



BLUE HAVEN

Annual Report 2018-19
40th anniversary edition

Chairman and General Manager message

It is with great pleasure that we present the Annual Report of Blue Haven for the 2018-2019 year. In presenting this report we are also celebrating the 40th anniversary of the opening of the Blue Haven nursing home and hostel and the 16 independent living units in Stage 1. The vision for Blue Haven came from the community of Kiama and the Council of today still strives to deliver on that vision.

The 40th anniversary of Blue Haven was marked by an afternoon tea at the Home on 13 August 2019. Many ex-staff attended, attesting to the loyalty and camaraderie that has existed in the workforce since we opened. This was also highlighted by the recent retirement of Margaret Robinson, Registered Nurse (RN), after 24 years of service. Stories were shared at the afternoon tea, particularly by ex-Matron Anne Clearly, that reflected just how much has changed in the provision of aged care in 40 years. However, it also highlighted the unchanged commitment of staff to care for residents, which underpins the reputation Blue Haven has for providing high quality care.

We would like to note and acknowledge both the outgoing members of the Blue Haven Advisory Committee and the new members. The term for community Committee members finished in September 2018 and a new Committee was appointed via public Expression of Interest for the next four years. Our appreciation is extended to outgoing members Alan Fowlie (Chairman), Barry Wilson, Ian Pullar and Pam Waters. All of these members gave valuable input and support to the operations of Blue Haven. In

particular, Alan Fowlie's contribution as a member of the Committee since the inception of Blue Haven must be noted as exceptional. A tribute to Alan's contribution can be found later in the Annual Report.

Our incoming members on the Committee are Michael Forsyth, Kay Cope and Lyn Kuskey. They have already made significant contribution to Blue Haven in this anniversary year.

The major focus again this year has been the ongoing development of the new Aged Care Centre of Excellence at the former Kiama Hospital site in Bonaira Street, Kiama. This year has seen the development come to life as the roof has gone on, the interiors have been constructed and a roof-top terrace included in the design. As the construction nears completion preparations are underway to move the residents from the existing facility into their new Home in early December.

The partnership between Blue Haven Residential Care Home and the University of Wollongong has continued with a project underway to better understand the needs of residents with dementia as we support them to transition to the new Home. Sessions with residents, families and staff are helping to inform individual moving plans for residents who may need this level of support.

This year a new model of care has been trialled in the Home in preparation for the move. The Haven model provides a more flexible lifestyle for residents, offering greater choice around waking, breakfast and personal care. As Blue Haven responds to the new Aged Care Standards we are continuing to identify





Betty Young with Lily the dog.

ways to enhance our person-centred care by placing the resident at the centre of the care model. The Haven model no longer assumes that residents should wake at the same time, have meals at the same time or have showers first thing in the morning. This change of emphasis, which provides care around the individual choices expressed by residents, provides a more relaxed environment within the Home.

The Friends of Blue Haven continue to support the activities of the residential facility, raising money for activities, equipment and programs. The 2018 fete was another stunning success and our gratitude for the work of this volunteer group cannot be expressed highly enough.

Blue Haven Community successfully went through an external quality review just prior to Christmas 2018. Staff are to be commended for the outcome, with the timing of the review clashing with Christmas preparations and some staff coming in from their annual leave to participate.

Blue Haven continues to enjoy the invaluable support of over 100 volunteers working across the Community Programs and the Home. Volunteers provide support across a range of areas including Community Transport, Social Support, Respite and Lifestyle programs. Support is offered in group settings and on a one to one basis.

The caretakers of the Independent Living Units (ILUs), Simon Micallef and Julie Harrison commenced in July 2018. They made a wonderful contribution to the maintenance and presentation of the gardens and grounds, however, after being offered another opportunity they decided not to enter into a second contract. They were replaced in the short term by new caretakers, Adam Solitro and Karina Devenish, who have been appointed to the role at Blue Haven Bonaira when it opens. We welcome them and note the positive feedback already received from residents about their work and friendly personality.

Caretakers Graham and Glenda Tuohy have also



The Social Men's Group enjoying a laugh. Volunteer Geoffrey and client Tony enjoy a friendly handshake.



Social bus trip clients enjoying the tulips at Corbett Garden.

announced their retirement after many years of dedicated service and they will be sorely missed by everyone at the village. We extend our appreciation and thanks to them both on behalf of Blue Haven and all the residents. Following a second recruitment process we have now recently welcomed Cathy Fulton and Kevin Benson to the Stage 4/5 caretaker position. We wish them all the best in their new role. David and Michelle Harrison provide stability in the caretaker role, continuing to contribute to the lifestyle and wellbeing of our residents.

In closing, we are now looking forward to an exciting year ahead that will be marked by the move to Blue Haven Bonaira. We look forward to continuing to provide our community and our residents with high quality services but in new, modern surrounds. As always, we will strive to keep our service personal, and place our clients and residents at the centre of everything we do.

Clr. Mark Honey
Chairman/Mayor

Kerry McMurray
**General Manager
and CEO Blue Haven**

Blue Haven Home

We have been fortunate to welcome some new senior staff to our team this year, bringing vast experience with them. Dale Wakefield has taken on the role of Manager Care and Operations, Belinda Bruce as the Assistant Care Manager and we have welcomed back Sonja King as Nurse Educator and Quality Officer.

The team has demonstrated excellent leadership at a difficult time in aged care. This year has seen the commencement of the Royal Commission into Aged Care Quality and Safety, which has impacted the reputation of the industry as stories of inadequate care have been revealed and a number of facilities have been sanctioned. Blue Haven is proud of its record of accreditation and is committed to providing safe and high quality care to all residents as well as having open and honest communication with residents and their families.

There has been a strong focus this year on ensuring that Blue Haven Home is meeting the new Aged Care Quality Standards which came into effect on 1 July 2019. Staff have received training in all the Standards and to complement the focus on person-centred care they have also received Customer Service training specific to the aged care environment.

This has been coupled with introducing the new Haven model of care that will become fully operational in the new Home. Residents and staff have responded well to the new model with the greater focus on resident choice and decision making.

A vibrant lifestyle program has continued at the Home, with bus outings, regular activities, volunteer support, pet therapy, concerts and visiting school children. This program is coordinated by the Lifestyle team and the Volunteer Coordinator who aim to address the interests and abilities of each individual resident.



'Bushman' and Joan have a chat.



The 'out and about' group.



Seniors exercise group, September 2019.

Like all aged care facilities, financial constraints are a reality for Blue Haven and the provision of the best care possible is balanced against the government funding model. To aid financial sustainability, improvements have been made to the organisational structure this year, introducing both an Admissions Officer and an ACFI Coordinator.

The Admissions Officer provides potential residents with a consistent point of communication, to create a positive initial impression of Blue Haven.

The ACFI Coordinator ensures that residents are being assessed and re-assessed in a timely way so that the appropriate amount of government subsidy is claimed for their care through the Aged Care Funding Instrument (ACFI).

Blue Haven Community Services

Blue Haven's Community Programs successfully completed its Quality Review against the Home Care Standards in December 2018. Staff have since worked towards ensuring compliance with the new Aged Care Quality Standards which were implemented in July 2019.

The Quality Committee with support from all staff continue to work through an action plan which includes reviewing protocols, procedures and documentation. Work is also being done to implement the Rainbow Tick as another way to demonstrate Blue Haven is an inclusive and diverse organisation.

The Home Care Packages Program (HCP) has shown some stability and growth with the release of new packages by the Commonwealth Government in 2019. While there is still a 6 to 12 month waiting time for allocation of a higher level package, an increasing number of existing clients have been supported to move to higher level packages.

With the increasing demand in the community to remain at home, more people are being supported with higher care needs and the ratio of packages being delivered is changing.

As an example, Blue Haven is now delivering approximately 40% Level 3 and 4 packages, and 60% Level 1 and 2. The number of packages being delivered varies, however is generally in the range of 110 to 120.

Acknowledging the number of clients with higher support needs, the position of Registered Nurse (RN) has been reviewed in 2019. The new RN approach will better meet the needs of clients with clinical care needs and provide clinical oversight and education for Support Workers to perform their role out in the field.

Blue Haven has continued to focus on the employment of Support Workers to deliver services directly to our clients whenever possible. Working for Blue Haven and Council continues to be attractive to potential employees and there is now a workforce of approximately 47 Support Workers.

As a registered provider with the National Disability Insurance Scheme (NDIS), Blue Haven Community is currently supporting 23 NDIS consumers with Support Coordination and Community Participation.

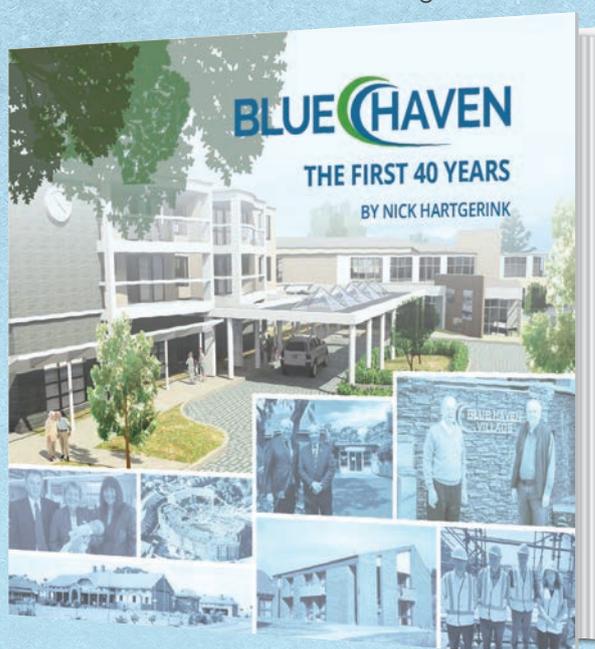
Although this is only a relatively small number of clients, it is essential that practices and processes are consistently implemented in an effective manner and meet the NDIS Practice Standards.

As with all of Blue Haven, Community staff are looking forward to relocating to Blue Haven Bonaira and planning is well underway for the move.

The 40th Anniversary

In its 40th year Blue Haven celebrates both the old and the new. What began as a community-led aspiration to provide aged care in Kiama, has resulted in a 5 stage complex of 203 independent living units and an 82 bed aged care facility including 20 dementia specific places.

This same anniversary year will see the opening of an additional 59 independent living units and a new aged care facility of 134 beds (including 31 dementia specific) to replace the existing facility. Council is proud to have transformed the old Kiama Hospital site into a centre of excellence for aged care.



To mark such an important year, a book 'Blue Haven the First 40 Years' is being released to coincide with the opening of the new site. Authored by Nick Hartgerink, it is a celebration of the people and circumstances that have made Blue Haven.



Blue Haven staff both past and present celebrate 40 years.

Farewell and thank you, Alan Fowlie

Long-serving Blue Haven Advisory Committee member Alan Fowlie deserves a huge vote of thanks from the Kiama community for almost half a century of service to aged care and retirement living.

Back in 1970, Alan, a school teacher, agreed to be Kiama Apex Club's representative on a committee that was administering the Mt Warrigal Rest Home - a small nursing home that had been established in the Shellharbour area in 1969. It was the nearest nursing home to Kiama at the time, and the town's service clubs played a key role in its establishment.

"Dr Tony Bilson had been Kiama Apex Club's representative on the committee, but he was moving to Launceston," Alan recalled. "I agreed to go along as the club's representative for six months or so ..."

That six months led to a life-long commitment to aged care. "I quickly became very interested and involved, and it wasn't long before I took over as secretary of the Mt Warrigal committee," he said.

In 1971 Alan also joined a steering committee that had been established in Kiama to investigate establishing a nursing home in the town.

In 1974 the Mt Warrigal Rest Home (which later became Warrigal Care), transferred half its allocation of Commonwealth Government-funded hostel places to Kiama Municipal Council so that it could build its own retirement village. This was in recognition of the hard work that Alan Fowlie and other Kiama-based members of the Mt Warrigal committee had put in to the Rest Home, and also an acknowledgement that Kiama badly needed its own facility.

That gift gave the Kiama steering committee the impetus it needed, but it was to take another five years of hard work by Council and the steering committee



Above: Alan Fowlie, outside Blue Haven Stage 5 in 2019. Mr Fowlie joined Kiama's aged care steering committee in 1970 and served on the committees and advisory boards for almost half a century. (Pic: Phil Winterton)

before Blue Haven became a reality. In 1979 the first stage of Blue Haven Retirement Village opened, with a nursing home, hostel and 16 one-bedroom self-care units.

Since 1979 oversight of the Blue Haven operations has been undertaken by various Council-appointed boards, management committees and advisory committees, assisting the Chief Executive Officer, who has also been Council's General Manager. Alan served on all the manifestations of boards and committees until 2018, including many years as Chairman. He was also a member of the planning committee for the Blue Haven Bonaira development.

His many years of service and close involvement with Blue Haven meant that he was a vital source of information for the history of the organisation which has been captured in *Blue Haven the first 40 years*.

Blue Haven Chief Executive Kerry McMurray paid tribute to Alan for his service to the organisation. "No-one better epitomises the community spirit that has driven the development of Blue Haven over the years than Alan Fowlie," Mr McMurray said. "He has made a huge contribution in an entirely voluntary capacity over almost 50 years, and I thank him sincerely on behalf of Kiama Municipal Council and the Blue Haven organisation for his magnificent service."

Alan and his wife Sandra have been residents of Blue Haven Stage 5 since 2014.



Alan Fowlie with current and previous Directors of Nursing Anne Doorn (Cleary), Sonja King and Dale Wakefield.

Blue Haven Terralong

Statement of income and expenditure for financial year ending 30/6/2019 (unaudited)

Income	
Income from recurrent charges for the year	\$904,521
Interest on recurrent charges to 30/6/2019	\$26,192
Plus/minus surplus/deficit from previous years	\$1,034,537
Total income	\$1,965,251
Expenditure	
Occupancy	
Council rates	\$10,622
Insurance	\$101,675
Waste and garbage	\$22,792
Utilities	
Water rates/charges	\$54,550
Electricity	\$51,768
Gas for heating of village centre	\$4,402
Repairs, maintenance and administration	
Buildings and plant	\$113,542
Grounds	\$93,230
Contract caretakers	\$275,221
Lifts	\$31,159
Fire protection and emergency call systems	\$33,048
Admin wages and materials	\$25,080
Audit fees and accounting	\$676
Residents' social activities and materials	\$15,903
Telecommunications	\$6,522
Total expenditure	\$840,188
Surplus or (deficit) at 30/6/19	\$1,125,063



The new modern aged care home bedrooms.



Residents enjoying their lounge in their new independent living unit.

BLUE HAVEN

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KIAMA MUNICIPAL COUNCIL
your council, your community

