



# Newsletter.

January 2024

## Christmas

December saw our residents and in-home care clients enjoying a variety of Christmas celebrations.

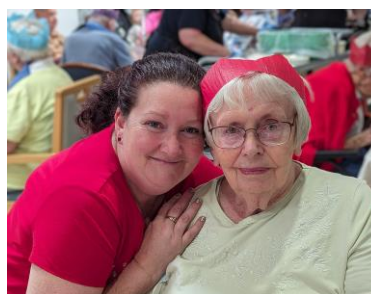
Happy New Year everyone, and with the New Year comes a sense of renewal.

Towards the end of last year, we had some retirements from our Board of Directors. Attending their last meeting were Chair, Peter Fitzpatrick (24 years on Board), Deputy Chair, Charles Oliver (30 years on Board) and Neil Stubbs (3 years on Board and 21 years as CEO).

We thank these gentlemen for their many years of service and support, and their experience and guidance will certainly be missed. However, this also give us an opportunity for renewal on our governing body.

We are proud to be able to draw from our local community for our leadership and look forward to introducing you to our new Board members in the near future..

Evan Robertson, Chief Executive Officer





## Mary Potter Nursing Home

Introducing Crystal Quinto who is a Registered Nurse at Mary Potter Nursing Home.

What is it like working in aged care?

It gives me the rewarding and fulfilling opportunity to meet amazing older people and make a difference in their lives.



What do you like most about your job? What makes you smile at work?

The working relationships and collaborative environment in my workplace.



What three words would you use to describe The Forrest Centre?

Family, loyalty and commitment.

What is one thing you want people to understand about ageing?

Age healthier and gracefully. Maintain a healthy lifestyle, and even a positive attitude can be as important as genetics.



How could we generally (as a society) think differently about aged care?

Older people should be able to be and do what they value regardless of age. They are able to contribute and maintain meaningful relationships, and let them make their own decisions.

Outside work what do you like to do for fun?

Travel and sleep!



Do you have any pets?

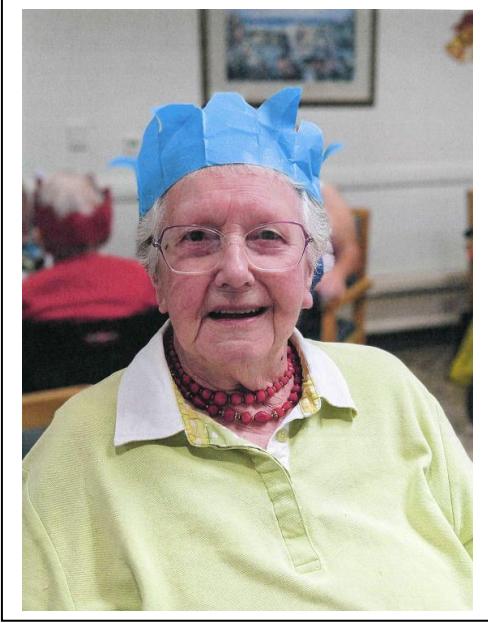
Yes, bunnies. Their names are Shoosy and Minori.

What's one thing that people don't know about you?

I have hyperfixations (intense state of concentration and focus) at times.



# Loreto Home of Compassion



Have you met Sr Phil (Sr Elaine Sewell) who lives at Loreto Home of Compassion?

Where are you from?

I am from Ian Island, Wagga Wagga. The best place in the world!

Tell us a little about your family?

I have two sisters and one brother. They do not live close to me because they live far away. However, I have friends close to me here that come and visit me weekly and make me very happy.

What is your happiest memory?

In 1991 I had many relatives that came to visit me here in Wagga. They travelled to pass time together with all the family. That was very beautiful.

What is your favourite part of living here?

The people here make me feel very good, they take care of me like a family.

What's the best part about getting older?

I belong to a religious community here, and part of that is we are all together and connected to each other. I really like that.

What's one piece of advice you would give to younger people?

Be yourself.

What kind of music do you like?

The type of music has changed because when I was younger, I liked dance music. Now I listen to religious and classical music instead. I really like the concerts that we have here at Loreto as well.



# Forrest Community Services



Introducing Kate Ballard who is one of our many friendly staff at Forrest Community Services.

How long have you worked at Forrest Community Services and what is your role?

I am the Quality Coordinator and have been here for one year.

What is it like working in aged care?

It is rewarding seeing older Australians stay in their own homes longer.

What three words would you use to describe The Forrest Centre?

Care focused, amazing, dedicated.

What do you like most about your job? What makes you smile at work?

My work colleagues.

What is one thing you want people to understand about ageing and/or older people?

They still have choice and a lot to contribute to society.

Outside of work, what do you like to do for fun?

Spending time with my family.

Do you have any pets?

Yes, a dog named Lola.

What's one thing that people don't know about you?

I worked in aged care when I was studying and was granted an aged care scholarship to complete university.

What is your favourite song? What is one song you would love to play while you're working?

Travelin' Soldier by The Chicks. This is the only country music song I enjoy.





# Pastoral Care

## WHAT IS SPIRITUAL CARE?

Spiritual care is the provision of



assessment



counselling



support



ritual

in matters of a person's beliefs, traditions, values and practices enabling the person to access their own spiritual resources.

Spiritual Health Association

## WHY IS SPIRITUAL CARE IMPORTANT?



"When spiritual needs are recognised and responded to as an integral part of person-centred care an essential contribution is made to peoples' health and wellbeing"

Spiritual Health Association



Addressing spiritual concerns positively impacts **patient satisfaction** and increases their **trust** in the **health care team**.

Williams et al. 2011



When spiritual needs are unmet, patients' ratings of their satisfaction and **quality of care** are notably lower.

Marrin et al. 2015

## WHAT ARE THE BENEFITS OF SPIRITUAL CARE?



Spiritual care offers you "freedom... being able to make up your own mind and make your decisions, your own choice... And you feel independent. There's a dignity about everything that is done here. **We're not just blobs in the bed, we're people.**"

– Patient interview



Spiritual care provision is "an opportunity to express myself freely. Unlike with family and visitors [whom] I always put on a brave face-even though I often felt the opposite."

– Patient interview



"Spiritual care is very important for my patients and **part of the whole care** which needs to be brought by professionals. It gives people a sense of meaning and of their inner framework."

– Health care staff interview

87%

of respondents' comments indicated that received spiritual care was a positive experience and it met their needs.

*The presented evidence is taken from a series of publications by Spiritual Health Association related to the Patient Reported Outcome Measure (PROM), including:*

- Tan, H., et al. (2020). "Understanding the outcomes of spiritual care as experienced by patients." *Journal of Health Care Chaplaincy*: 1-15.
- Gardner, F., et al. (2020). "What spirituality means for patients and families in health care." *Journal of religion and health* 59(1): 195-203.
- Tan, H., et al. (2020). "How is spiritual care/pastoral care understood and provided in general hospitals in Victoria, Australia? – Staff perspectives." *Journal for the Study of Spirituality* 10(2): 114-126.



Spiritual care was of considerable value when **provided by professional practitioners** and is an essential element of **whole person care** for patients, family members and staff.



Those who received spiritual care reported significantly higher **Patient Reported Outcome Measures (PROM)** compared with those who did not receive spiritual care.



A **clearer referral system** would bring significant improvement in the level and quality of spiritual care provided.



Spiritual Health Association



# TFC Hospice

December was a very busy month in The Forrest Centre Hospice as we began the month speaking to our residents as to how they wished The Hospice to be decorated for Christmas. The theme decided was a traditional winter Christmas which was decorated by staff within the Hospice.

We also celebrated the month by tailoring our gentle exercise and Tai-Chi sessions to Christmas music and themes. We enjoyed our weekly sing a long where our residents came together singing Christmas Carols.

Christmas week was extremely busy with our Christmas concert where our residents were entertained by several staff members and the Rugby Men's Choir. After the concert finished several residents asked if they could have some carols on the big screen which they enjoyed. We were also very lucky to have 20 Pre-school children come and sing carols in the Recreation Room. The children then walked around the facility singing carols and visiting with each resident and presented them with a lovely Christmas gift. Our residents also enjoyed a Christmas Party where they ate special treats, drank champers & a beer. We encourage our Hospice residents to enjoy and have a good quality of life by going out with their family and friends. This was evident on Christmas Day when some of our residents went out with their families, others had family come and spend the day with them. We also had a family whose tradition has been that the grandchildren always open the presents with their grandfather, this also took place within the Hospice.



Why was it so cold at the football match?  
Because there were lots of fans.



Why do golfers take an extra pair of socks to the golf course?  
In case they get a hole in one.



What has more letters than the alphabet?  
The post office.



Where in the bible is the first tennis match mentioned?  
When Joseph served in the Pharaoh's court.

**“To care for those who once cared for us is one of the highest honours.”**

**Tia Walker**  
Author

Have a good news story? Something to share with The Forrest Centre community? Let us know at reception or by calling 02 6932 3085.

[forrestcentre.com.au](http://forrestcentre.com.au)

