

Hospice News

AUGUST 2018

Message from the Chair

The Board of Southern Highlands Community Hospice (SHCH) is very pleased to welcome two new members, Phil Stanley and Mary Clark. Both bring a wealth of skills and experience to us. Phil is a Chartered Accountant with significant financial and project management expertise that will be invaluable to our organisation. Mary's career in healthcare has taken her from nurse to hospital administrator. She has been involved with SHCH for some time as both a member and an advisor, and in this role has made many contributions to the plans for our proposed Hospice. You will find brief biographies for both Mary and Phil below.

I would also like to acknowledge the significant contributions of three members who left the Board earlier this year. Harry Gray, Rob Finney and Stephen Hall each brought valuable skills and expertise to us, and we thank them whole-heartedly for their passion for our cause and for the contributions each made.

As always, there is much going on behind the scenes as well as in the public arena. While our shops and other fundraising efforts keep volunteers busy, our volunteer Board members are equally busy. A significant achievement has been lodging a Development Application (DA) with Wingecarribee Shire Council for a building at 104-106 Bowral St. The DA was prepared jointly with Dr Nick Hartnell, who will share the building with us. The skills of our architects Tziallas Omeara Architecture Studio and project managers APP ensured a robust DA was lodged. Please see Richard Bramham's article on the next page for details of our application. We hope Council's approval will soon be given and we will be a significant step closer to realising our goal of building and operating a Hospice in the Southern Highlands.

Professor Peter Fletcher AM

Chair, Southern Highlands Community Hospice

SHCH Board welcomes Phil Stanley & Mary Clark

Phil is a full-time program director and has worked across various industries, delivering both business improvement and technology programs for more than 20 years. Phil hails originally from Kent in England, but has spent time living in both the US and Australia as well as his birth homeland. He is a qualified Chartered Accountant from the UK, qualifying with KPMG in 1994. Since leaving KPMG, Phil has worked on programs in oil and gas (Shell), advertising and public relations (Interpublic), and telecommunications (NBN & BAI Communications). Phil, his wife and son moved back to Australia in 2012, choosing this time to live in the Southern Highlands. Phil's goal is to assist SHCH to deliver the Hospice building project using his extensive financial and project management experience.

Mary has spent her whole career in healthcare and has considerable experience in the field of Quality Improvement. A former Nurse Educator, Registered Nurse and Midwife, Mary spent the latter part of her career implementing Quality programs in private hospitals. For twelve years before her retirement, she held the position of Quality/Risk Management Coordinator at Southern Highlands Private Hospital. There she was instrumental in implementing Quality programs and preparing the hospital for its first and subsequent accreditations.

Since retiring Mary has maintained her interest in healthcare. She has been a judge for the Southern Highlands Business Awards and currently sits on the Board of the locally based charity, The Rodmell Fund for Aged Care Nurse Education Inc. Mary has been a member of SHCH for several years, during which time she has acted as an advisor to the Board.

Building the Hospice

Although it may not always be obvious, there is activity and progress occurring in the background.

The Hospice will be built on land currently owned by Dr Nick Hartnell at 104-106 Bowral Street, opposite the Private Hospital. Dr Hartnell will also be building medical consulting rooms as part of the development of the site.

Following discussions with Dr Hartnell and an application to Council for rezoning of the site, a team of consultants and a project manager were appointed – architects, Tziallas Omeara, and project managers, APP. A sketch design was prepared and Development Application (DA) documentation was submitted to Council in November 2017. This includes an underground car park for 36 cars. In December 2017, Council advised that rezoning would no longer be required, because of certain changes to planning laws.

In early 2018 some comments/queries were received from Council which have resulted in amendments to documents. These were submitted to Council in early April 2018. The final step in this part of the process will be the approval of the DA. After the DA is approved, a detailed review of the functional requirements of all the rooms will be carried out, including how meals will be



provided (see description below of the favoured on-demand meal system).

Rainwater will be captured in tanks for reuse, and a solar panel system will be installed. An important consideration is ensuring that patients and families can enjoy the surrounding gardens, and a deck is to be included outside each room.

The intent of the external design is that the Hospice will fit easily into the existing streetscape as a single-storey building behind advanced trees planted on the Bowral Street frontage.

Richard Bramham

Board Member, Southern Highlands Community Hospice

Food service in the Hospice

Before finalising the detailed design of the Hospice there are many issues, large and small, that need to be resolved. One such issue is: how will meals be prepared and served? The answer to this question will have a significant impact on design. If we contract to an external institution to provide the food we would need only a small kitchen for snacks, but if we provide all the food in the Hospice, we will need significant kitchen facilities. This is not only a question about efficiency and economics, but also one of comfort and support.

We all know that when anyone is ill, choosing what to eat is difficult, especially so if that choice has to be made the day before. We are anticipating that Hospice patients will often require meals or snacks at irregular intervals, and thus the question becomes how best to provide such a responsive service.

Some interesting research on food services is reported in the Journal of the Academy of Nutrition and Dietetics, volume 118, issue 2, February 2018 pages 284-293, by S. McCray, K.Maunder, R.Krikowa and K.MacKenzie-Shalders, entitled 'Room Service Improves Nutritional Intake and Increases Patient Satisfaction While

Decreasing Food Wastage and Cost', which can be found at: <https://bit.ly/2LCtX9X>

This article explores the concept of 'a buying-in food service model' versus a 'meals-on-demand food service model'. The meals-on-demand model is found to be more satisfying for patients, with their food intake being increased. At the same time there is a decrease in food wastage and a reduction in the overall cost of food, when compared with the buying-in model.

On this basis, the recommendation made to the Board of SHCH Ltd was that we accept the 'meals-on-demand food service model' and design the kitchen accordingly. Patients in the Hospice will be able to request food when they want it, and it will be served to them as soon as possible after the food request has been received. This is similar to the room service which is offered in hotels, but with an appropriate menu from which to choose.

Margaret Rosenthal & Mary Clark

Board Members, Southern Highlands Community Hospice

Report from the General Manager

What's happening in the Hospice stores?

Both Mittagong Fashion and Furniture have been renovated during April and May and what a difference it has made. Not only does the fashion and furniture present better but we've received so many amazing comments from our customers as well. The renovations have been completed on a very small budget and have seen a significant increase in their turnovers. Our stock is literally running out the door.

One by-product of the renovations I wasn't prepared for was the rejuvenation of pride, passion and energy in our volunteers. Although having a range of different reasons for being involved with our cause, the positivity and sense of community seems to have grown exponentially in Mittagong. It really is a joy to be around.

The Bowral stores are next in line for a facelift and both will be complete by mid August. The relocation of our Mens stock from its own entity to the Fashion store has had a seamless transition and couples seem to be enjoying shopping together in one location. Once the Bowral fashion shop transformation occurs the amalgamation will be complete.

Successful Fundraising Events

Our Winter Wonderland Champagne High Tea Fashion Parade was held at Annesley on May 23, 2018 and was a resounding success, raising \$6000. Over 150 people packed into the Ballroom to witness a wonderful array of clothing and accessories modelled by some of our fabulous volunteers.

The foray to nab a piece of the parade after the show was nothing short of chaotic. There were some very happy ladies walking out with some beautiful pieces, but many were left disappointed they weren't quicker off the mark.

The Show and Shine car show on May 27, 2018 proved to be our most successful one yet bringing in a little over \$1900 for the day. The event was supported by a number of our volunteers willing to give up most of their Sunday to assist with cooking, serving and selling.



Top: Models Carlie Gould and Gwen Mulherin on the catwalk.

Bottom: Parade coordinators Elaine Hearn and Christine Lawson take a bow

Our Wonderful Volunteers

Volunteers are the foundation of the success of our charity and without them we simply could not achieve our goal to build a Hospice in the Southern Highlands. On average we acquire 4 new volunteers a month who are willing to donate their time, energy and expertise to our cause and we're so lucky to be supported by all of these incredible people. Thank you to everyone who has contributed, continues to contribute and is planning to contribute towards realising our Hospice in the Highlands dream.

Carisa Wells

General Manager, Southern Highlands Community Hospice

ON MY BOOKSHELF

Our understanding of ageing and death has benefitted recently from the insights shared by four doctors as they reflect on their experiences with their palliative care patients. Each of these books sheds new light on how to live a good life to the very end, surely something of great interest to all of us involved in

the Southern Highlands Community Hospice project. I commend these titles to you.

Being Mortal: Medicine and What Matters in the End

Atul Gawande
Picador, 2014

Bedside Stories – Learning to Listen

Terry L. Hannan
Independently published, 2018

A Good Life to the End: Taking Control of our Inevitable Journey through Ageing and Death

Ken Hillman
Allen and Unwin, 2017

With the End in Mind: Dying, Death and Wisdom in an Age of Denial

Kathryn Mannix
William Collins, 2017

Niki Kallenberger

Board Member, Southern Highlands Community Hospice

Volunteer Voice

Our volunteers are the power source for everything that SHCH does. We are fortunate to have many enthusiastic, energetic, skilled and experienced volunteers. Motivations and passions vary, but everyone brings their own story to their volunteer work.

This is Beverley Warwick's story:

After leaving school at barely 15 I worked at Barry Gash TV and radio station across the road from Millers on the main street in Bowral. When I was there I would watch this really good-looking bloke walk past and would think "Wow - he's really nice".

Eventually he wandered in, introduced himself as Bob and asked me out. That was the beginning of my first love. We went out together for about 16 months. He would pick me up from the YMCA where I was boarding and take me to town for a milkshake or sometimes a movie.

But he didn't get along with his dad real well and had been finding it hard to settle to life here in Australia after coming from England when he was only 10. So when his dad suggested he return to England, he took the offer and went back.

When he told me, I was heartbroken but he promised to come back for me. I waited for him for about a year. Many years later I learned that he had met a girl back in England, married her and remained there.

After a year of waiting for Bob I realised he wasn't coming back and decided to get out and about. After going to a few dances (which were

called 'Scotties' in those days) I met my darling husband Barry. We dated for twelve months before we got married and had three beautiful children, two girls and a boy.

We had a wonderful marriage and once our children grew up and married we were blessed with seven gorgeous grandchildren. Barry was a loving and devoted husband, father and grandfather and my life with him was happy and content.

Then nine years ago Barry passed away suddenly from a brain aneurysm and I found myself heartbroken again. We had been together for 47 years. Nothing could have prepared me for the pain of losing Barry so quickly and without warning. My children rallied around me and we supported each other, but this was a devastating time in all of our lives.

Over the years I would think of Bob on his birthday, I guess because he had been my first love. Bob's sister lived in Queensland and had heard about Barry's passing through the grapevine. Unbeknownst to me, Bob's wife had also passed away. On his sister's suggestion, Bob called me and we picked up just where we left off. Only it was 51 years later.

Bob came out to Australia two or three times to see me and visit his sister in Bundaberg. Eventually we started talking about him emigrating here. Because of our age it was clear that the easiest way would be for us to get married.



SHCH Volunteer, Beverley Warwick

Five years ago we did just that and Bob moved permanently back to Australia. If someone had told me after losing Barry that I would be married again I would never have believed them. But after such heartache it's just so nice to have someone in my life again and Bob is very good to me.

Beverley got involved with SHCH about four years ago and works regularly in our Mittagong Fashion Shop. Her motivation came about because her parents had passed away and she learned first hand how difficult it was caring for them in their final stages of life. She really enjoys the social aspect of her volunteer work and is happy that she's doing something that's not just fun but supports a good cause at the same time.

Beverley encourages anyone thinking of becoming a volunteer to give it a try. She's sure that once you meet the lovely people, both other volunteers and customers, you will thoroughly enjoy yourself. In case you're wondering, yes, we always need more volunteers. If you're interested, ask at one of our shops or email volunteers@shchospice.org.au

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