

# PAC Chat



Issue 11  
April 2010

## Care in a Cultural Context



Also in this issue: Chaplains Corner • Poetry: "Tribute to My Mum" • Accreditation Success!  
Paddington: What's the Plan? • Community Graduations and much more!



## CEO's Desk, by Paul Sadler



We are already well into 2010. How time flies! We wish all our readers a Happy New Year!

We're delighted to feature in this edition of PAC Chat the establishment of our new Chinese Care service in Sydney at PAC Ashleigh Lodge in Thornleigh.

Since our last edition we have also rejoiced in the opening of PAC Minnamurra at Drummoyne. It was an honour to have Her Excellency Professor Marie Bashir AC CVO, Governor of New South Wales officially open Minnamurra on 18 November 2009.

John Flynn House at St Andrew's Village, Hughes in the ACT was officially opened in August 2009. We have featured an article on John Flynn House that ran in *The Chronicle* in December. Both Minnamurra and John Flynn House are state-of-the-art aged care buildings, designed to let older

people age in place.

Presbyterian Aged Care staff and residents / clients have also featured in a national campaign to highlight the importance of aged care. Staff, along with residents at PAC Haberfield and clients of the Inner West Community Care Services, participated in photography for the advertising campaign. The advertisements under the slogan "Can't do it without you" have featured in magazines such as Good Weekend and Women's Weekly.

Run by Aged & Community Services Australia, the campaign is aiming to attract people's interest in a career in aged care. A humorous video clip of the Prime Minister ageing rapidly also reminds politicians of the fact that we all age, and that funding aged care properly is all our interests. You can find out more about the campaign at [www.Kevin87.com.au](http://www.Kevin87.com.au)

## Care in a Cultural Context, by Alan Godfrey



Imagine: You walk into your lounge room to relax, but when you get there, the furniture isn't arranged in a way that you prefer, the take-away meal you picked up on the way home has far too much pepper in it, and worst of all the TV, magazines and books are all in another language!

Ashleigh Lodge Nursing Home at Thornleigh has recently established a "Chinese Cluster", which means that we have sought to create a comfortable and familiar environment to meet the cultural needs of our Chinese residents. To do this, one room has been converted into a lounge and dining area, and we have redecorated the room in consultation with members of the Chinese community who have advised on colours, placement of furniture and decorative items.

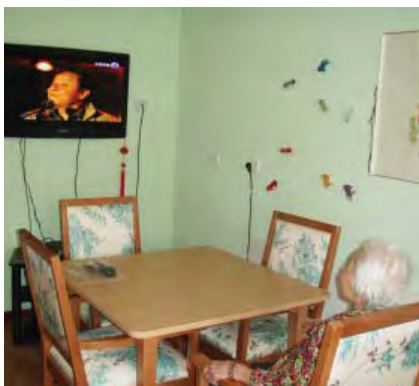
Food can be such an intrinsic part of our cultural heritage, so we've taken steps to source meals that

meet the culinary expectations of our residents.

One of the noticeable features of the lounge room, as you can see from the photos, is the large screen television that has access to Chinese language television programs (TVB Australia).

Chinese reading material has also been provided for the residents, Chinese doctors are available and our recreational activity team has attended training which has given them many great ideas for organising activities that are culturally appropriate.

A huge asset to this initiative, of course, has been the contributions of our bi-lingual staff members who are fluent in either Mandarin or Cantonese. This has given our Chinese residents the freedom to converse in their native tongue and be assured that they are being heard and understood.



## Providing Wholistic Care, by Rev Phil Paul

One of the key values of PAC is that staff are to show compassion and love by caring for the WHOLE person – physical, social, emotional and spiritual. But what is the rationale for providing spiritual care? Why not confine our care simply to the physical needs of residents?

The Bible teaches that God created men and women with a body and a soul (Matthew 10:28 and 2 Corinthians 4:16) These two elements correspond with the outer (physical) and inner (spiritual) aspects of our being. In the Bible, the soul is often referred to as the 'heart' which can be described as being like a moral helmsman which directs the whole course of our lives including our thinking and behaviour.



Why is the soul/body categorisation important? The apostle Paul says, in his second letter to the Corinthians, that while the outer body may be wasting away, the inner person can still be inwardly renewed. This highlights the importance of providing spiritual encouragement as an essential ingredient of care. Also it is important to acknowledge that diseases of old age can impact on the spiritual motivation and behaviour of people. Alternatively, a person's spiritual condition can also have a significant impact on the person's physical health, especially via psychosomatic illness. These issues are explored in greater length in two excellent books by Edward T. Welch entitled Counsellor's Guide to the Brain and its Disorders and Blame it on the Brain.

The gospel accounts of Jesus' ministry provide a helpful example in this regard. For example, one day when Jesus was preaching in a house in Capernaum, a paralysed man was lowered through the roof of the house by four of his friends. No doubt these friends had witnessed earlier miracles by Jesus. And in view of the pressing crowds, these men thought that this was the best way to bring the paralysed man to Jesus' attention. They were fully expecting Jesus to heal the man so that he could walk again. But to everyone's surprise, Jesus first dealt with the man's spiritual needs. He pronounced forgiveness of the man's sins. It is only then that Jesus addressed the man's physical needs by telling him to get up from his bed and walk.

It is clear from Jesus' teachings and actions that

holistic care of older people is essential if we are to care for the elderly in a Biblical manner. We can't afford to ignore either the medical or spiritual aspect of care if we are aiming to please our Lord. It is the focus on holistic care that sets PAC apart from other secular or non-religious aged care providers. It is the reason why priority is given by PAC staff to address the spiritual as well as physical needs of residents.

Jesus also taught about the folly of focussing exclusively on the needs of your body while neglecting your soul – and your need for salvation (Matthew 10:28-33; Romans 3:23-24). May you acknowledge the eternal value of your soul, and the souls to whom you minister.

Have you got an idea for an article?  
A great short story that needs to be published?  
Contact us!

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- or -  
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# A Brilliant Accreditation Round!

by Pauline Solomons

## Congratulations: Presbyterian Aged Care Residential Aged Care Achieves Outstanding Accreditation Results.

The fourth round of accreditation has now passed for all of the PAC facilities, with the last audit happening in January for our newest facility at Drummoyne. The results that PAC, as an organisation, achieved through this audit process were outstanding, with every one of our facilities being found to be compliant with the total 44 Expected Outcomes that were audited at each residential aged care facility.

In Australia, the aged care accreditation scheme aims to promote quality of care and quality of life for residents, protect the health, safety and well-being of residents and promote continuous improvement in residential aged care. In other words, it provides a framework for promoting and ensuring safety and quality of care and services, and achieving quality improvement.

This accreditation round proved to be somewhat problematic for the aged care industry as a whole,

with many organisations, being found to be non-compliant in at least one Expected Outcome, and/or experiencing difficult audits that were highlighting deficiencies in their systems. But this was certainly not the case for Presbyterian Aged Care as at all of our facilities our care services, systems and processes all proved very robust.

So, to all of our Managers, staff, volunteers, and residents who worked so hard and participated so passionately in the audit process, we say a VERY BIG THANK YOU, to all of you. The feedback that we heard consistently from the auditors, when referring to their interviews with our residents, was without exception, expressed as extremely positive comments:

- “exceptional care delivery”,
- “caring and committed staff” and
- “a sense of belonging and a feeling of home”

It doesn't get any better than that!

**Congratulations! You are all stars!**

## A Growing Village

as seen in *The Chronicle*

Since April 1989 St Andrews Village has been a hive of building activity.

Stage one was the construction of “The Townhouses” a group of 30 two and three bedroom independent living units. Stages two and three saw the development of Harrison House a 102 room residential aged care hostel where residents enjoy life in roomy single ensuite room, with “ageing in place” options. For those couples who want to move into residential care together there are a number of interconnecting rooms.

Stage four is the development of the spacious John Flynn House, a 74 room residential aged care facility with the current best practice facilities for its residents. John Flynn House is named after one of Australia's great heroes, a Presbyterian minister who founded the Royal Flying Doctor Service and the Australian Inland Mission, and

whose story can be found on the \$20 note.

John Flynn House also includes a fully equipped cinema, coffee shop, hair salon and chapel as well as the same beautiful gardens and landscaping as exists around the original Townhouses and Harrison House.

We are especially fortunate to have in our Townhouse community some talented classical pianists who give regular recitals to residents as well as the opportunity to practise their musical talents.



# Tribute to my Mum

by Jean Wurlod, client of Ashfield's Centre Based Respite Service

The most permanent of my memories  
 A childhood full of love and fun  
 And who surely gets the credit  
 No other than, my ever loving Mum.

She nursed me through adversity  
 And shared my schemes and dreams  
 Making sacrifices - oh so many  
 For my welfare - so it seems.

Always that staunch encouragement  
 To do my best and do it well  
 Her continuous words of praise for me  
 Would take a book, to tell.

Despite our humble circumstance  
 I always felt equal to the best  
 'You are not inferior to any man'  
 Could have been our family crest.



I'm equipped to answer challenge  
 What ever life may present  
 Mum's strength and perseverance  
 A million hours well spent.

As a Mum, they don't come better  
 Full credit hers for job well done  
 No honour would be great enough  
 So it's simply, "I SALUTE YOU MUM."

Jean Wurlod © 1996

# Community Care Ashfield Graduation

by Lisa Ralphs

At an afternoon tea held in the Community Care Day Therapy Centre at Ashfield, staff celebrated the recent graduation of community care staff. Lisa Ralphs, Community Programs Manger, was proud to hand staff their certificates in recognition of their hard work. Nina Kazanzidis, Community Care Manager, Elizabeth Huriwai, Director of Nursing and Mary Mulholland from Directions Australia were also on hand to congratulate staff.

PAC was pleased to host the Certificate III training which was also attended by staff from the Polish Australian Welfare Association, who also joined in the celebrations.

The Certificate III course was delivered through the Australian Government Community Aged Care Workforce Development Program – Specialised Training. The Specialised training program was the first community aged care training that targeted community care workers from Aboriginal and Torres Strait Islander and culturally and linguistically diverse backgrounds, who deliver care to recipients of community aged care packages.



Photo L-R back - Patricia Marchant (PAC), Viviana Abarca (PAC), Efrosini Tsakonias (PAC), Monika Kozlowska (PAWA) Nina Kazanzidis (PAC), Jacqueline Gutierrez (PAC), Photo L-R front - Amelia Cordero (PAC), Elzbieta Gierlowska-Grzela (PAWA), Sharon Tong (PAC), Grazyna Konarska (PAWA)

Our congratulations go to:

- **Jacqueline Gutierrez** - Certificate III in Allied Health Assistance
- **Amelia Cordero** - Certificate III in Home and Community Care
- **Viviana Abarca** - Certificate III in Home and Community Care
- **Efrosini Tsakonias** - Certificate III in Home and Community Care
- **Patricia Marchant** - Certificate IV in Service Coordination (Ageing and Disability)
- **Sharon Tong** - Certificate IV in Service Coordination (Ageing and Disability),



# Campaign for the Care of Older Australians

by Paul Sadler

A national campaign to improve the care of older Australians has kicked off. In this Federal Election Year, the National Presbyterian Aged Care Network (including Presbyterian Aged Care NSW & ACT) has joined with other faith-based aged care providers and the national peak aged care organisations in a concerted campaign to improve Australia's aged care system.

The national campaign calls for a reform agenda that delivers:

1. Access for all seniors, including those who are disadvantaged.
2. Choice for seniors in how they receive aged care.
3. Sustainability of the industry to meet ever increasing consumer needs and expectations.

We know the number of older Australians is going to increase significantly in coming years. This fact has been acknowledged by the Federal Treasurer's 2010 Intergenerational Report. Its impact on the health and aged care system has been documented by both the National Health & Hospitals Reform Commission and the Productivity Commission.

Australia's current aged care system is one of the best in the world, but we also know we want it to be ready to respond to the major challenges we face in the next four decades.

On 15 March, the campaign members wrote to the Prime Minister supporting the overall direction of the Rudd Government's health

reforms. We also reminded the Prime Minister of the importance of effective reforms to our aged care system at the same time. Indeed without aged care reform, some of the Government's aims to improve the hospital system cannot be achieved.

Specifically, we have asked the Prime Minister to implement reforms which would:

- Make aged care services an entitlement based on assessed need, rather than the current policy settings which ration the volume and types of services;
- Give older people and their families greater choice of types of services, who provides them, and where and when they are received.
- Strengthen safety nets and incentives to ensure that special needs groups have access to optimal care and support.
- Allow those who can afford it to contribute to the cost of their care and accommodation and allow greater flexibility in how they make their contribution.

We have also supported a proposal by the National Health & Hospitals Reform Commission for the Commonwealth Government to assume responsibility for all aged care programs (it is already solely responsible for residential care).

We will keep PAC Chat readers informed as the campaign develops in coming months. There will be opportunities for you all to contribute to the campaign.

## Donations

Did you know that Presbyterian Aged Care is a charitable organisation? Not only is your donation of time (in the form of volunteerism!) a great blessing to us, but PAC is also supported by the donations of goods and financial gifts from generous people.

Goods welcomed by our sites and programs. Examples have included: Socks, personal hygiene products such as shampoo or talcum powder, videos, music CDs and DVDs. Craft supplies or gardening tools could be wonderful way to start up a new activities club at your local site.

If you have an item or items that you would like to donate please contact your local site directly and provide as many

details as possible. There may be some goods that we cannot accept, so please do phone ahead to check.

Financial donations are also thankfully received. Please contact your local facility directly, or you can send a cheque (made out to Presbyterian Aged Care) to PO Box 2196, Strawberry Hills, NSW 2012. Donations over \$2 are tax deductible so please include a return address so we can send you a receipt!

If you have a specific purpose in mind for your donation, please include this information.

If you have any questions call Jem on 02 9690 9333.

# The Scottish Hospital Paddington

## What's The Plan?

by Paul Sadler

Since being established by Sydney Philanthropist, Health Reformer and Horticulturalist Henry Burton Bradley in 1848, Paddington's 'Scottish Hospital' precinct has delivered services of enormous social value. From medical and nursing home provision to welfare and ministry support, the precinct is a treasured part of Paddington's history.

It started with a beautiful private residence perched on a ridge, overlooking stunning gardens. Over the years the site has evolved to keep up with changing social demands, including new buildings and wings added at various stages. Right now, the site primarily caters for aged care residents in the nursing home.

Since 1985, however, there has been very little change on-site. Further, the original heritage house and gardens are due for major restoration work.

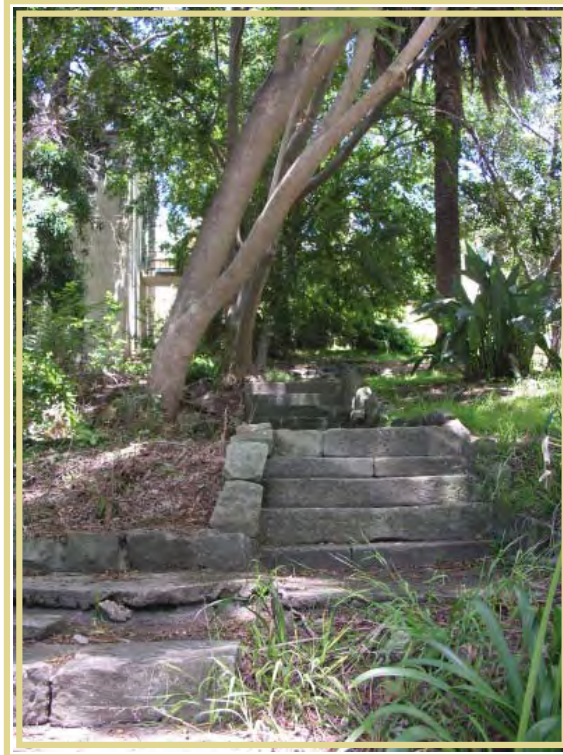
That's why we are at a crossroad: how can we best update the site so it is better aligned to serve current community needs?

Last year we reached out to community stakeholders, floating a conceptual idea to add a new aged care facility and seniors living accommodation at the site. Why? Because the population is ageing rapidly, and there's a chronic shortage of aged care and seniors accommodation. Ask any local family how hard it is to find appropriate accommodation and care for seniors at all, let alone where seniors can remain close to their loved ones and social networks.

That's where we think we can make a difference.

We are looking at delivering a new 105 aged care bed facility and 90 independent living units on the Scottish Hospital site. Along the way, we would remove some

existing non-heritage buildings and rejuvenate the original heritage house and gardens, maintaining them as centrepieces of the site.



We have already consulted with both Woollahra Council and the New South Wales Department of Planning. Given the potential cost and the immense social value of the proposal, the New South Wales Government will consider the project under current Major Project (or State Significant) legislation. That means having the project put through the most exhaustive and rigorous assessment possible.

The task now is to look more closely at what would be appropriate for the site, and how we can keep delivering

our services for different socio-economic seniors in a manner that respects the site's unique historic and environmental integrity.

There may be concerns that the proposal could result in unsightly buildings that are out of step with the area's character. Those concerns are natural and understandable. As far as we are concerned this change will only work if the site's unique beauty is maintained – and that's exactly what we intend to do.

We are the first to acknowledge that community consultation – and lots of it – is the key. It is impossible to get a project as significant as this off the ground without local support. That's why we are in the process of initiating a thorough community consultation program, and your thoughts are not only welcomed but urged. The next issue of PAC Chat will provide more information on how we are undertaking the consultation process.

# Renovate and Educate!

The David Gilles courtyard at Ashfield has been a dusty cacophony of power tools over many months, and just look at the results!

Clockwise from top left:

- Larger bedroom, complete with new ensuite bathroom, wardrobe, kitchenette and furnishings.
- From inside the courtyard, newly painted walls make the courtyard look brighter!
- A brand new training room on level 1, a large modern looking space able to be divided into two rooms, with state of the art training equipment. New furniture is on the way to make the room complete.



Ashfield