



HOPE

HOPE HEALTHCARE Newsletter

A ministry of the Anglican Deaconess Institution Sydney

Eighteenth Edition

Assisting recovery at home after hospital

Providing short-term care in the community to assist an older person to recover and improve their level of function at home after discharge from a public or private hospital.

Hope Healthcare's Community and Aged Services have been successful in securing nearly half of the new Transitional Aged Care Program 'packages' (TRANSPAC).

TRANSPAC is a joint Australian Government and NSW Health funded program to assist older people who are being discharged from hospital to recover and improve at home. Typically the care packages are for about 8 to 9 weeks duration, with a maximum of 12 weeks.

Valerie Haye, TRANSPAC case manager, said that Hope Healthcare is able to provide a wide range of care and therapy options to meet individual needs, agreed after discussion with the client.

"Therapy options include physiotherapy, occupational therapy and speech therapy. We can also provide assistance with personal care, domestic services such as cleaning, laundry and meal preparation, transport to medical appointments and respite for carers. People coming onto the program will have been assessed as eligible for residential aged care and will have the capacity, with short-term physiotherapy and service input, to improve



(From left) Occupational Therapist Melissa Sale, Physiotherapist Anne Woodbridge and Case Manager Valerie Haye.

their level of function, enabling them to continue living independently in the community. Results so far have been extremely positive."

Hope Healthcare is the provider for the Lower North

Shore and Ryde and Hunter's Hill local government areas. With the new funding we are providing a total of 25 care packages at any one time, making us the largest provider of this program in Northern Sydney.

Celebrating 100 years of care

This is our Centenary year and we'll be commemorating the occasion.



How they celebrated back then! The Home of Peace at Petersham - 21 years old in October 1928.

On Tuesday 17 September in 1907 the NSW Governor Sir Harry Rawson officially opened our first facility, the Home of Peace at Petersham. The first patient John Allen was admitted on 29 September, so beginning our 100-year history of providing caring services.

A Thanksgiving Service at the Ryde Anglican Centre, St Anne's Anglican Church, Ryde and a High Tea under a marquee in the gardens at Greenwich are the key events planned for September to celebrate our Centenary.



Our Centenary provides the opportunity to review our history and the significant contribution we have made with our health and community services. As part of this we are producing a booklet as a record of highlights of our first 100 years.

Ten for Friends

A tenth anniversary for a support group that grew out of an active community campaign to save a health service.

The group Friends of Neringah celebrated their ten years of support for Neringah Hospital in style in March. The Friends grew out of the groundswell of community support that came together to save Neringah Hospital from the threat of closure by the government in 1996. The founding members later incorporated as an association and have as their goal, support for Neringah Hospital.

At the celebrations, tribute was paid to the founder, Sheila Mason, centrally involved in the 'saving of Neringah' in 1996.

Local Members of Parliament Judy Hopwood and Barry O'Farrell joined with Hope Healthcare Chief Executive Officer Mark Newton and other guests in

helping mark the ten years of active support by the many people that make up the 'Friends'.

Over the decade the Friends fundraising activity has raised almost \$100,000 for the hospital and they made their largest donation, involving 19 bedside



Friends of Neringah President Jeanette Batcheler with a patient at Neringah and examples of the Friend's most recent donation to Neringah, 19 overbed and bedside tables.

lockers and overbed tables, on their tenth anniversary.

Four of the donated items were dedicated to the memory of former Friends of Neringah President, Jim Davidson. Three of Jim's own family were present and much appreciated the recognition.

New care option on the peninsula

A function marks commencement of a new clinic as well as work on a garden retreat.

Members of the local community, local politicians, members of the ladies auxiliary and staff from Mona Vale Hospital joined with volunteers and staff of the Northern Beaches Palliative Care Service at the Northern Beaches Palliative Care Cottage in May.

The occasion was to mark the commencement of a medical clinic at the Cottage providing an alternative to home visits, and to also acknowledge the generous volunteer help in the planning and assisting with the building of the Cottage garden.

The John Doran Clinic will give palliative care patients the option of an appointment with their palliative care specialist at the Cottage, rather than a visit being made to their own home.



(From left) Mrs Eileen Gordon Community Representative, Mr Mark Newton Hope Healthcare CEO, Hon. Bronwyn Bishop Federal MP for Mackellar, Mr Robert Stokes State MP for Pittwater and Cr Patricia Giles Deputy Mayor Pittwater.



Views from the Cottage garden. Three of John Doran's daughters attended the function and are pictured here talking with members of the local community.

The naming of the clinic pays tribute to Dr John Doran who worked tirelessly to establish palliative care services on the Northern Beaches. He became well known in the local community for his bereavement and grief counselling

skills. Dr Doran was instrumental in the foundation of the Palliative Care Cottage and the bereavement and outpatient services.

A local Landscape Designer, Vicki Bowden, undertook design for the garden area and she has generously continued to volunteer her time and energy by assisting with the building of the Cottage garden.

Vicki had earlier collaborated with Design Consultant Amanda Walsh and Colour Consultant Michelle McCallum to produce a project plan for the makeover of the Cottage.

Rotary Club's Carols help us

A donation from funds raised from carols will benefit our rehabilitation patients.

The Rotary Club of Wetherill Park's donation of \$4,000 to Braeside Hospital will assist people in the Fairfield and Liverpool areas who require our rehabilitation services, especially those who have suffered a stroke or had an amputation following an accident or illness.

The donation will go towards a one-arm-drive wheelchair for people who have mobility restrictions due to stroke, and another special wheelchair for amputees, as well as urinalysis test equipment.

Wonderful care - a gift in memory

Care motivates a gift with promise of ongoing benefits.

Having observed first hand the love and care given when visiting friends who had been palliative care patients at Greenwich Hospital, and after discussion with nursing staff, a grateful individual who prefers to remain anonymous, has made a donation of over \$5,000 worth of specialised books relating to palliative care. The books will form the basis of a reference and learning library being established at Greenwich, to be available for use by nursing and clinical staff across Hope Healthcare.



Clinical Nurse Educator Anthea Cosier & some of the books.

"I was there almost every day and saw the wonderful care given to my two friends. This gift in memory of two women who had an interest or involvement in education made me think that to benefit the education of others would be a terrific thing to do. This will help the staff enhance their ability and help develop excellence in this specialised area, with the potential to improve longer-term prospects of attracting and retaining staff." the donor said.

The Rotary Club of Wetherill Park raised the funds through their annual Carols In The Park.

In acknowledging the donation, Hope Healthcare's Director of Medical & Allied Health Services, Associate Professor Andrew Cole said that the Rotary Club of Wetherill Park's ongoing support for health care initiatives at Braeside demonstrated their concern to improve the wellbeing of the local community.

"This donation will directly benefit people from the local area who need our specialised rehabilitation services."



Part of Rotary's donation goes towards a Poirier Arnas One Arm Drive wheelchair, here club President Jim Brown goes for a test drive under the watchful eye of Occupational Therapy Manager Michelle Coates.

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: 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

Innovative practice to be adopted state-wide

A different approach to the initial fitting of prosthetic legs pioneered at Braeside Hospital is to become standard practice across NSW.

Until now the standard practice in NSW has been for physiotherapists to manufacture the initial prosthesis for patients who have undergone leg amputations. Some physiotherapists have acquired significant experience and expertise, however the majority of rehabilitation services find it difficult to retain this skill base as physiotherapists move on to other jobs.

After a review and trial at Braeside Hospital dating back to 2003 to ensure a high-level service for amputee patients, involving a local prosthetic service provider manufacturing, fitting and adjusting the prostheses delivered good outcomes for patients and staff, the process became a permanent arrangement in 2005.

In 2005 the Artificial Limb Service in NSW reviewed the provision of prosthetic services for amputees across NSW. One of the recommendations out of this review was to have a formal trial of

prosthetist-made initial prostheses. The data from Braeside Hospital was presented to the ALS as supporting evidence.

NSW Health and the NSW ALS are now in the process of implementing prosthetist made interim prostheses across the state, some two years after Braeside Hospital standardised this process.



Braeside Physiotherapist Kim Stendara (left) with recent recipient of his initial prosthetic leg Bruno Zilli, and Prosthetist Stefan Laux from APC Prosthetics.

We're Accredited

What is it and what does accreditation mean for the users of our services?

Hope Healthcare underwent the Australian Council on Healthcare Standards' Evaluation and Quality Improvement Program (EQuIP) accreditation process at the end of 2006 and our facilities have now gained accreditation until 11 May 2011.

EQuIP was launched in 1996 to provide health care organisations with a framework to deliver consumer-focussed services, using external peer review, with the aim of improving the quality and safety of care.

Organisations maintain a four-year cycle of self-assessment, surveys and reviews against ACHS standards and the ACHS undertakes a

comprehensive review every four years to assess the organisation against those standards.

For users of Hope Healthcare's services, EQuIP Accreditation means that evaluation and assessment by professionally qualified surveyors has determined that we meet industry best practice expectations in our care and service delivery. So in short, an assurance of the quality of care for our patients, clients and service users.

In addition to this accreditation process, our Aged



Members of our Quality team: Manager Toni Powell (from left) with CEO Mark Newton and Quality and Safety Officer Rodney Berg.

Care Psychiatry areas undergo Mental Health In-Depth Reviews and Graythwaite Nursing Home undergoes accreditation by the Aged Care Standards and Accreditation Agency.

Small improvements help make a difference

Across Hope Healthcare, enhancements of our care environment from the small to the large have taken place.

Improvement in Hope Healthcare's financial position has allowed expenditure on a number of upgrades and improvements across our facilities. Some building work such as creation of ensuite bathrooms to the wards in Palliative Care at Greenwich Hospital and creation of the facilities to enable future Day Hospitals and Ambulatory Care

Clinics to be established, have obvious benefits for the users of our services. As do improvements to the courtyard gardens adjacent to the Aged Care Psychiatry unit at Braeside Hospital.

But some upgrading, such as the new dining chairs and tables for the Aged Care Psychiatry unit - Riverglen, at Greenwich are perhaps less obvious. However

these replace furniture dating back more than a decade and will contribute to a more attractive and less institutional common and eating area for our clients in Riverglen.

Hope Healthcare Limited

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

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