



HOPE

HOPE HEALTHCARE Newsletter

A ministry of the Anglican Deaconess Institution Sydney

Seventeenth Edition

Giving a short break for carers

One to two nights respite for carers of frail aged people and people with dementia now available in Sydney's north.

Carers can have a demanding full time role assisting with the tasks of daily living, and can spend their days feeding, bathing, dressing, toileting, transferring or administering medications. They also may have to provide emotional support, day in and day out.

A new service is now available for those carers living across northern Sydney providing a safe secure home-like environment for one to two nights for people with dementia and for frail aged people, and thereby that important respite break for their carers.

Based in Woonona Cottage, a six-bedroom home in Woonona Avenue South, Wahroonga, the service is open to provide that short break for carers in the

northern Sydney area from Sydney Harbour to the Hawkesbury.

Within the home-like environment of Woonona Cottage, guests have the opportunity to participate in activities such as card and board games and reminiscence, as well as go on outings, take part in gardening, arts and crafts, short walks and go to movies and music.

Hope Healthcare is working in partnership with the Northern Sydney Commonwealth Carer Respite Centre for coordinating bookings into Woonona Cottage. Bookings may be made by telephoning 1800 059 059. However enquirers are welcome



Woonona Cottage Manager Cecelia Mariaca (right) with a guest at Woonona Cottage.

to speak with the House Manager at Woonona Cottage direct, on 9488 2288.

The operation of Woonona Cottage is being funded by the Department of Health and Ageing as part of the National Respite for Carers Program.

Volunteer dogs - therapy on four legs

A wagging tail, a friendly face and a willingness to interact has the potential to reduce stress, improve relaxation and increase communication and humour.

Volunteer dogs have been part of our patient therapy program for many years. Young Dougal, a Golden Retriever, is a recent recruit to Neringah Hospital. His owner Joanne Watcyn Jones may be biased but she said that he has a wonderful smiling face and the softest fur imaginable.

On Dougal's first visit to the hospital Joanne said she didn't know what to expect. He'd been through puppy school, young adolescent training, and proven he was cut out for hospital work; but now for the real test. Having rushed eagerly to Neringah's glass entrance doors, Dougal astonished her by slowing his pace to a crawl the moment they set foot inside. No pulling, no straining at his harness. She said it was as if he sensed the atmosphere and his role.

Dougal makes no distinction between staff, patients and family. He greets each and every person he comes in contact with as special. She said she quickly learnt that his presence is as

refreshing to the staff as it is to the very ill.

Since that first visit she says she has had many experiences she'll never forget. "We've been allowed to share in the last hours of loved ones, been greeted by families as if we were old friends. With Dougal, particularly when there are visitors, the atmosphere changes. Some of the tension drains away. Smiles return to faces. Children are relieved. Dougal's presence gives them an excuse to reminisce. The warmth extended to us by these families is quite remarkable, and very humbling."

"We've met people from every walk of life and they've all thanked us for giving them our time; for Dougal's unconditional love. But I have to say that, when we leave Neringah and walk back into the world beyond its doors, I am the one who feels grateful. I am the one who feels that, thanks to my gentle dog, I get a chance to experience the very best of the human spirit."



Dougal, Joanne Watcyn Jones and patient, Harvey.

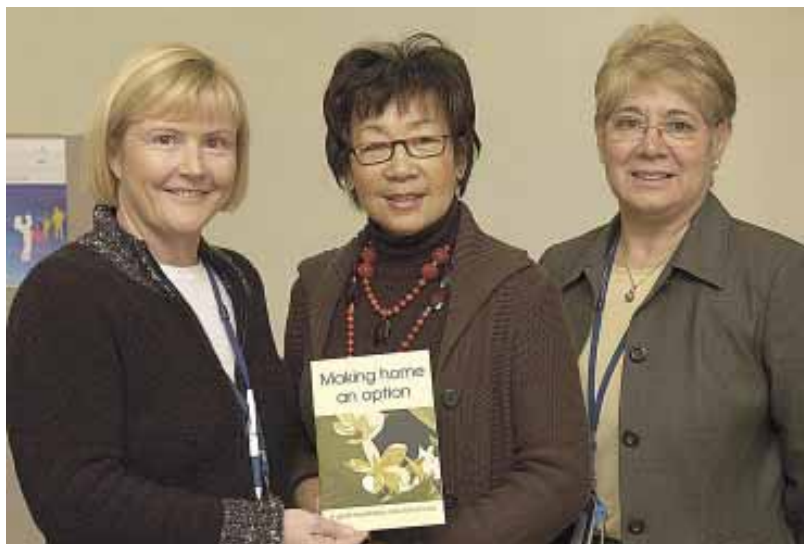
Guide to palliative care to help carers at home

A major revision of a booklet sets out to help people caring for terminally ill family members in their own home.

The 54-page booklet *Making home an option – a guide to palliative care in the home* was launched at Neringah Hospital's Education Centre.

Kathleen Thorpe, Nurse Manager of Hope Healthcare's northern Palliative Care Services said the user-friendly *Making home an option* booklet is designed to give patients and importantly, their carers answers to commonly asked questions when caring for someone with a terminal illness at home. "This includes information for carers about coping with changes, explanations of possible physical symptoms and interventions, equipment suggestions and other helpful resources as well as what to expect as the person deteriorates and details about grief and bereavement."

"Our palliative care services operating at Neringah and Greenwich Hospitals and Northern Beaches Palliative Care Service are predominantly community based, with hospital admission available, if needed, for symptom control and management. We presently have over 400 patients in our community service supported by a specialist multidisciplinary team of medical and nurse consultants, pharmacists, physiotherapists, occupational therapists, social workers, volunteers and chaplains. The team provide comprehensive



Clinical Nurse Consultant Peta McVey (left) with Mrs Pauline Kwong and Dr Lucia Rodrigues, at the launch of the booklet at Neringah Hospital.

care for the patient, carers and family which embraces physical, psychological and spiritual needs. The booklet is an important supplement to this care."

Cherrybrook resident Maurice Kwong was accompanied by his wife Pauline to the launch of the booklet. Maurice had been an inpatient in Neringah Hospital and back at home under the management of

the community palliative care team. Pauline, who is her husband's main carer, was impressed by the new booklet, "It's informative and easy to read and answers lots of questions I've wanted to ask. It will be invaluable for those confronted for the first time of having to care for someone with a terminal illness. I found the references to other available resources especially helpful".

Building for the future

Hope Healthcare's Chief Executive Officer, Mark Newton writes on his vision for our future.

Since I joined Hope Healthcare in June I've been impressed by the tremendous work being undertaken by our dedicated staff and volunteers. I pay particular tribute to the staff at Graythwaite Nursing Home and Neringah Hospital who have faced continuing uncertainty. I intend in my time as CEO we will determine the future direction of these facilities.

Hope Healthcare has become active in the Cy-Pres proceedings before the Supreme Court over the future of the Graythwaite Nursing Home site at North Sydney. Central to our involvement are the needs of the residents and our staff.

Midst this uncertainty, Graythwaite has achieved an excellent result in compliance with all 44 standards in the Aged Care Accreditation Survey conducted in September. The Accreditors spoke very highly of the care and services provided to our Graythwaite residents and were especially impressed with our staff.

An ongoing strategic initiative is the investigation of partnering with a kindred

organisation, which will allow for the redevelopment of Neringah and Greenwich Hospitals.

Relationships with our major funders, NSW Health, are a serious consideration as we strive to find the right balance between the need to integrate services with those provided in the major public health services, and the need to maintain our distinctive identity flowing from our Christian heritage and Mission.

We are currently developing a strategic plan for our services and facilities which will inform future decisions about models of care, in conjunction with the Northern Sydney Central Coast Area Health Service, the major funders of our northern services.

It is important to recognise that the people we are here to serve must always be at the centre of our thinking, and therefore the job of management



Chief Executive Officer, Mark Newton.

is to serve those providing direct patient care services.

There is no clearer example of the service culture than the positive role played by our wonderful team of Volunteers.

Together I believe we can create a bright future for our specialised services as we strive to fill an important niche in the health service requirements of an ageing population.

Developing nursing skills in palliative care

A donation in memory of family members cared for at Greenwich Hospital promises benefits for the future users of palliative care services in Hope Healthcare.

With a strong desire to make an ongoing contribution to the care of those with a terminal illness, and in gratitude for the care given to loved ones, a family have made a significant donation to go towards furthering our development of nurse education and skills enhancement in palliative care.

With the international labour market pressures on the nursing profession, attracting, retaining and enhancing skills in specialised health care areas such as palliative care are a real challenge.

This donation of \$50,000, made in memory of Michael and Jeanne Ercole, will enable provision of tailored short Palliative Care seminars for our nursing staff to be run at our Greenwich Hospital Education Centre by The College of Nursing, provision of Self-Learning Packages and set-up of a

A living memorial

A bequest is a gift or legacy left in a will and a meaningful way an individual can distribute their estate.

Bequests have contributed significantly to the history of Hope Healthcare. In our early days, bequests and donations fully funded the development and the work of the then Home of Peace hospitals. In more recent times, one bequest of over a million dollars by Frederick Drake played a crucial role in our development of Braeside Hospital.

By making a will you can ensure that all your affairs will be settled exactly as you wish. It is possible for you to prepare your own but it is strongly recommended that you seek advice from a properly qualified legal advisor.

With a will, you choose how you want to provide for your loved ones, other people or causes that really matter to you and how you want to distribute your money, property and possessions.

A bequest can be worded to suit your own personal wishes. Your legal advisor can advise about the types of charitable bequests you can make. For instance you may choose to leave a specific sum of money, a percentage of your estate or a residual bequest.

By leaving a bequest to Hope Healthcare in your will, you become a partner in our life affirming work and your gift will offer a benefit that lasts longer than a lifetime.

Specialised Resources Library.

Clare Neems, our Director of Nursing and Patient Care expressed her gratitude for the assistance that this donation will give.



Director of Nursing and Patient Care, Clare Neems with Olwyn Cooper, a member of our palliative care nursing team.

“This is an exciting opportunity to further develop the skills of our nurses working in palliative care. It will also mean that we will become more attractive as a place of employment in this specialty area. The outcome will benefit our inpatients and community patients who are dealing with life threatening illnesses and in need of palliative care.”

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, PO Box 5084, Greenwich NSW 2065

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

Group helps mental health of older people

Older adults often find themselves feeling lonely, socially isolated and unhappy as a consequence of the lack of support and contact with a peer group. This has the potential for development of psychological problems including depression.

Based at Braeside Hospital, a pilot project is now underway to bring people from the local community together for regular socialisation and support. Such a group has real potential to assist the rehabilitation and recovery process for someone who has had an episode of illness. The establishment of the group, with initial funding from the Smithfield RSL, is intended to enhance quality of life and improve social functioning, integration, health monitoring and support.

The Braeside Seniors Friendship Group might have been meeting for only a short while, but it is a friendly, happy and enthusiastic group who warmly greet visitors.

Facilitated by Diversional Therapist Barbara Whitton and strongly supported by Volunteers and members of staff, the Friendship group have been empowered to select the activities they want to be involved in; even the name of the group was their own choice.

Barbara Whitton said the members of the group related well from the beginning, "From the time they met, they really clicked. They are comfortable together and now able to openly talk through personal problems and issues, even difficult emotional issues involved with the loss of a partner."

Recovery a real success story

Good care and personal motivation contribute to a good rehabilitation outcome.

Over seven weeks, June Woollett, with the help of the rehabilitation team at Greenwich Hospital, has turned her life around. A major infection leading to a life threatening situation and admission to Intensive Care with kidney and heart problems was just the beginning for June. When transferred to Greenwich Hospital, her infection was controlled and her state was stable, but her condition was poor.

In addition to thorough nursing care, good nutrition with the help of the dietician, June has been active in the gym, working with the physiotherapists and occupational therapists.

She has progressed impressively; her drive and enthusiasm to get better has been a major factor in



Diversional Therapist Barbara Whitton with the Braeside Seniors Friendship Group and staff in the background.

When it came to nominating the sorts of activities they wanted to be involved in, she said the common theme from virtually all the participants were activities with an historical element. They have undertaken excursions to places like Thirlmere Railway Museum with its nostalgic displays of railway heritage and memorabilia, Mount Annan Botanic Garden with its collection of unique and ancient plants and the Fairfield Museum. "The Fairfield City Museum and Gallery was a real favourite amongst our group, a step back in time with their Vintage Village, lots of information from the Museum staff and lots more questions from our group."

"Our group have a strong sense of community too, and in planning their activities want to contribute themselves. The sort of charity work discussed included making things for potential sale to assist issues with local youth on the streets. There has even been talk about knitting and making up squares for woollen wraps for the 'Wrapped with Love' campaign."



Braeside Seniors Friendship Group, off to the Auburn Botanic Gardens.

her recovery. From having to be moved by three nursing staff in a lifter sling, to being independent with a walker, then a walking stick.

June said she felt indebted for all the help from the whole team at Greenwich, "I couldn't be more grateful for the wonderful care and support I've been given."



June Woollett with nurse Michiyo Kubota.

Hope Healthcare Limited

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

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