



HOPE

HOPE HEALTHCARE Newsletter

A ministry of the Anglican Deaconess Institution Sydney

Fourteenth Edition

Neringah to stay at Wahroonga

A decision has been taken to retain Neringah Hospital's inpatient and community palliative care services on the current site at Wahroonga.

Faced with many issues, including rising development costs, planning work on the proposed Hornsby co-located facility was placed on hold in May. All options for the further development of Neringah were subsequently reviewed to ensure that Neringah is developed in such a way as to provide the greatest opportunities for future service delivery.

This involved comparison of the proposed relocation of Neringah palliative care services to the Hornsby Ku-ring-gai Hospital campus with new options that would retain Neringah on its current location at Wahroonga, including options for working with sister organisations with similar

aspirations and philosophies, in the redevelopment of Neringah.

It is now preferred that Neringah should be redeveloped on its current site at Wahroonga. Hope Healthcare will work in conjunction with the Hammond Care Group to further develop proposals, which would result in a new Neringah palliative care facility together with other related facilities being provided at Wahroonga. This is being undertaken in close consultation with Northern Sydney Health.

In announcing the decision, Hope Healthcare Chairperson Ron Thompson said the decision was taken as part of the firm commitment of Hope Healthcare



Hope Healthcare Chair Ron Thompson and its parent body, the Anglican Deaconess Institution Sydney to ensuring the best delivery of Hope Healthcare's services to the local community.

Fresh proves a winner

Reverting to freshly cooked meals at Greenwich Hospital is a winner for patients and catering staff alike.

An enjoyable and tasty meal with an emphasis on quality, nutrition and good presentation are important to Ms Wajma Osman acting in her role as Food Services Manager Hope Healthcare North. She has a passion for food and the meals she is involved with reflect this.

In April Greenwich Hospital went back to cooking fresh meals for patients after a three-year trial of ordered in, cook-chilled meals. Originally cook-chill was trialled because of perceived savings to the always-stretched hospital budget. However, the reality is that overall, fresh cooked food has been proven to be much cheaper to provide, with enhanced food safety, reduced waste disposal issues and most importantly of all, greater satisfaction amongst patients.

Wajma said presentation is the key to a patient's enjoyment. "In a hospital, making food appealing is vital, as patient's palates can be jaded and they may need motivation to eat. What's important is that the plate of food served is good to look at, is appealing, fresh and has good colour and palatability."



Wajma Osman, Food Services Manager Hope Healthcare North with the kitchen team at Greenwich.

"People are now enjoying their food, eating what's on the plate and benefiting from better nutrition and for me that's very

pleasing," she said. "We're even getting regular thank-you cards and letters from patients in appreciation."

Going back home, not to a nursing home

Rehabilitation and support program for frail older people aims to avoid unnecessary admission to residential aged care.

According to Nicola Griffiths, Coordinator of Innovative Care Rehabilitation Service (ICRS), the worst outcome for an older person who is recovering from a stroke or injury such as a broken hip, may be inappropriate admission to a nursing home. But there are alternatives.

“Our Community and Aged Services Division is now delivering community and slow-stream rehabilitation to clients over 70 years of age on Sydney’s lower north shore who have a need for high level support after discharge from hospital.”

She said that with the two-year pilot project, funded by the Department of Health and Aging, she was working in conjunction with Northern Sydney Health to enable older people to return to their own home with the help of a carer for up to 16 hours per week for a 12 week period.

“The individuals need to have the motivation in the first place. We will support them with access to a carer and as well, occupational therapy assessment and remediation of the home and ongoing physiotherapy. The goal is to improve their independence, enabling return to their own home environment with their own family around them.”

To give an example of how the service works, Nicola said one of the services’ clients, an 81 year old woman who is blind and now had both legs amputated as a result of her diabetes, has been able to return home to her family with the initial support of a carer and the help of an Occupational Therapist and a Physiotherapist.



Nicola Griffiths, Coordinator of the Innovative Care Rehabilitation Service.

“It was a relief for the family to know that there was help available to support her mother following discharge from hospital. It is worth noting that she is now able to move herself from her bed to a wheelchair using a slider board!”

“This has proven to be the best outcome for the woman and her extended family and provides much better quality of life than unnecessary admission to a nursing home. The result is someone able to function at their full potential with less dependence and reliance on others.”

Relaxation through sensory stimulation

Graythwaite explores use of new therapeutic environment for confused elderly residents.

With an aging and less mobile resident population, Graythwaite Nursing Home has been reviewing their changing diversional therapy needs. Part of this process has involved surveying families of residents to deliver programs better suited to a less active and able group of people.

Diversional Therapist Ernest Buckley has begun creation of a trial relaxation environment using basic equipment to trigger the visual, auditory and olfactory senses.

In the temporary trial set-up, coloured lights move gently on the ceiling in the darkened room, a bubble tube and lava light make for enjoyable visual diversions, soft environmental music is played and an aromatherapy diffuser fills the air with familiar smells. The overall effect is one of gentle relaxation.

Ernest said that the room is based on concepts originating in the Netherlands over a decade ago. “These relaxation environments have been proven



Diversional Therapist Ernest Buckley demonstrates some of the basic equipment being used in the trial of a relaxation environment.

to be an effective therapeutic medium for the confused elderly. They facilitated relaxation, lower levels of aggression and are an enjoyable experience for residents and their visitors alike.”

While initial feedback has been positive, Graythwaite

Nursing Home will require additional funds to obtain enhanced equipment and to fit-out another space to create a permanent home for their relaxation room. You may care to consider helping with your financial support.

Slip-sliding in safety thanks to Seniors

Grants from Seniors Associations enable purchase of aid for moving patients.

Patients in the hospital and in the care of Neringah Hospital's palliative care community service are benefiting from grants received from the Hornsby Ku-ring-gai Branch of the National Seniors Association and the National Seniors Foundation.

The grants totalling \$2,600 have enabled the purchase of a patient transfer system called HoverMatt. It's a type of air mattress with an attached air supply. When a patient needs to be moved, the small air supply is used to inflate the mattress with the patient on it. At the same time that the air is supporting the patient, it's escaping from perforations in the underside, acting as a lubricant to make the transfer easy, and importantly, safely.



A HoverMatt with attached air supply - enabling movement in comfort and safety.

With this equipment we can significantly reduce any trauma, with the patient resting comfortably and painlessly while being moved. This is especially important with frail and elderly patients with brittle bones and skin prone to tearing and bruising. In addition to enhanced patient comfort, we are able to reduce injury risk to the nursing staff and enable a safer work environment.

Donations on-line

Enhancement to website gives new options.

It may not be the slickest website around, but it works and provides relatively quick downloads (except for the larger documents you can choose to download - and the size is indicated on those).

If you haven't already done so, you might like to visit www.hopehealthcare.com.au. It gives a basic overview of who we are and what we do. It also provides easy access for people who might want to contribute to our important work - be it their time, as volunteers, or through their financial support.



Donations

Recent enhancements have included provision of three donation avenue options; by making an on-line donation, or printing out and faxing or mailing a donation form, or telephoning us during business hours.

On-line donations are via a secure page using public-key encryption called Secure Sockets Layer (SSL). Computer encryption is based on the science of cryptography and SSL is an Internet security protocol used by Internet browsers and Web servers to transmit sensitive information. SSL is based on complex algorithms and very large hash values for encrypting, including 128-bit numbers. Our secure on-line page uses 128-bit numbers with a possible 2^{128} different combinations!

We are dependant on our friends and supporters to provide funds to purchase additional equipment and for enhancement of our services.

CAN YOU PLEASE HELP?

DONATIONS ARE TAX DEDUCTIBLE

Yes, I would like to make a donation of \$ 135 45 95 Other \$ (write amount)

I enclose my cheque/money order (payable to Hope Healthcare)

OR, once only, debit my credit card (details below)

OR I pledge a regular credit card donation of \$ (write amount)

Monthly 3 monthly 6 monthly Yearly

until I advise otherwise, commencing from (write date)

Please debit my: Bankcard Mastercard Visa

Card No.

Expiry date Signature

Mr/Mrs/Miss/Ms/Dr/Rev

Address

Postcode

Telephone Email

Mail to Hope Healthcare, Reply Paid 42, Wahroonga NSW 2076

THERE ARE MANY OTHER WAYS YOU CAN HELP US

I would like information about becoming a Friend of Neringah/ Greenwich/Braeside (circle hospital you wish to support)

I would like information about being a Volunteer

Please send me, in confidence, information on how I can help Hope Healthcare through my Will

Music as therapy for dementia-affected

Enhanced social and emotional well-being, just some of the benefits from a new music therapy program at Tom O'Neill Centre.

The Tom O'Neill Centre is now able to offer clients music therapy following success in obtaining one-off Commonwealth funding.

With seven to eight individuals participating and importantly, the associated respite or break for their carers, the program promises significant assistance for those in need of these support services on the lower north shore.

Music therapy has been proven to deliver benefits to a wide audience in the health care setting. However it has particular application to those demonstrating difficult behaviours associated with dementia.

Music therapist Dianne Langan said that the music played is typically the individual's choice quite often arrived at using non-verbal cues. "We learn to identify the client's responses and by reflecting or even imitating, establish a musical relationship. We use improvised or composed music as triggers and have access to a variety of instruments."

"Sessions with clients often begin on a one-on-one basis but the aim is not only the relaxation and focusing that music can bring but also socialisation."

"In this environment, music therapy can build social bridges, raise self-esteem, self-identity and improve behaviour without resorting to drugs."

"Music has a powerful ability to trigger strong memory associations of times when the individual functioned normally. In a moment they will recall their identity, some even will dance to the music."

"A significant benefit is the potential for improving strained relationships between the client and their carer through a quietening of agitated behaviour, a normalisation that can relieve the stress from the care environment."



Program Manager Chris Mackenzie (left) with Music Therapist Dianne Langan in their music room. They also take their program to individual's homes.

Volunteers – an important part of the team

Our Volunteers contribute to the ability of our patients and residents to live as full and rich a life as possible through reassurance, support and love.

Volunteers do many things that improve the quality of life of those in our care. They provide respite care, take patients for a drive or for appointments or they may simply offer love and companionship and sit with someone in need of comfort and support. They typically specialise in areas suiting their skills and attributes.

Their assistance extends beyond the patient to include family and friends. Volunteers undergo a selection process and an extensive initial training program. Ongoing education and training is provided along with regular support meetings and one-on-one supervision. The training includes areas such as occupation health and safety, manual handling and grief and loss.

Julia Thomas has been recently appointed as Voluntary Services Coordinator for the Northern Beaches Palliative Care Service based at Mona Vale. Julia is working with us part-time, balancing her work with raising two young children.

Her aim is the growth of the existing team of volunteers at 'the Beaches' to enable strengthened

assistance for the palliative care service which is primarily delivered in the community. They need people who are able to undertake home visiting to provide companionship and support. She also identified a need for able drivers.

A priority for the future is to be able to provide Volunteers who can undertake support following bereavement.

If you live near one of our facilities and are interested in joining the Volunteer teams, please feel free to contact the Volunteer Services Coordinator or Manager direct (for Braeside Hospital telephone 9616 8600 and ask for the Volunteer Services Coordinator and for all our services in the northern area of Sydney contact the Manager, Voluntary Services on 9488 2200).

Or why not try going to our website? (www.hopehealthcare.com.au/)



Voluntary Services Coordinator for the Northern Beaches Palliative Care Service.

volunteers.htm). There you are able to send an email with your details direct to the relevant coordinator.

Hope Healthcare Limited

- a not-for-profit provider of specialised public health and community services

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