members include two residents – Ron Mansfield and Des McKinnon, three carers (past and present) – Glennis Noble, Greg Hodgson and Carolyn Gettins, one community representative – Rhonda Calcott, and three Harbison managers – Peter Davis (Chair), Danny Turner, Susan MacDonald, and invited guests.

The committee have been orientated to the new Quality Standards, involved with giving policy feedback and informing management on issues covering refurbishment, improving the meal experience, workforce and clinical practice.

New initiatives include promotion of the Taxi Transport Subsidy Scheme and establishment of a carer support group – “Café Connect”.

We hope that residents will see this committee as a great opportunity to be involved in making Harbison a great place to live and work.

Submitted by Peter Davis

Dementia doesn't discriminate. Do you?

Dementia Action Week was held recently and the theme was 'Dementia doesn't discriminate. Do you?'

Dementia Australia has a number of important initiatives and resources including the Dementia and Discrimination Survey which is currently available on their website, link as below.

<https://www.dementia.org.au/dementia-action-week/discrimination-and-dementia-survey>

WANT TO SUBMIT AN ARTICLE?

We are always looking for interesting articles to include in our Newsletter.

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



Please follow us on
[facebook.com/harbisoncare](https://www.facebook.com/harbisoncare)

There's nothing the matter with me I'm as healthy as I can be. I have Arthritis in both my knees and when I talk, I talk with a wheeze. My pulse is weak and my blood is thin. But I'm awfully well for the shape I'm in. Arch supports I have for my feet, or I wouldn't be able to be on the street. Sleep is denied me night after night. But every morning I feel alright. My memory is failing, my head's in a spin. But I'm awfully well for the shape I'm in.

The moral is this as my tale I unfold - that for you and me who are growing old, it's better to say 'I'm fine' with a grin, than to let folk know the shape we are in. How do I know that my youth is all spent! Well, my 'get up and go' has got up and went. But I really don't mind when I think with a grin, of all the grand places my "get up" has bin.

Old age is golden I've heard it said, but, sometimes I wonder as I get into bed, with my ears in the drawer, my teeth in a cup, my eyes on the table - until I wake up. As sleep overtakes me, I say to myself is there anything else I can lay on the shelf.

When I was young, my slippers were red I could kick up my heels over my head. When I was older my slippers were blue but, I could still dance the whole night through. Now I am old my slippers are black, I walk to the store and puff my way back. I get up each morning and dust off my wits and pick up the paper and read the 'Obits'. If my name is still missing I know I'm not dead, so I have a good breakfast and go back to bed.

Submitted by Kathleen O'Meley

JOAN'S CORNER

Submitted by Joan Stokes

An Aussie bloke, from up Mt Isa way, phones an ambulance because his mate's just been hit by a ute.

Blake: 'Get an ambulance here quick, me mate's bleeding from his nose and ears and I think both his legs are broken.' **Operator:** 'What's your location, sir?'

Blake: 'On Eucalyptus Street' **Operator:** 'How do you spell that, sir?' Silence, heavy breathing. After a minute...

Operator: 'Are you there, sir?' More heavy breathing and another minute later...

Operator: 'Sir, can you hear me?' **Blake:** 'Yeah, bloody hell, sorry 'bout that... I couldn't spell eucalyptus, so I just dragged him around to Oak Street. O...A...K.'

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

WELCOME TO OUR NEW STAFF!

Courtney Smith
Sharna Dunn
Mac Cosalan
Gobardhan Shah
Zeljka O'Malley
Jessica Walshe
Jasmin McMahon
Christie Bogg
Olivia Doughty
Giovanna Alvarez
Medini Parajuli
Ashleigh Anderson
Dylan Brown
Marion White
Elisha Molloy
Harry Jensen

Resident Representative Meetings

Please find below the dates for the next meeting for resident representatives and next of kin.

Please note the change of date, these meetings were previously scheduled for December.

It would be appreciated if you can please advise Reception if you are attending.

BURRADOO

Thursday 7 November at 6pm

Harden Lounge Burradoo

MOSS VALE

Tuesday 12 November at 6pm

Moss Vale Chapel

**Supporting you to
understand and exercise
your aged care rights**

1800 700 600
www.opan.com.au





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
14 October 2019

**BURRADOO HOSTEL
RESIDENTS**

**Wednesday
16 October 2019**

2:00pm

**Harden Lounge
Burradoo**

**BURRADOO NURSING
HOME RESIDENTS**

**Thursday
17 October 2019**

2:00pm

**Western Lounge
Burradoo**

**MOSS VALE
RESIDENTS**

**Friday
18 October 2019**

2:00pm

**Activities Room
Moss Vale**

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

Mr Arthur Gee
Mr Keith Jones
Mrs Heather Young
Mr Brian Doyle
Mrs June Garvin-Smith
Mrs Elaine Burton
Miss Billette Jones

Mrs Alma Horobin
Mrs Rosemary Walton
Mrs Cheryl Roche
Mrs Jean Macdonald
Mrs Jill Dietz
Mrs Elizabeth Wild
Mrs Rosina Callaghan



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 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