

## Purpose of this bulletin...

Welcome to the third Hunter Residences staff bulletin, designed to keep you up to date with the redevelopment program and the transfer of services to the non-government sector. **Features:**

- New group home build update
- Independent consultant appointed to review patient assessment process
- Update on Casuarina Grove

## Hunter Residences Redevelopment update

### Group homes update

FACS continues to work with the new Specialist Disability Accommodation provider Home4Life on preparing designs for the 78 new group homes and paper work needed for planning approval.

While the designs and the applications for planning approval are well advanced, the details of a Program Delivery Deed between FACS and Home4Life are still being finalised. We expect to be in a position to announce full details of the program roll out to residents, families, and staff in October/November.



### Review of assessment process for nursing support

As published in the last Newsletter, FACS has commissioned an independent consultant to review the process that ADHC uses to assess people who have a need to live in homes staffed by people with nursing qualifications.

A research organisation affiliated with the University of Sydney called the Centre for Disability Studies (CDS) has been appointed to undertake the review. It is being carried out by a four member team led by two distinguished clinicians: Professor Patricia O'Brien, who has expertise in the needs of people with intellectual disability; and Professor Vivienne Riches, who is a clinical psychologist.

The other team members are Dr Seeta Durvasula, a specialist in supporting people with intellectual disability who have complex medical needs, and Ms Rebecca Stack who previously worked for ADHC as a nurse.

The team will be interviewing families and residents in a focus group format, and reviewing the documentation FACS uses for the assessment of people's medical and behaviour support needs. They will also interview senior staff from Hunter Residences including a CMO, members of the Stockton Hospital Welfare Association and the Nurses and Midwives' Association.

The first Report is due in October and we will continue to keep you updated with its progress.

### New laundry and catering arrangements

The transfer of Stockton catering services to Mastercatering on the 11th September means that food services at all LRCSSL-North sites are now being provided by Master Catering. The kitchen at Stockton closed on September 8th, marking the end of an era.

This has been a fantastic achievement by all staff and will provide continuity of service and maintain client care throughout the transition.

We would like to thank Barry and his team for all of the years of service with food production for Stockton, Tomaree, Kanangra and Casuarina Grove.

Although there have been a few minor teething issues at Stockton our staff and Mastercatering are working together to streamline services as we complete the transition process.

Healthshare NSW has started the provision of linen services to Tomaree with transition of Kanangra scheduled for the 25 September and Stockton to follow in early October. Final planning and roll out processes will be communicated to all staff over the coming weeks.

## Transfer of disability services update

### Transfer to HVDS on track

Hunter Valley Disability Services (HVDS) is the new provider of A&R, respite and in-home care services for the eight local group homes that Stockton residents have already moved in to.

The transfer of disability services to HVDS is still on track for December 2017.

### Casuarina Grove update

A formal selection process to identify potential service providers interested in delivering services to Casuarina Grove has begun.

The process allows the NSW Government to confirm the capability and capacity of interested providers for this SSL while maintaining stability for residents and the experienced and dedicated staff who work there.

Once this stage of the selection process is complete, a shortlist of potential providers who can demonstrate their ability to effectively support residents and staff will be invited to progress to the next stage.

Following the completion of the selection process, more information about how and when services in Casuarina Grove will transfer will be provided.

## Celebrating our fabulous team

Thank you for all the amazing work you're doing with our clients. Whether it's with clients who have already moved to their new homes; or with clients still in our LRCs, we're getting reports about the great person-centred care and support provided to residents.

Well done everyone!

### Casuarina Grove's Red Hat Society

The Casuarina Grove Chapter of the Red Hat Society held a high tea in August. The Red Hat Society is an international organisation for ladies over the age of 50 who meet to have fun and do crazy things. They wear purple clothes and red headpieces.



The ladies were beautifully decked out in an attractive array of fascinators and decorated hats. As part of the activities each lady was actively supported to make a lovely scarf and bead necklace, and to decorate a coat hanger for use in their wardrobe.

High tea was served in gorgeous floral tea sets.

### Family reunion

Staff recently supported a resident with a terminal illness to travel to Queensland to see his family for what may be the last time. LH's mother has dementia and can't travel to visit him so it had been a while since the family had all been together.

Cas Grove staff liaised with a holiday service provider to plan the three day trip including flights from Newcastle and a hotel close to the family.



It was exciting for LH and his family and they had a wonderful time.

His family was so pleased that the team had been able to organise it in the short window of opportunity his health allowed.

### Kanangra given thumbs up

Jackie, a recent Official Community Visitor to Kanangra, was full of praise for the team in Koala Cottage.

She felt that the residents were feeling settled and supported, that the cottage and the residents' bedrooms looked terrific, and was impressed to find a resident's artwork on the walls.



Jackie also observed that the new catering arrangements seemed to be working well and that residents were going out with community access service providers.

In concluding, she noted that, "I would like to see all the services I visit look as comfortable and homelike as this cottage". Great work Koala Cottage.

### Stockton's award winning baker

LE, a Stockton resident who attends a day program at Flamingo ATC4, loves to make fruit cakes. She has made a dozen and generously given them as presents to a number of staff, including managers.

Her cakes are so good LE entered her pineapple fruit cake in the open section of the Newcastle Show. She won first prize and was

awarded a trophy and highly commended ribbon.

The prize winning cake was shared with her friends, both staff and peers, and was greatly enjoyed by all.



The cooking program at Flamingo has been the driving force behind this amazing achievement and people who take part derive great pleasure and confidence from it.

### Stockton resident's first outing with a service provider

After months of careful planning ML, a resident of unit 9 at Stockton, went on his first community outing as part of his NDIS plan. Due to ML's severe anxiety, especially with new people, he was introduced to his chosen outing buddies slowly, getting used to seeing them before he actually met them. A pre-outing meet and greet included the RUNM and a thorough review of ML's plans, likes and dislikes.

A staff member of the unit also joined the group on the day as they visited places of interest to ML. This included a trip to the newsagent to buy a book on cars, one of his passions, as well as the local ice cream parlour, and a drive. On their return, ML was in high spirits. Laughing and happy, he eagerly showed his new car book to staff. The aim is to extend the length of these outings in the coming months in line with ML's NDIS plan.

Helping ML achieve his goal took a lot of work by staff who can be justly proud of their efforts.

## Stand out person-centred care at Tomaree

In a recent visit to Tomaree, Person Centred Active Support Facilitator Ciaran was impressed by the active support the team gave the residents.

Ciaran observed staff speaking to residents in a “respectful and inclusive manner”, offering choice in activities and engaging with people in “good cheer”, and “working along side them, not for them”.

He was glowing in his praise for the team including Kerry, Jackie, Rose, Toni, Kevin and especially Cassandra. He was also impressed with how Jeff in maintenance was able to work with and engage the ‘boys’ and the self-worth this gave them.

High praise indeed – keep it up team!



## Personal Financial Procedures trial site

Tomaree Lodge is the pilot site for the Personal Financial Procedures policy. Five residents and their families are the first to have their own Visa debit cards.

What we learn from this trial will help smooth the way for all centres to be policy compliant with client personal finances.

## Tomaree completes My Safety Plans

Toni McKinley A/NMANS has commended staff for their collaboration and commitment to delivering a quality My Safety Plan for each person supported at Tomaree.

## Building a good rapport

A Tomaree resident, and a resident from Stockton, will soon be moving to Sydney to live in one of the new group homes built as part of the Metro Residences Redevelopment. Every effort is being made by staff at both centres to build a relationship between the pair ahead of the move. Toni McKinley has commended all the staff who have worked so hard to prepare the clients for this transition.

## Supporting staff through the reforms

Working Together is providing information and support to staff as we implement major reforms. A dedicated website is located at



[www.workingtogether.facs.nsw.gov.au](http://www.workingtogether.facs.nsw.gov.au)

You'll find information about the reforms and how they affect you including:

*FAQs*; how the *Transfer Payment* works; information for staff transferring; the *Mobility Pathway* for staff not transferring; and a section dedicated to *Hunter LRCs*.

It is also the place to sign up to receive an email highlighting the new information being added to the site.

If you have specific questions not addressed on the website, you can email them to [workingtogether@facs.nsw.gov.au](mailto:workingtogether@facs.nsw.gov.au)