

# Timboon & District Healthcare Quarterly



◆ Around Departments ◆ Community Garden ◆ Christmas tips ◆ Staff Profile

December 2016

**Enid** is an active member of the Timboon Garden Club. Earlier this year at an open garden at Enid's home it was suggested that a donation be made for the upkeep of the balcony garden at the hospital. At the October Garden Club meeting, this idea was revisited again and after much discussion it was decided that Bunnings vouchers were the best way to go. Enid said 'These vouchers will be used to purchase punnets of plants to keep our pot garden blooming on the balcony for everyone to enjoy'. 'The Timboon Garden Club has been very generous with this gift and have even suggested it could be a yearly event'. 'So, on behalf of the healthcare service I am very grateful; now, it's a community based project'. The Garden Club hope to hold one of their monthly meetings on the balcony in the New Year.

**Photo:** Kerrie Smith presenting the vouchers to Enid.



TDHS is pleased to offer greater convenience to our community with the introduction of EFTPOS payment facilities.

**Photo:** Gaye McVilly (right) provides EFTPOS training to new administrative officer, Kirsten McLean



**Josh McKenzie**, Board President, launched the 2016/2017 Annual Equipment Appeal at the TDHS Annual General Meeting on 10 November 2016. Josh explained that donations would go towards the

ongoing upgrade of beds for patients and residents. These beds will be height adjustable to reduce the risks associated with falling. They will also have the best possible pressure-reducing mattresses. Beds are a significant equipment item for a healthcare service costing approximately

\$10,000 each. They are hydraulically and electronically programmable to enhance the care of the people in them and the health and safety of our staff.

Josh paid thanks to our communities for their generous support of our past appeals and invited ongoing engagement through this year's Appeal.

**Donations can be made by:**  
Cash, Cheque or Direct Deposit

**Our bank details are:**  
BSB: 083 928  
Account: 516 067 871

(Use Appeal and the first 3 letters of your surname as the reference)

# CEO Update

It is hard to believe we are at the end of another year but what an amazing year of achievement! As the busy year concludes and the new year beckons it is a great time to reflect on the work that has been done.

## Some of our achievements include:

- ◆ Improving communication with our broader community
  - ▲ Launch of a monthly online newsletter
  - ▲ Launch of Facebook page – now with over 500 likes
  - ▲ Health Literacy
- ◆ Quality Account Calendar 2017 – a brand new format for 2016
- ◆ Introduction of new services including paediatric occupational services with others coming on board in 2017 including continence, music therapy and work is currently occurring to explore mental health services based in Timboon
- ◆ A focus on emergency training with nursing staff and leadership and management training for our executives and managers
- ◆ The launch of SOLLE16, an online learning management platform for all staff to complete their mandatory training requirements

TDHS is continually looking for ways to involve our consumers, carers and community in the provision of safe, responsive patient care. In October the inaugural Consumer Advisory Committee (CAC) meeting took place. We thank our CAC members for the time and commitment they so willingly provide as the community voice for TDHS. Our CAC members are:

**John Wilson** (Chair)  
**Donna Ellis**  
**Erica Elliot**

**Sean Fitzpatrick**  
and senior student  
representatives at  
Timboon P-12

**Terry O'Connor**  
**Ray Smith**

We thank the 206 volunteers who have assisted TDHS during 2016. Volunteers have varied roles with the health service including meals on wheels delivery, community transport driving, working at TOPS, the op shop, supporting the planned activity groups and exercise classes just to name a few. Without volunteers these programs and services to our community would not be possible – **thank you!**

Partnerships remain important to TDHS and ensure delivery of health care across the southern Corangamite Shire. Community Health staff work in the Heart of Corangamite focussing on oral health, healthy eating and physical activity of our children.

The Corangamite Health Collaborative explores ways in which the health services in the Shire can integrate with each other to ensure local health care services are of quality, sustainable and are as close to home as possible. Partnerships will remain a key focus for TDHS in 2017.

Our nursing team's education focus in 2016 was on clinical emergency response. The training was both theoretical and practical and tested the nurses' ability to work in a pressured and time critical environment. This included a training exercise in conjunction with Ambulance Victoria and a visit to the Deakin Medical School simulation labs. The nursing team has not only the competence to respond to an emergency situation but has gained significant confidence in the delivery of emergency nursing skills.

Quality Account previously known as Quality of Care Report is now available to the community. Our 2016 report is in a new format – a calendar for 2017.

Enjoy the opportunities that the festive season presents to celebrate and to look forward to new beginnings with the New Year ahead. On behalf of TDHS I wish everyone a very Merry Christmas and happy New Year. TDHS looks forward to providing high quality health care to our community in 2017.

**Kim White**, Acting CEO.



**Photo:** Service anniversary awards for 2016 include Lorraine Wilson (25 years), Julie Harkin (25 years) and Lynn Marr (30 years).

**Not pictured:** Mary Dunhoven (15 years)

Four staff members received their awards at the Annual General Meeting on 10 November. Each recipient received a service pin, framed certificate and flowers.

## AFFECTED BY THE DAIRY INDUSTRY DOWNTURN?

### YOUR DAIRY COMMUNITY SUPPORT WORKER CAN

- MAINTAIN CONFIDENTIALITY
- PROVIDE COUNSELLING AND SUPPORT
- ASSIST IN OBTAINING GRANTS
- OFFER PARENTING AND RELATIONSHIP SUPPORT
- MAKE REFERRALS TO MORE SPECIALIST SERVICES

**WHO TO CALL? ANN-MARIE ON: (03) 5232 5244**  
**MOBILE: 0447 321 599**

### HOW MUCH WILL IT COST?

\*free of charge at a time and place that suits you;  
Voluntary so you can stop at any time  
New service - DAIRY COMMUNITY SUPPORT WORKER

Dates of visit to TDHS are below -  
times of visit are 8.30 am to 11.30 am  
Ring Ann-Marie for an appointment

**16th and 30th of December**  
**13th and 27th of January**  
**10th and 24th of February**  
**10th and 24th of March**  
**7th and 21st of April**  
**5th and 19th of May**



# Around the Departments

This edition we take a look into...



## A day in the life of a district nurse

The work day starts at 7.30 am when the nurse comes to Timboon and District Healthcare Service to collect her equipment and car. The equipment includes wound care dressing supplies,

client history folders, car keys, mobile phone and monitoring equipment. She will check her emails, phone messages, and collect her list of people to visit for that day. Completing a sign in/out book ensures the Healthcare Service knows who is in the building or out on rounds, and a copy of her client list will stay with other staff.

Her first client could be around the corner or 20kms away.

In Corangamite it's not unusual to travel 100kms in a day. She will try to see people for hygiene assistance early as most people prefer this in the mornings. Then she may see someone for wound care. As people age of course the body's ability to heal quickly is reduced and some wounds which might also be affected by other diseases can take months to slowly come together. Other services can be taking blood or monitoring of blood pressure, whilst some people need fortnightly or monthly injections.

The Department of Health and Human Services requests that the district nurses survey people over the age of 65 for their risk of falling. This involves a questionnaire and conversation about footwear, eye tests, mats on the floor, steps with no rails and medications that may increase their risk factors.

Then, there are the odd jobs that just help people out, like teaching an elderly person how to use the microwave or arranging the burial of a pet. Sometimes we help change batteries in clocks and torches or even help to move cows off the road.

In the early morning it's special to see wildlife on our rounds. There are koala, deer, foxes, ducks and once a nurse came across 2 eagles on the road in front of her car.

Being in someone's house is a great opportunity to talk one on one to people about their health problems or worries. The nurse can offer suggestions as to the best place to go to have their queries answered. That might be the general practitioner, the dietitian or the My Aged Care hotline.

The district nurse may need to fill the car with fuel or visit the town pharmacy before returning to the Healthcare Service. Of course lunch is included in the day, and the staff at Timboon choose to have lunch together, before moving on to paperwork. The nurse will enter all client visits into the appropriate computer program and arrange the next day's runs. Some Information will be forwarded to the doctors or enquiries made on behalf of the clients.

During the year student nurses, doctors and occupational therapists will travel with the district nurse to learn from her and gain insight into the services available to people. Most students find these days very enlightening and rewarding.

Some nurses are on committees in other areas of the Healthcare Service and participate in meetings to keep up to date and assist in the success and overall functioning of the Healthcare Service.

A typical day will conclude at 4.00 pm.

**Sherryl Mueller**

Manager, TDHS District Nursing Service

## Music Therapy

**Garry Price**, Music Therapist will commence a program in 2017.

The program will be delivered throughout the ward in both aged care, respite and acute services.

### What is music therapy?

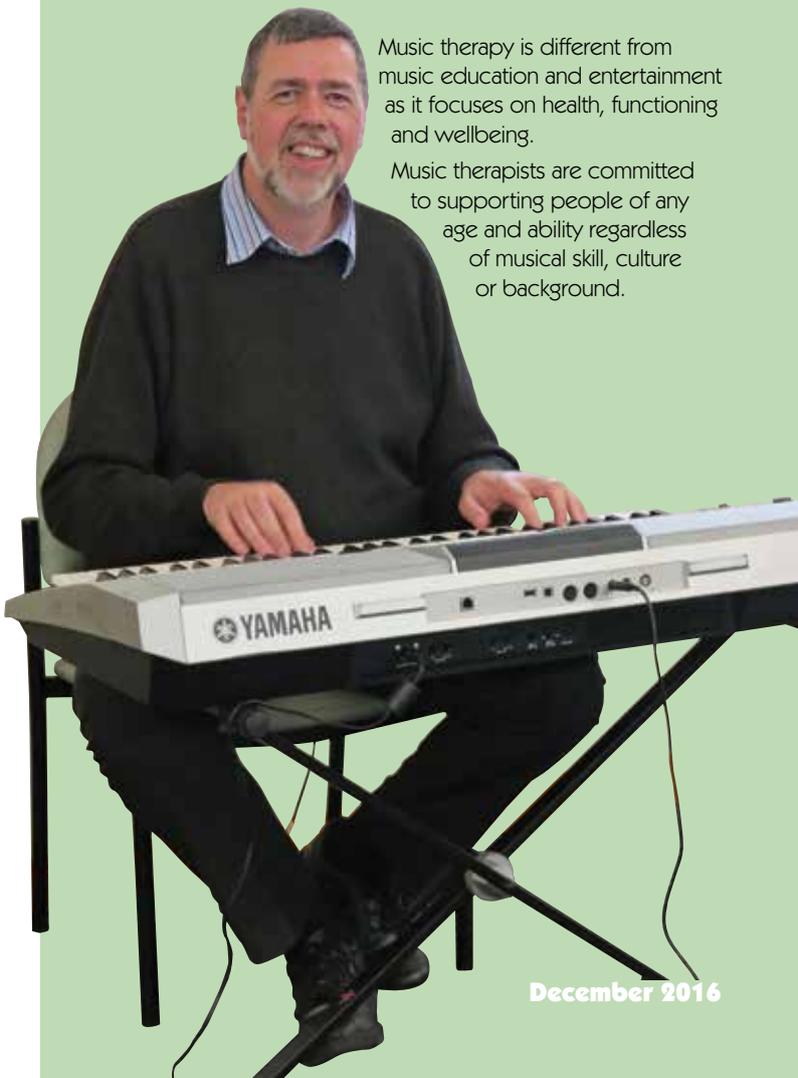
Defined by Australia Music Therapy Association.

Defining music therapy is often challenging because the practice is so diverse, but AMTA uses the following definition:

**Music therapy is a research-based practice and profession in which music is used to actively support people as they strive to improve their health, functioning and wellbeing.**

Music therapy is the intentional use of music by a university trained professional who is registered with the Australian Music Therapy Association Inc. Registered music therapists draw on an extensive body of research and are bound by a code of ethics that informs their practice.

Music therapists incorporate a range of music making methods within and through a therapeutic relationship. They are employed in a variety of sectors including health, community, aged care, disability, early childhood, and private practice.



Music therapy is different from music education and entertainment as it focuses on health, functioning and wellbeing.

Music therapists are committed to supporting people of any age and ability regardless of musical skill, culture or background.



## Timboon PAGs

On Thursday 10th November, **Timboon Planned Activity Group (PAGs)** travelled to Warrnambool Stadium to compete in the South West Active Aged Games.

PAGs groups from across the region compete in Hooky, Leaderball, Bean Bags Toss and Skittles. Timboon PAGs entered 2 teams and all participants came home with three medals each and the winners' shield for the second year running and for the fourth time since the beginning of the Games in 2005.

The Games gives PAGs clients the opportunity to compete in team based sports which for many is reminiscent of lawn bowls, tennis and golf.

**Photo:** Team pic of Timboon PAGs champs



## Chook cuddles

Chook Cuddles has been a program delivered with the Timboon P-12 TAPS program. Chickens raised by grade 6 students come over to the Planned Activity Group for 'cuddles'. Chooks can be very good and docile pets when reared and handled correctly. Consumer feedback is telling us that clients like interaction and activities with animals. This program has been very well received and will continue in 2017.



# CHRISTMAS - TIPS TO REDUCE THE STRESS

Christmas is typically one of the most stressful events of the year. The expense of buying gifts, the pressure of last minute shopping and the heightened expectations of family togetherness can all combine to undermine our best intentions. Some practical suggestions can help you reduce your 'Christmas stress.'

## Budgeting for Christmas

For many the Christmas aftermath includes massive credit card bills that take months to clear. Christmas doesn't have to be a financial headache if you plan ahead. These could include working out a rough budget of expected Christmas costs early in the New Year. Calculate how much disposable income you have between now and Christmas. A certain percentage can be dedicated each week to covering your expected Christmas costs. Over the year you will be amazed at how much you have saved. If need be consider opening a 'Christmas club account'.

## Presents

If you have a large circle of friends and family to buy gifts for, it can be very costly. You might be able to reduce the stress and cost of Christmas for everyone if you suggest a change in the way your family and friends give presents.

### For example:

- ◆ Buy presents only for the children.
- ◆ Have a Kris Kringle, where everyone draws a name out of a hat and buys a present only for that person for a set value.
- ◆ Set a limit on the cost of presents.



## Festive Season recipes

### Bliss Balls (Gluten Free)

1 cup of dates  
1 cup of almond meal  
½ cup shredded coconut  
1/3 cup extra for rolling  
1/3 cup coconut oil  
1/3 cup cacao or cocoa powder

Place dates in bowl with warm water and soak (20-30min)  
Put in everything into a food processor and mix well  
Roll into balls and coat with extra coconut  
If you want add some natural peppermint flavouring (1 tablespoon)

### Bliss Balls (Variation 2)

1 cup of dates  
2 cups of rolled oats  
¾ cup of desiccated coconut  
1 heaped tablespoon of cacao or cocoa powder  
1 tablespoon of natural peanut butter

Place dates in pot of water and bring to the boil  
Drain the dates and put the liquid into a container and set aside  
Place drained dates, coconut, oats and cacao in a food processor  
Add approx. 1/4 of the date liquid to the mix and process

## Christmas shopping

Research tells us that around 60% of Australians dislike Christmas shopping, just 20% plan their shopping, and the majority of us have experienced venturing out Christmas shopping only to come home without a single purchase.

Make a list of people you have to buy for and work out – before hitting the shops – what you're looking to buy each one of them. Take advantage of the sales, particularly those straight after Christmas. Start squirrelling away gifts for next year.

If yours is a large family, instead of the stress of buying lots of small gifts or draining your bank account, why not consider a Secret Santa? Everyone selects a name from a hat and just buys that one gift to a certain pre-agreed value. Or perhaps agree to only buy gifts for the children.

## Mindful eating and drinking tips for the festive season

Christmas is just around the corner and for many it is a time of excess food, drinks and partying. Overindulgence at Christmas can leave us feeling sluggish and regretful. Here are some tips to help you this festive season.

### Be selective and eat slowly

Savour every mouthful and enjoy every bit of food you put in your mouth. It takes about 20 minutes for our stomach to tell our brain that we are full. We can often eat more than we need to because our bodies haven't had time to realise that we are full. Pausing a few times during the course of a meal can be helpful. Avoid eating or snacking when you are not hungry. Before you start eating or snacking ask yourself "am I physically hungry?" and if the answer is no then consider waiting until you are physically hungry. It's quite easy to confuse hunger signals for thirst. Many times we may be thirsty but we react by putting food in our mouth, rather than a drink of water.

### Feel your fullness

Just as important as it is to recognise when we are physically hungry, it's equally as important to recognise when we start to feel full and satisfied. A way to describe fullness is when it feels comfortable and the hungry feeling goes away. Avoid skipping meals during the day so you do not fall in the trap of eating lots more when you are at a gathering. When you skip meals you end up over-hungry and eating twice as much at the next meal. For instance it's highly likely that your normal lunch, plus dinner out will equal less calories than over-eating in the evening.

### Give yourself permission to say 'no'

All you need to do is ask yourself "I can have it if I want it, but do I really feel like it?" Just because food is there, it doesn't mean you have to eat it.

### Look for opportunities to enjoy moving your body

If you are away on vacation walking is the best way to become familiar with your location. It's amazing what you can discover when you're on foot. If you are home this Christmas play with your children. Kids LOVE when you play with them. There's always outdoor cricket, bike riding, swimming or just throwing a Frisbee.

### Be mindful when drinking alcohol

If you choose to drink alternate your drinks. Alternate one alcoholic drink with one non-alcoholic drink such as water.

## Cooking Classes

Hosted by **Diana D'Auria** (Dietitian)

Targeting community members who:

Wish to improve or extend on current cooking skills

Need new food or cooking ideas

Live alone

Desire more social interaction

If you require more information, please phone Diana on **5558 6043**.

Numbers are limited.

Book early to secure your place

Starting February 2017

New recipes



# Standing Desk

**Acting CEO, Kim White recently moved to using a standing desk, offering her a balance between sitting and standing.**

- ◆ Kim has improved her posture, she has more energy and no back or neck pain. Standing more has made a significant improvement in middle back discomfort
- ◆ Simple by standing while working and changing nothing else, Kim is doing 500-1000 more steps each working day
- ◆ Kim has found it great when working on documents with colleagues as everyone can stand around the desk and access the screen more easily

Moving is what improves health. The simple act of standing at work has not been shown to make much difference in calories burned per hour, according to a Journal of Physical Activity and Health study published earlier this year – actually, only two extra calories every 15 minutes. But other studies suggest that standing (or more accurately, not sitting) helps us regulate blood sugar, thus reducing the risk of diabetes and other chronic conditions.

Sitting, it's becoming fashionable to note, is the “**new smoking**”. Sedentary behaviour dominates modern life, just as smoking did some decades ago. And the health risks posed by prolonged sitting are making it frowned upon, just as smoking is.

A growing body of research suggests too much sitting increases the risk of developing diseases including heart disease and type 2 diabetes. It may even cause premature death. The good news is that being physically active offers some protection against the harms of sitting; research shows standing or replacing sitting time with the activities of daily living (such as housework, gardening, or walking) could reduce the health risks posed by too much sitting.

The health risks linked to prolonged periods of sitting are particularly pertinent to people with largely sedentary jobs, such as office workers. And a growing number of people are getting standing desks in response to the increasing knowledge about the impact of their sedentary lifestyles.

Standing desks, or sit-stand contraptions, are an effective way for office workers to incorporate more standing into their workday.

Involving perhaps two or three people, try having a walking meeting outside. Take a small notebook and a pen to jot down notes while you are on the go, if necessary. You may find that it helps the meeting go quicker too.

Dr Chau said a growing body of research suggests prolonged sitting is linked to a higher risk of chronic diseases, including obesity, heart disease and type 2 diabetes.

“We must be aware of the dangers of our increasingly sedentary lifestyles and do all we can to combat this. A sit-stand desk is one of many things you can do to improve your health, but exercising is crucial,” she said.



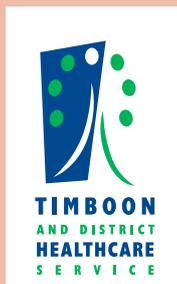
**References:** Varidesk (company brand) and Sydney Morning Herald articles

## WELL WOMEN'S CLINIC

A skilled nurse in the area of Women's Health conducts this **FREE** Pap test Clinic

**TIMBOON:** By Appointment Monday - Thursday

**COBDEN:** Last Cobden clinic for 2016!! Monday 19th December



**No Doctor referral required.**

**Don't just sit there.**

Have a Pap test every two years – make your appointment NOW!

**For Appointments, Call TDHS Reception on 5558 6000**



Photo: Friendlies, Enid (centre)

**Enid O'Connor**, Diversional Therapist and Enrolled Medication Endorsed Nurse has been associated with Timboon and District Healthcare Service for over 25 years. This is her story:

### What positions have you held Enid?

I've worked as an Enrolled Nurse, Diversional Therapist and Friendlies Coordinator. The Friendlies is a social group for people with vision impairment.

### What does a Diversional Therapist do?

Since 2010 I have supported and assisted people in our aged care and respite program; not as a nurse. A diversional Therapist acknowledges every individual has their own strengths and limitations due to age, health status and personality. We currently house four residents and also a very active Respite program; with up to 4 or 5 on any given time. Of course, I encourage activities enjoyed at home to continue – knitting, craft, reading and the use of computers. Being local, I have the privilege of knowing most of these people.

I am at the healthcare service on Mondays and Wednesdays, mostly in the Day Room, ensuring that this room is safe, secure and user friendly. I try to improve the quality of life for these people with positive, friendly interactions, gaining their trust and friendship in a 1:1 or group setting.

### What are some of the things you do together?

**Validation** – chatting, sharing jokes, reminiscing (linking with past experiences)

**Socialisation** – It's very important people stay connected. I invite those who attend diversional therapy to join me for lunch. What a natural experience for everyone! We come together to chat and chew.

This can extend well over the lunch break! Promoting continued connection with family, friends and community is really important. I encourage participation in the Planned Activity Group (PAGS), Friendlies, and any other reason to come together.

**Spiritually** – TDHS is fortunate to have good relationships with the local church denominations. Church members visit regularly. An ecumenical service is held every month on the first Wednesday. Thanks to the Volunteers from the Uniting Church. Anyone at the hospital at that time is welcome to attend. And it's okay to decline.

**Physically** – I recommend physical activity. We're so lucky to have the experience and service of Elliot and Tracey, our Exercise and Rehabilitation team.

**Cognitive** – Over time I've introduced many mind game puzzles; offering these as well as large print crosswords, Sudoku, word finds and books to engage the person and activate their brain. Table games, DVD's (such as Armchair Travel) are used too. Music is a wonderful tool to break down barriers. There is a large selection of music to be listened to, and many times the TV is turned off to do this.

I also access the balcony and consider this to be another room for us to use. On fine days many hours can be spent with the pop up garden. It's always good to find an excuse to get outside, sitting out there enjoying the sun, talking about the plants, or whatever; allowing time to be without pressure. Then there are the other things: birthdays to celebrate, AFL footy tipping and Theme days. I like to keep up to date with special occasions such as the Olympics, royalty and calendar events. We use the Day Room to highlight the event.

I assist with any personal issues – shopping, sewing, trimming finger nails, offering aids that will enhance independence. I just be myself; someone there.

### Tell us about Friendlies.

I coordinate a vision impaired and social group who gather every second and fourth Wednesday of the month. The group began to connect and support each other, to socialise, give families respite, to be educated about living with lack of sight, available assistance (aids), and especially to have fun in a safe and secure environment. It's so good to have the residents and those in the Respite program join us to experience social inclusion and connecting with community.

It's a unique group, providing a platform, showing there are no barriers. We gather for the day and have so much fun, chatting, sharing jokes, the local paper is read aloud and discussed, lunch and maybe some craft participation. We have been on outings, to music concerts, drives, and our fish 'n' chip day at Port Campbell can't be missed. Friendlies are a small group and the goal is: that after a day with Friendlies everyone feels happier about themselves and the rest of the world. Laughter is the best medicine you can share.

### Anything else you'd like to add, Enid?

So my role... I'm not sure what I do makes much difference. I call it play rather than work. Just to be there gives me a sense of satisfaction, to know that I am able to spend that extra little time, to listen, to assist and be there, is so rewarding. In the big scheme of things, it's not a lot of days in the hospital, but I reckon everyone deserves holistic care, and in this role, as a Diversional Therapist, I do my bit.

# Community Transport Volunteers



TDHS extends a very big thank to our dedicated team of Community Transport volunteers. Over recent weeks our volunteer drivers have come together with the Executive team for two forums to evaluate the Community Transport

program, to make sure our drivers feel supported, and to look at ways to improve the service. In early 2017 the group will come together again for an induction and training session.

TDHS provides a volunteer supported door-to-door community transport service for frail aged people or those who have a disability to attend health related appointments.



## School donation

\$699.40 was raised by Timboon P-12 students at the recent Halladale casual clothes fundraising day. Halladale is one of the school houses. The donation will help TDHS buy new beds. **A very big thank you to students and staff!**

**Photo:** Carolyn Wakefield (right) presented a cheque to Nancy Johnson, General Manager Corporate Services.

## Continence Urology Clinic

A Continence Nurse will commence a clinic at TDHS on a monthly basis on a Thursday with the first clinic to be held on Thursday 23rd February.

The Continence Urology Service can help people who have urinary and faecal continence issues. The service offers assessment, education and management advice on a range of continence issues for children and adults.

The service will assess and treat children for daytime wetting, soiling, constipation, bed wetting, toilet refusal and other toileting issues.

Anyone can arrange an assessment with the continence clinic.

### Some examples of why people visit us:

- ◆ Women experiencing urine leakage when they exercise or cough
- ◆ Men having problems urinating because of an enlarged prostate.
- ◆ Before and after prostate, urological or gynaecological surgery
- ◆ Children with problems with daytime wetting or want to be dry at night

### To make an appointment, please contact the health service by

Calling: 5558 6000

Faxing: 5598 3565

Emailing: [timboon@swarh.vic.gov.au](mailto:timboon@swarh.vic.gov.au)

Visiting us or sending referrals to: 21 Hospital Road, Timboon, Victoria, 3268

*Wishing you a Merry Christmas and a happy and safe new year*



## CHRISTMAS CLOSURES

### Planned Activity Group:

**Timboon PAGES:** Christmas breakup on 15 December returning 12 January 2017.

**Cobden PAGES:** Christmas breakup on 20 December returning 10 January 2017.

### Exercise Programs

Classes will finish on 23 December and resume on 23 January 2017.

**Friendlies:** Christmas breakup luncheon on 7 December, returning on 25 January 2017.

**Private Dental** will continue to operate throughout the Christmas season.

**Private Podiatry** 8 December 2016 is the final clinic for 2016; back on 4 January 2017.

Please contact TDHS on **5558 6000** for the most up to date information about any of our services and activities.



**TIMBOON  
AND DISTRICT  
HEALTHCARE  
SERVICE**

21 Hospital Road, Timboon 3268  
**Phone:** (03) 5558 6000

**email:** [timboon@swarh.vic.gov.au](mailto:timboon@swarh.vic.gov.au)  
**web:** [www.timboonhealthcare.com.au](http://www.timboonhealthcare.com.au)

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