



BLUE  **HAVEN**

Annual Report **2016-17**

Chairman and General Manager message

We are very pleased to present the annual report of Blue Haven for the 2016-2017 year.

The major focus for the past year has been the commencement of site works for the new Aged Care Centre of Excellence at the former Kiama Hospital site in Bonaira Street, Kiama. Following a tender process Affective Services P/L was awarded the contract to carry out remediation and benching of the site.

Council, with the support of the project manager APP has recently sought tenders for the building work and it is hoped that a successful contractor will be appointed within the next month.

The development now comprises a new 134 bed aged care facility, 59 independent living units, community care administration centre and hall, and the restoration of Barroul House.

Early in 2017 the Illawarra Shoalhaven Area Health District completed a new outpatient medical day centre on part of the site and this integrated health care facility provides a range of rehabilitation and other services.

Following the vacating of the former hospital, Council hosted a highly successful open day which allowed members of the public including former staff of the hospital to tour the hospital buildings prior to demolition. The open day provided the opportunity for reunions and memories for former staff and patients.

The existing aged care facility with the support

of committed staff and volunteers continues to provide a high level of care to residents. The Facility Manager, Mrs Ngaire Brennan retired in early 2017 and we thank her for her hard work and leadership during a period of significant change and re-accreditation.

Mrs Fiona Whittaker who has been acting as the Facility Manager since Mrs Brennan's retirement has been very active in the development of a new operational care model to be applied at the new Kiama Aged Care Centre of Excellence. With funding support from the Friends of Blue Haven there have been a number of improvements undertaken to the existing facilities including new furnishings and a mural in the MacKellar Wing.

Volunteering opportunities at Blue Haven have significantly increased during the past year including the following:

- the establishment of a men's corner where residents paint toys made by the local Men's Shed group
- floral arranging using flowers donated by the local Woolworths store
- monthly BBQ's held in the MacKellar unit
- visits with pets.

The volunteer co-ordinator Myriam Marchant is congratulated on the initiatives and expansion of the volunteers' program to involve 50 people.

During the year new Lee Care software has

Blue Haven Advisory Committee and Staff: Front row (left to right): Marianna Parish, Pam Waters, Clare Rogers, Fiona Whittaker, Tracy Sligar. Back row (left to right) Steve Dawson, Cr Mark Honey (Mayor), Cr Kathy Rice, Sandra McCarthy, Alan Fowlie (Chairman), Barry Wilson, Michael Forsyth. Not present: Cr Don Watson, Ian Wilson, Ian Pullar, Julie Bartlett and Carolyn Crowe-Maxwell.



been implemented with the aim of improving the recording of medical and care records and enabling nursing staff to have more one-on-one time with residents.

Blue Haven and Council are pleased to be able to support Blue Haven's Nurse Educator, Kelly Marriott-Statham to undertake a PhD through the Queen Margaret University in Edinburgh. This will also reinforce that Blue Haven is striving to be a Centre of Excellence, with Kelly's research contributing to international knowledge and practice improvement in person centred care.

Council has continued its relationship with the University of Wollongong with four medical students from the University of Wollongong Graduate School of Medicine undertaking two weeks clinical placements at Blue Haven. The objective of the placement is for the students to identify key ageing trends and understand the place for aged care in the health system.

The Friends of Blue Haven have been very active raising significant funds and carrying out a range of activities to support the care of residents. The annual fete was again highly successful and the Friends are highly commended for their hard work and compassion.

The members of the Village Residents' Committee are also thanked for their valuable contribution to the management of the Village and for raising issues of concern. It is important that issues are appropriately addressed to ensure residents have a healthy and safe lifestyle.

The Village is very fortunate to have dedicated and hard-working caretakers who are also compassionate and go out of their way to help residents. John and Diane Mortimore, Graham and Glenda Tuohy and David and Michelle Harrison are sincerely thanked for their excellent service and commitment to the residents and Blue Haven.

The Manager of the Independent Living Units, Steve Dawson has continued to work effectively with the caretakers and the residents' committee to ensure the Village is managed and maintained at a high standard. Steve has also played a lead role in the management of the Kiama Aged Care Centre of Excellence project and his skills and resolution of issues have been greatly appreciated.

Blue Haven Care also provides a range of services to people in their homes across the Illawarra region. In February 2017 Home Care reforms were implemented where funding packages were attributed to the client, not the service provider. If a client wishes to transfer to a different provider, they will be able to take their funding package to their



Left to right: Alan Fowlie (Chairman), Clare Rogers (Director, Blue Haven), Michael Forsyth (General Manager)

provider. However, at the funding level there will still be a cap on the number of packages available overall within the community.

Another change is that there will no longer be a restriction on the number or type of packages delivered by a provider. This means that Blue Haven Care will no longer be limited to only providing Level 1 and 2 packages but will also be able to provide Level 3 and 4 packages. Much work has been undertaken by Blue Haven Care staff to meet the requirements of the reforms and to review fees and charges.

The Blue Haven Advisory Committee which comprises nominated Councillors and community representatives plays an important role in considering relevant issues and providing advice to Council and staff on strategy planning and policy matters. It has been a very busy and significant year with major aged care reforms and the appointment of contractors to commence the new Kiama Aged Care Centre of Excellence. The voluntary work and contribution of the Advisory Committee is greatly appreciated.

The year ahead also promises to be busy, exciting and challenging with the commencement of major works at the former hospital site. There is also the ongoing implementation of the aged care reforms and continuous improvement. We look forward to meeting the challenges and implementing ongoing improvements for the benefit of residents.

Alan Fowlie
Chairman

Michael Forsyth
General Manager



Blue Haven Care - Community

Commonwealth Home Support Program -Intergenerational Playgroup

Blue Haven Care staff in partnership with Playgroup NSW, Kiama Council's Dementia Friendly Project and Wollongong University implemented an intergenerational playgroup within the Sea Side Social Group at the Community Centre.

The group builds on Blue Haven Care's other Intergenerational activities with Kiama Primary School and has been running for over twelve months.

Intergenerational programs contribute to the well-being of people and communities by providing an opportunity for both the young and the old to benefit from the sharing of knowledge, skills and experiences.

All participants including staff and volunteers have enjoyed their experience with one caregiver stating "my son has no grandparents so I found this activity lovely." Another observer remarked it was great to see the smiles on their faces especially when singing.

The group has been such a success that it has been replicated in several other facilities and the ABC is booked to attend the Community Centre on the 28th September 2017 to record a story on the success of the Group.

Seniors Exercise Classes

Blue Haven Care in partnership with Gerringong Physiotherapy has commenced an exercise program at the Community Centre to support seniors' health with a focus on strength and balance. It started as an 8-week program with participants having an individual assessment with qualified Physios using the Bio Cap 3D motion software assessment and analysis program. They are then given an individualised exercise program to follow with weekly sessions at the Community Centre. The balance and strength of participants are then reassessed at the end of the 8-week program and improvements noted.

The program has been so successful that participants have requested that it be run as an ongoing program. Having successfully obtained funding through the Kiama Leagues Club's Grants Program to assist with the running cost (keeping the cost to participants down) BHC is currently negotiating with Gerringong Physiotherapy to run this as an ongoing program.

Disability Services

The NDIS started rolling out in the Illawarra in July 2017 and Blue Haven Care as a registered NDIS provider is currently assisting clients within its disability program to transition to the NDIS.

Blue Haven Care's disability program was successful in receiving a Transition Assistance Grant of \$35,000 from the Department of Family and Community Services. This grant is to assist organisations with the transition to the NDIS. The funds will be used for marketing including the recruitment of a Marketing/Communication Officer 14 hrs per week. It will also be used to upgrade our current software system.

Home Care Packages

The Home Care Packages Program Consumer Directed Care model underwent further reform in February this year with the funding for the packages now being allocated to the individual consumer rather than the service provider.

This change means that the funding is more portable but providers no longer have a secure allocated number of Home Care Packages. The reform also allowed for more approved providers, including private providers, to enter the industry resulting in a more contestable environment. The impact of these changes on Blue Haven Care's Home Care Packages program since February is that client numbers have fluctuated.

These reforms have also enabled Blue Haven Care to provide Level 3 and Level 4 packages, meaning Blue Haven Care can now provide a full continuum of care.

Blue Haven Care - Home

Blue Haven continues to provide high levels of care to its 82 residents and meet accreditation requirements.

However, the aged care environment continues to change at a rapid pace as government policy strives to meet the needs of the ageing population.

Changes to the Aged Care Funding Instrument (ACFI) were introduced in 2017 and this has highlighted the need to closely monitor financial performance alongside resident care.

Values

Work has been undertaken with staff across all departments to uncover the values of Council. The values that have been adopted are, Respect, Integrity, Innovation, Teamwork and Excellence (RIITE).

Blue Haven Care have also been working with the University of Wollongong and staff to uncover specific values that fit Blue Haven. Those values are Love and Care. Further work is now being done with staff to look at what these values mean in every day practice and how they guide behaviour at Blue Haven.

Mackellar House

MacKellar House has been undergoing many improvements in regard to the environment to make it more dementia friendly.

Improvements have included the introduction of a wall mural; a multi-sensory space for relaxation activities; and improvements to the garden area with outdoor murals, mosaics, and items of interest in the gardens.

The Friends of Blue Haven have been very generous in providing funding for many of these improvements.

A recreation activities officer has also been introduced into MacKellar House 5 days per week to implement a sundowning program. Family members have reported the benefits of this program for the residents.

Model of Care

Consultant group Stewart Brown have been working with Blue Haven Care in determining the model of care for the Aged Care Centre of Excellence. This has involved reviewing the layout of the building, the expected acuity level of the residents and best practice principles. It has been decided that two models of care will be adopted. These are:

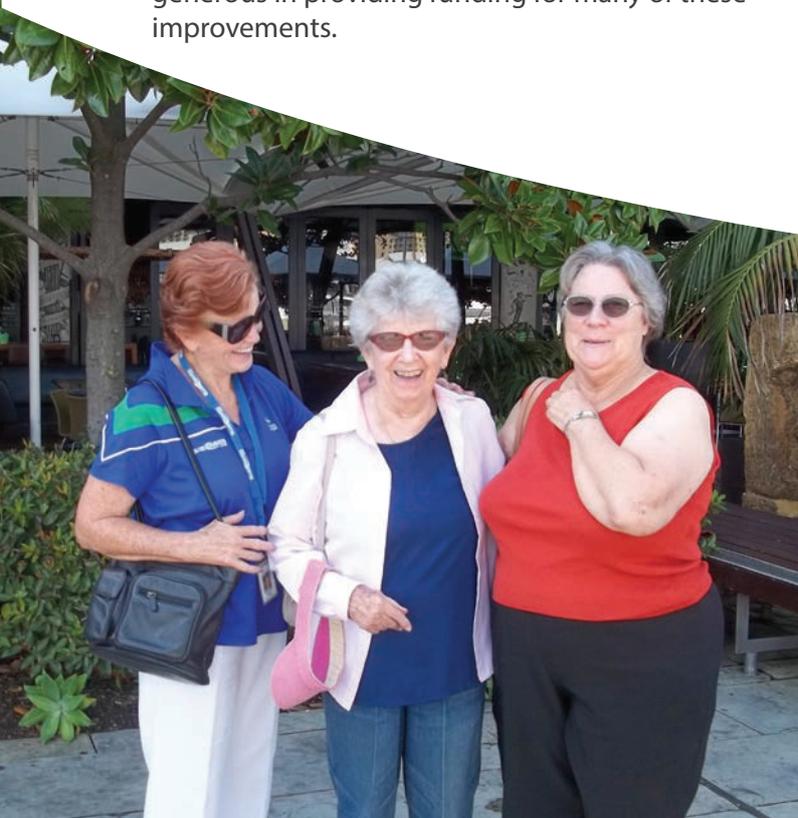
A team nursing model:

This model comprises the RN, care staff, hospitality staff and lifestyle staff working in the same house or pod for a month before rotating to the next house and so on around the building. This model provides continuity of care for the residents and encourages a more decentralised self-led service team where residents, families and the staff team work together as the decision makers of the house.

Modular nursing model:

This model is used in dementia specific houses and works along the same principle as the team nursing model, however the staff team do not rotate throughout the facility. This is because continuity of care and consistency for people with dementia provides the most beneficial results.

Blue Haven Care will start to move towards these models of care in the coming months in order to manage the change process before arriving at the new Home.



Blue Haven Care Home

Annual accounts 2016-17 (unaudited)



OPERATIONAL INCOME	2016/17
Commonwealth Subsidies	\$3,216,591.88
Residents - Fees	\$1,342,954.13
Residents - Means Tested Fees	\$222,981.33
Donations	\$554.00
Staff Meals	\$1,786.37
Contributions - Friends of Blue Haven Aged Care Facility	\$10,457.13
Contributions - Other	\$1,029.32
Contract Laundry income (Hostel)	\$-
M/V Leaseback	\$5,995.86
Blue phone	\$-
Bank Interest	\$159,877.74
Wage Subsidies	\$4,640.00
Total Revenue Income	\$4,966,867.76
CAPITAL INCOME	2016/17
Commonwealth Subsidies (Capital component)	\$79,406.34
Residents - Accommodation Charges	\$393,071.11
Lease Amortisation	\$33,166.60
Net Bonds held/Bonds repaid	\$2,231,103.12
Total Capital Income	\$2,736,747.17
Total Income	\$7,703,614.93
OPERATIONAL EXPENDITURE	2016/17
Nursing & Personal Care	\$2,429,699.00
Workers Compensation Premiums	\$134,966.00
Occ Superannuation	\$318,380.05
Catering	\$566,735.28
Chemist & Medical	\$16,442.53
Cleaning	\$242,139.16
Laundry & Incontinence	\$50,471.18
Repairs & Maintenance	\$199,289.12
Utilities	\$84,309.96
Other Operating Costs	\$16,073.45
Administration & Overheads	\$929,845.46
Total Revenue Expenditure	\$4,988,351.19
CAPITAL EXPENDITURE	2016/17
Motor Vehicle- Purchases	\$-
Motor Vehicle- Sales	\$-
Nursing Home Extensions	\$-
Principal Repayments	\$-
Plant & Equipment	\$32,520.38
Transfers to/from reserves	\$2,582,743.33
Total Capital Expenditure	\$2,615,263.71
Total Expenditure	\$7,603,614.90
SUMMARY	2016/17
Total Operational Income	\$4,966,867.76
Less - Total Operational Expenditure	\$4,988,351.19
Working Capital Surplus (Deficiency)	-\$21,483.43
Plus - Capital Income	\$2,736,747.17
Less - Capital Expenditure	\$2,615,263.71
NET SURPLUS (DEFICIENCY)	\$100,000.03

Blue Haven Retirement Village

Statement of income and expenditure for financial year ending 30/6/2017 (unaudited)

INCOME	
Income from recurrent charges for the year	\$864,547
Interest on recurrent charges to 30/6/2017	\$21,107
Plus/minus surplus/deficit from previous years	\$768,328
Total income	\$1,653,982
EXPENDITURE	
Occupancy	
Council rates	\$9,314
Insurance	\$88,087
Waste and garbage	\$28,478
Utilities	
Water rates and charges	\$45,775
Electricity	\$45,676
Gas for heating of Village Centre	\$1,660
Repairs, maintenance and administration	
Buildings and plant	\$98,806
Grounds	\$31,404
Contract caretakers	\$280,552
Lifts	\$39,247
Fire protection and emergency call systems	\$71,392
Administration wages and materials	\$25,000
Audit fees and accounting	\$2,000
Residents social activities and materials	\$21,283
Telecommunications	\$6,050
Total expenditure	\$794,724
Surplus or (deficit) at 30/6/2017	\$859,258



Blue Haven redevelopment



Above : Independent living units, with quintessential basalt finish.



Above : Aerial view of the aged care facility, community hall and Barroul House.