

Brightlife



Brightwater

Issue 4 | Summer 2018



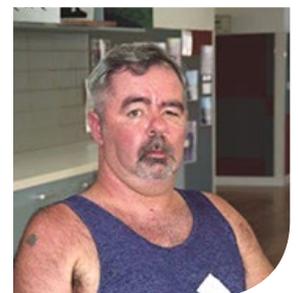
Support in the right direction

Tom North was told he would be in a nursing home for the rest of his life, and wouldn't walk again. Look at him now!



Giving back after second chance

After beating a two per cent chance of survival, Mark is enjoying his 'second chance' at life.



From the CEO

On behalf of all of us at Brightwater, welcome to the first edition of Bright Life for 2018.

The aged care and disability sectors are evolving quickly at the moment, so we're delighted to bring you important updates on our business and, of course, the heartfelt stories that come from you, our clients.



Without doubt, the most exciting changes happening within our business are for you, and are linked to choice, control and your experience as a client.

You now have a greater opportunity than ever before to choose where and how you want to live. Brightwater understands this, and is changing the way it operates to ensure that your choice to be with us is the right choice for you - Tom's story on page 3 is a great example of this.

Listening to our clients, staff and families is a priority for us to help plan and develop new services and enhance existing ones. I'm thrilled we will be talking to many of you again as part of our "Speak Up, Speak Out" survey this year.*

Brightwater is investing in our residential buildings by upgrading the decor, enhancing lighting, and making more accessible communal spaces to share with family and friends. This also includes gardens (including raised vegetable beds) that can be used and accessed like you would in your own home. I have personally received wonderful feedback from clients, families and staff who see huge benefits in the upgrades and love the feel of our sites.

Having efficient and well trained people to support our clients is a key way to make sure we offer the right support. In late 2017 we began rolling out a new

way of rostering our people for residential aged care sites. The aim of this important work is twofold; to ensure we have a sustainable and relevant service for the future, and that we have the right people with the right skills with our clients at the right time.

We're also introducing useful technology that makes it easier to provide our services to you. For example, Brightwater At Home staff now have an app on their mobile phones that records the start and finish of our home visits, which clients can confirm on the spot (see page 4).

These are just some of the ways that will ensure your experience is better with Brightwater.

I look forward to sharing more information with you during the year - in the meantime, please enjoy the stories in this edition.

Jenny Lawrence
Chief Executive Officer

** We rely on volunteers to help with this survey - would you like to help?
Contact quality@brightwatergroup.com*



Research grants to benefit vulnerable Australians



Brightwater
Research

Two new research projects totalling more than \$1 million are under way at the Brightwater Research Centre.

The trials will have a direct impact on the mental health of nursing home residents and the independence of people with traumatic brain injury.

The trial, to decrease the prevalence of depression in Australian residential aged care facilities, is funded by the National Health and Medical Research Council (NHMRC) in partnership with beyondblue, and is in response to a targeted call for research into depression, anxiety and suicide among elderly Australians.

It's believed that as many as 50 per cent of aged care residents suffer from depression, and because it typically goes undiagnosed, it leads to increased morbidity and mortality.

The second research project aims to increase the independence of residents with a traumatic brain injury, decrease their cost of personal care, and improve their quality of life. This one year project will be led by the Director of Brightwater's Research Centre, Dr Angelita Martini, with a grant from the Insurance Commission of Western Australia.

The brain injury research will investigate, review and trial technology to support people to have more independence in the bathroom and toilet.

It will also identify opportunities for reducing the need for staff assistance, and determining the change in quality of life for residents using these technologies.

"The outcomes of these two trials will result in real benefits to people living in aged care facilities and those with traumatic brain injuries," said Dr Martini.

Support

in the right direction

“Brilliant!” That’s how Tom and Dawn North describe the care and support they receive from Brightwater At Home. They only wish more people knew about the wide range of services available.

When Tom was discharged from hospital after a 2014 stroke resulted in left-sided hemiplegia, he was told he would be in a nursing home for the rest of his life, and would never walk again.

He was provided with some rehabilitation at a hospital, before being transferred to a nursing home. Two years on, the couple weren’t satisfied with the amount of therapy Tom was receiving, so their GP recommended Brightwater At Home (BAH). This enabled Tom to return home, and for Dawn to receive support in her role as primary carer.

Since returning to the family home, Tom has made remarkable progress,

particularly with the support of his physiotherapist and occupational therapist. The highlight has been assisted walking, both inside and outside his home.

BAH support has changed Dawn’s life, too. Help with cleaning and home maintenance has freed up time for her to spend with Tom and their family.

Brightwater Senior Occupational Therapist, Zain Tan, with Brightwater At Home clients Dawn and Tom North of Ridgewood.



“Brightwater is amazing – the staff really make things happen”

In addition to nursing and allied health services, BAH has arranged for massage and reflexology for Tom, as well as gardening, window cleaning and painting for their property.

Other practical support has included the provision of mobility equipment, including a wheelchair and ramps, and plans are under way to widen the door frame for the toilet and bathroom. A future plan is to replace carpet with vinyl in the bedroom to improve wheelchair mobility.

“Brightwater is amazing – the staff really make things happen,” said Dawn.

To find out how Brightwater At Home can help you, call 9400 8700.

Giving back after

2

'second chance'

Mark Elsing has embraced his second chance at life.



Mark Elsing says he has been given a second chance at life, but when you hear his story, you might disagree. You might think he has been given several chances.

When living in his native South Africa, he experienced two brushes with death during an attempted car-jacking and a store robbery - including having a gun held to the back of his head and the trigger pulled. Fortunately, the gun jammed. Years' later he was shot in the leg during an armed robbery, and lost a dangerous amount of blood.

Fast forward to 2007, when Mark and his family emigrated to Australia in search of a more peaceful life. He became the state manager for a large company, and life was treating him well.

In 2014, at age 43, his life changed forever when he suffered a major brainstem stroke. At the time, he was given a two per cent chance of surviving the first 24 hours. He was in a coma for four months.

His body was fully paralysed, apart from one eye, but his cognitive function wasn't affected. It was from this point that Mark credits Brightwater and the Oats Street staff with helping to give him a second chance at life.

"My life had hit rock bottom and in hospital I was told there was little hope that things would improve, but the staff at Oats Street gave me hope again. They believed in me, and I can't thank them enough," he said.

"I can now speak coherently and eat and drink normally. On a physical level, I regularly go to the gym and do strength training with one hand."

As an example of his passion for making a difference, Mark became a consumer representative on Brightwater's Disability Access and Inclusion Group (DAIG) last year.

"My life hit rock bottom and in hospital I was told there was little chance that things would improve, but the staff at Oats Street gave me hope"

"I jumped at the opportunity to join the DAIG because I believe I can make a difference. I can contribute, verbally - which is important to me - and the Brightwater staff are really interested and genuine, which makes it worthwhile and positive."

**Mark is writing a book about his experience of having a stroke.*

Mobiles **improve** service

As part of our commitment to use technology to enhance our customer service, Brightwater At Home (BAH) staff now have an app on their work mobile phones to document the service they provide to clients.

BAH North Service Leader, Barbara Smith, said staff use the app to record the start and finish of the service they provide, and clients are able to simply sign off using their finger on the screen.

"The next phase of the technology rollout is for the app to be synchronised

with our electronic files, so staff will be able to read a new client's support plan in advance of providing a service, rather than having to ask lots of background questions once they arrive. If there is a scheduling change, staff will receive that information in real time," said Barbara.

If BAH clients have any questions, they are welcome to call Barbara Smith at BAH North on 9400 8700, or Ellie Stevenson at BAH South on 9553 1200.

Brightwater At Home North service leader, Barbara Smith, with the new phone app.



Canal Christmas Fun

In recent years the Christmas lights on the Mandurah canals have become an attraction for thousands of visitors, and in December Brightwater added to their number.

Thanks to the support of Downer and their six cheery volunteers on the evening, 54 home care clients, residents from The Oaks and The Cove, plus staff and volunteers enjoyed a picnic on the foreshore followed by a Christmas lights tour with Mandurah Cruises.

Judging by the feedback, the sausage sizzle hit the spot and the lights provided a delightful way to finish the evening:



Brightwater At Home's Ellie Stevenson surprises Dixon Woollam with a birthday present, much to the delight of his wife Win.



Holiday Coordinator Richard Ayres (centre) with Downer volunteers Emma Kindness and Taufiq Attamini cooking up a sausage feast.



Downer's Clem 'Santa Claus' Seares gives out Christmas presents to guests on the cruise.

“

Wow, what an evening. This will bring back happy memories for years to come.

~ Irene and Cliff ~

The sausages were cooked to perfection, I picked it up with my fingers and it was the nicest thing I have eaten in ages.

~ Tom ~

The whole night was perfect! Thank you a million times over!

~ Frank ~

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Specialist equipment change

It's official, our Seatec service has changed to provide a specialist seating assessment and assistance service only. All clients, including those who accessed our previous upholstery or maintenance services, can contact our team at capacitybuilding@brightwatergroup.com to discuss how we can continue to assist with your specialist equipment and assistive technology needs.

Brightwater client Travis Hall in one of our specialist wheelchairs.





Bringing families together

Imagine how much your world would change if you experienced a severe brain injury that left you unable to communicate. Then imagine the further isolation you would feel if your rehabilitation took you thousands of kilometres away from your family and friends.

That's when it helps to have a committed and culturally aware care team on your side.

Through the initiative of a passionate social worker, and funding from our Life's Possibilities program, Brightwater was able to undertake one of our most ambitious family reunion projects ever in December 2017.

Sue came to Brightwater in July 2017 after a severe brain injury resulted in her spending three months in the head injury unit at Royal Perth Hospital.

Prior to her brain injury, she lived in a community in the Kimberley region in north-west WA. Four of her children live in another community with their paternal grandmother. As at December 2017, she had not seen her children for almost a year.

Senior Social Worker, Rebecca Andrews, said Sue had little interaction with any family since her brain injury.

"Initially, we had difficulty locating her family, but once we did we faced the challenge of limited phone service and internet access. As a result, Sue had not been able to see or hear her children for almost a year," said Rebecca.

Sue's former mother-in-law, along with her aunt, brought four of her children to visit in December.

Across a two week period, Sue's family visited her. She was very motivated to stay awake and aware during these visits, and it was physically evident that she felt emotional. A highlight was a Skype call with extended family members in the Kimberley. Her family also brought her a compilation of music from home.

" People respond most to family connection "

"The two week visit provided some learning opportunities for staff, but the most evident outcome was that people respond most to family connection," said Rebecca.

"We hope this visit has opened the door for many more of Sue's family to visit. It would be great for her to have regular family and cultural connection.

"We're also hopeful that Sue will continue to improve to the point where her care could be managed in a lower care setting, and she could be transferred to the North West. Our aim is for Sue to be reunited with her family and culture on a permanent basis."

Tim turns houses homes

Our Manager of Disability Accommodation Services, Tim Lo, says Brightwater has provided him with rewarding career opportunities and amazing friendships.

With a background in occupational therapy, Tim worked in Singapore and WA's South West before joining Brightwater. He started as the care manager for our Ellison, Marangaroo, Manning, Maylands and Balcatta sites in 2008.

His next role was allied health consultant, then operations manager for disability services, before being appointed manager of disability accommodation services.

He now leads and manages the team that looks after supported accommodation across Brightwater.

"As well as managing staff and resources, I'm responsible for ensuring the financial viability of sites and support services, especially during the transition to NDIS," Tim said.

"My other projects include exploring a new disability accommodation model with a housing provider and working with the Mental Health Commission to provide supported

accommodation for people with psychosocial disabilities."

Tim says his job is very dynamic, particularly given the current changes in the disability sector, but the absolute highlight is working with committed and passionate colleagues.

"I have trustworthy colleagues and it makes my job much easier," he said.

"We have an inclusive, collaborative and accountable workplace culture, which always focuses on what's best for the client"

Manager of Disability Accommodation Services, Tim Lo.



"Brightwater has a good name in the community and it projects stability during a time of change."

In their own words

We're proud of our staff, and the career options we provide across all of Brightwater's services. So what better way to tell the world about what we do than to hear firsthand from our staff.

You can read more about what staff think about working at Brightwater in their own words on our [Working with us](#) page on our website.



Recognition for carers continues to be a priority for Brightwater, with a new carer support program soon to be launched for our disability services families.

An initiative of the Carers' Recognition Advisory Group (CRAG) and Volunteer Services, the disability services carer support program will involve a team of skilled volunteers and trained staff conducting workshops and one-on-one support sessions for clients' families and primary carers.

"The program will help carers understand the impact of an acquired brain injury on their loved one, connect them with families in similar circumstances and recommend helpful resources and support," said Volunteer Services Coordinator, Wendy Delahoy-Bianchi.

The disability support carers' initiative follows a successful 'Caring for the Carers' event hosted by The Cove, our residential aged care facility in Mandurah. Further carer events will be held at Brightwater sites throughout the year.

Archery, photography and flight simulation were just a few of the highlights of the 2017 disability services getaway camp, made possible by a generous donation from the Downer Group.

Nineteen of our residents, with moderate to high care needs, enjoyed the four-day camp in the picturesque grounds of Fairbridge Village in Pinjarra.

The camp provided an opportunity for residents to enjoy time out from their everyday routine and make new friends, at the same time as they were challenged - both physically and mentally. Twenty volunteers from Downer also attended the camp for two of the four days and undertook a range of team building exercises.

General Manager Relationships and Business Development, John Brearley, thanked Downer for its generous support of the camp.

"Many of the Downer volunteers have now supported two camps, and it's great to see friendships developing between them and our staff and residents," Mr Brearley said.

"Special thanks to Richard Ayres, Wendy Delahoy-Bianchi and all the Brightwater staff involved in making the camp a great success."

20 DOWNER CAMP 17



Christine Smith with her Downer camp T-shirt design.



Transport and Holiday Coordinator, Richard Ayres and Downer volunteer Clinton Cheney, assist Jim Truscott.



Tim O'Neil tries his hand at archery.



Julian Abbott (centre) with carer Lara Akkermans and Downer volunteer, Caitlyn Earl.



Brightwater's Volunteer Services Coordinator, Wendy Delahoy-Bianchi with John Bell.



The camp included a wide range of indoor and outdoor activities.

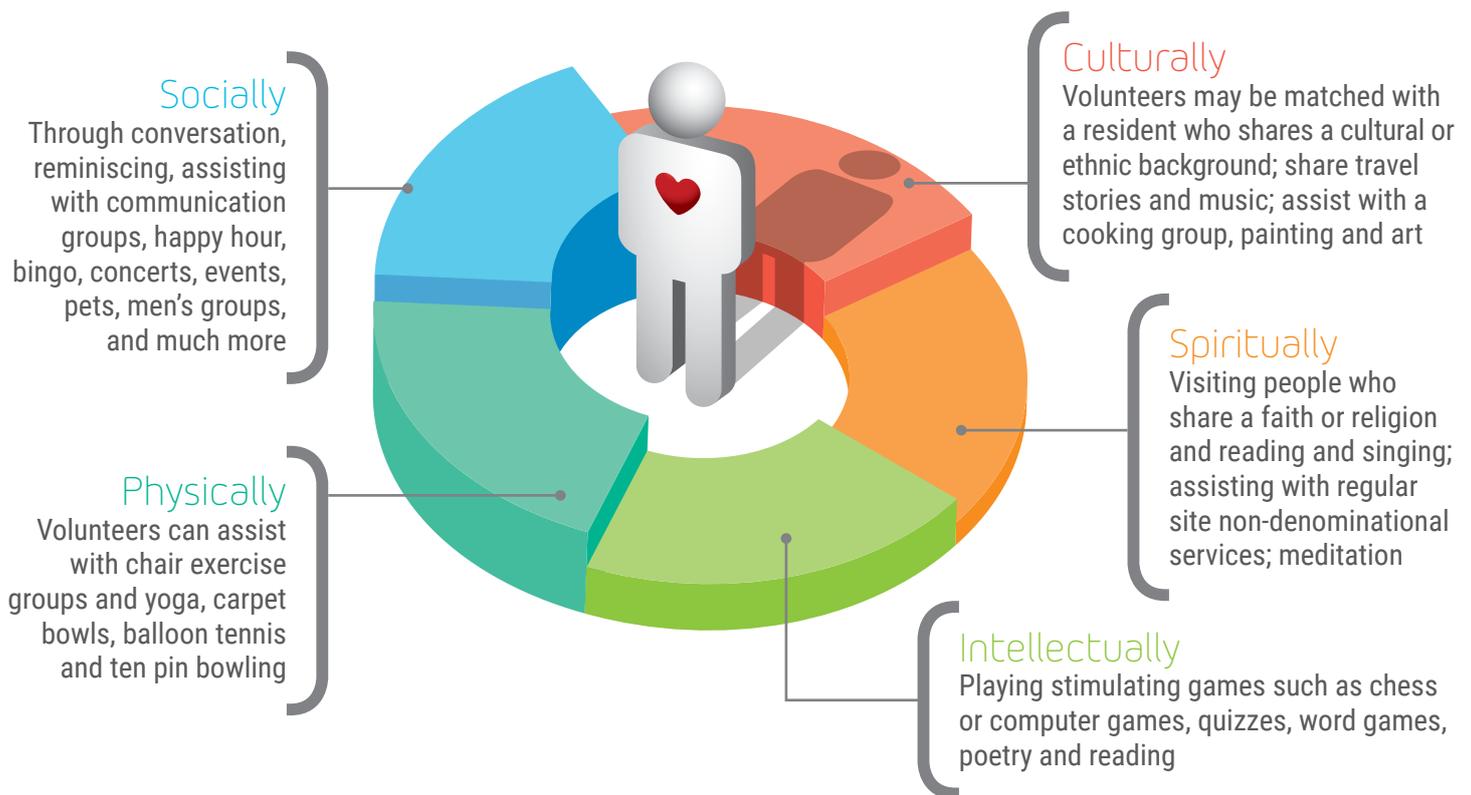
Fairbridge provided an idyllic setting for the Downer camp.



How volunteers **contribute** to Brightwater clients' wellbeing

Volunteering has a positive two-fold effect on the wellbeing of the person providing assistance, and the person receiving the attention.

Volunteers are never expected to assist with personal care tasks or transferring residents. All volunteers are registered, orientated and trained depending on their volunteer role and tasks.



Are you already a Brightwater Volunteer?
If so, Volunteer Services would love to hear about your experience -
email volunteer@brightwatergroup.com

Are you thinking of volunteering, but don't know where to start?
Simply register your Expression of Interest on the Volunteering page on the Brightwater website www.brightwatergroup.com or contact Wendy, Coordinator of Volunteer Services:

Wendy.Delahoy-Bianchi@brightwatergroup.com
Office **9202 3545** Mobile **0439 377 952**



We want to hear from you

Please let us know what kind of stories you most enjoy reading in Brightlife. Do you prefer stories about people (residents, volunteers and staff), our services, research or industry news? Send an email to marketingcommunications@brightwatergroup.com and let us know.

Volunteer training



Training	Location	March	April	May	June
Dysphagia Training - 1.30 - 4.00 pm	Currambine Rockingham	Friday 9th Friday 16th	Friday 6th Friday 13th	Friday 4th Friday 18th Friday 25th	Friday 15th Friday 22nd
Orientation to Disability Services and Acquired Brain Injury – 9.30 – 11.00 am <i>(for volunteers within Disability Services only)</i>	East Vic Park	Monday 12th	Monday 9th	Monday 21st	Monday 18th

To register your interest, please contact Wendy, Coordinator of Volunteer Services:

Wendy.Delahoy-Bianchi@brightwatergroup.com
Office **9202 3545** Mobile **0439 377 952**

What motivates a Brightwater volunteer?

People have different motivations for volunteering. Sometimes it's to improve life for other people because they feel passionate about a particular cause, or to make new friends, share a skill, or gain some experience.

At Brightwater we have a special group of people who volunteer after the death of a loved one. They are motivated to give back in recognition of the care their partner or family member received. Volunteering gives them a purpose and they value the connection and support they receive from staff.

Hugh Wallace visited his wife every day during her 11 years at Brightwater. Since she passed away he has become

a volunteer, and he is sure his wife would be happy with his decision.

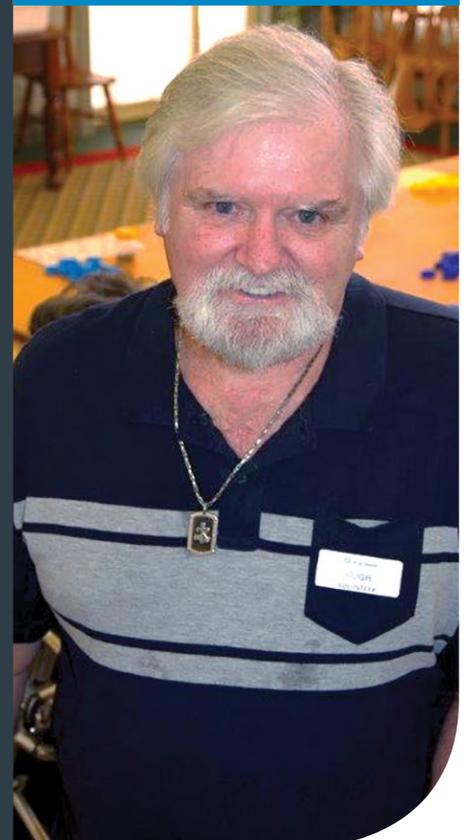
He says volunteering has been just as rewarding for him as it has been for Brightwater.

"I wanted to do more to help people, but it has also been really good for me to give something back and keep me busy," said Hugh.

"It's nice to know you're appreciated by staff."

Hugh performs a range of volunteer tasks, which includes providing social support to residents and helping with movie days and tenpin bowling activities.

Hugh Wallace volunteers at Onslow Gardens.





Brightwater Warnbro resident Daniel Graham recently enjoyed riding some waves at Leighton Beach as part of the Disabled Surfers' Association of Australia's (DSAA) summer season.

Therapy assistant, Christine Lewis, helped make Daniel's day a great success by combining the surfing with a long walk along the beach, a swim and sausage sizzle.

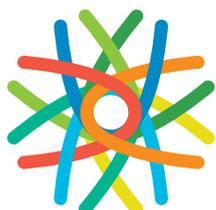
"Daniel regularly goes to these surfing events and he really loves it," said Christine.

Staffed by dozens of volunteers, DSAA events are held at Leighton, as well as the South West and Great Southern. The idea is for people with a disability to find friendship and support and to renew or discover an interest in surfing.

Daniel Graham participating in the Disabled Surfers Association of Australia's event at Leighton Beach this summer.



Bright Life is published quarterly. Ideas and comments can be directed to: Phone (08) 9202 2874 Email marketingcommunications@brightwatergroup.com



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attracts attention

Our logo has been turning up in all sorts of places. Check it out on top of a cake (created by Jean Lai, wife of our graphic designer, Peter), and in an origami interpretation (created by Luke Gibbs, son of enrolled nurse, Dorothy).



General Manager Community, Janet Wagland, and Research Assistant, Elly Williams, presented at the 10th World Congress for Neurorehabilitation in Mumbai, India in February. Their paper looked at the way different types of strokes affect the rehabilitation process in the community, using research from our Oats Street facility. The information was very well received, with leading researchers from the UK requesting to share the research with their colleagues.



Elly Williams in India.