



Fairhaven Newsletter

NOVEMBER 2019



FAIR HAVEN AGED CARE HOME

15 Pine Tree Close
Armadale WA 6112

Address for Correspondence:

The Secretary,
PO Box 226,
Armadale WA 6992

Website:
[http://
www.fairhaven.asn.au](http://www.fairhaven.asn.au)

CEO:

Max Hidding
ceo@fairhaven.asn.au
P: 0456 115 997

Board Members:

Jurrien de Vos
(Chairman)
boardchairman@fairhaven.asn.au

Harry Kleyn
(Vice Chairman)
Vivienne Van Dyk
(Secretary)
Mia vander Lecq
(Treasurer)
Royce Vermeulen
Martin Visser

A CHAIRMANS PLEA

Jurrien De Vos

"...the Lord is at hand, do not be anxious about anything, but in everything by prayer and supplication with thanksgiving let your requests be made know to God..." Phil 4.

Accreditation

The past few months have been draining and unbelievably demanding in the work that was required for us to meet the requirements of the Aged Care Quality Standards. We were subject to 3 separate assessments since the end of August and were required to provide detailed, comprehensive responses to the Aged Care Quality Commission and the Health Department. Although we have made significant improvements, which the assessors did acknowledge, this did not avoid us from being assessed by the Commission as having residents at serious risk. This is regrettable and is an adverse finding against us which is also listed on the MyAgedCare website. We have taken appropriate steps to alleviate this, but it has not negated the decision by the Commission to deem us serious risk.

I am ever so grateful for the countless hours and the dedication our staff have shown in rebuilding the Fair Haven Home over the past few months to be a place where we provide care that is best practice. Although much work has been done, the possibility remains that the Commission or Health Department may yet place sanctions on us because of our poor record in the past.

Until we can be assured that we can consistently provide the appropriate level of care with good clinical oversight, we will not be admitting new residents into the home. We do not know how long it will take before we can, but we do not anticipate it to be this year.

It is my prayer that our Heavenly Father will graciously bless our efforts that we will soon

be assessed as meeting all the requirements of the standards.

Staffing

Our staff have given long hours and made personal sacrifices to implement the changes required to bring the operations of the Home to best practice and to provide loving care that meets the physical and emotional needs of our residents. Their health and their families are suffering, and I am gravely concerned that we are burning our staff out with the loads we place on them because we do not have a suitable care manager or qualified nursing and care staff. I cannot stress how urgent it is for us to have a Care Manager, permanent qualified nurses and carers.

I understand that in the past there have been those who have worked at Fair Haven who have showed true love and care for the residents, who were passionate about the work that they did, but were treated poorly and even had their concerns ignored by the Board. I am grieved that your dreams were shattered, that it left you empty and broken and that you had no alternative but to resign. This burden weighs heavy on my heart and I truly regret the hurts from the past. I cannot imagine the hurt and grief that this has caused. It is my prayer that our Heavenly Father will fill you with peace and forgiveness and also open the way for you to serve the Lord and His people in an environment that is worthy of its name and objectives.

The environment and culture are changing. To be frank and honest, we have been working our butts off to change Fair Haven to be a place where our loved ones want to go; to be a place where our staff love to go to work and to share their love and passion of caring for others. We need nursing staff and carers that are passionate about the care they give for our elderly brothers and sisters in our

"Lord's Waiting Room". We want to be exemplary in the way we show love and care for our loved ones that reflects our Lord's love for us. We want the Home to become a place where people want to go in the last days of their sojourn on this earth as they look forward to joining their Saviour in the Heavenly Jerusalem.

But we also need to be frank and honest that if we cannot fill the roles with people from our Free Reformed community that we will need to go outside. Providing the necessary clinical care has its obligations and we cannot accept substandard care. We are required to give the best love and care to our residents. We need qualified staff, and our residents and their families deserve no less, even if this means that we need to get the best staff outside our community. Our preference, of course, is to employ from our community, but as Board we remain mindful of our responsibility to ensure that the Home provides the appropriate care which may mean employing non-Free Reformed staff.

Since the need for a Care Manager has become critical, the Board is only allowing 1 more week before we will advertise externally. The advertisement has been in the Una Sancta for over 2 months and we have not had any response in that time. We need to act for the sake of our staff and our residents. If we do appoint a Care Manager who is not a member of a Free Reformed Church this appointment will be for 12 months so that there will be opportunity again to seek someone from the Free Reformed community.

It is my plea, to those who are qualified and experienced in aged care, to please make yourself available to fill the roles at Fair Haven.

Financial

The accreditation work has placed a large burden on our operational budget including increased wages costs and consultants' fees. We are currently running at a \$40,000 operational deficit to date and expect this to grow unless there are significant inflows of revenue. In addition, we expect that there will be significant capital costs on refurbishing the Home and providing equipment that is current and suitable for Aged Care. While we do not have a definitive figure for what is required, we expect the cost could be somewhere between \$200,000 and \$300,000. The board intends to present a revised budget to the association early in 2020. In the meantime, we do request that the association consider increasing their donations by at least 50% above the adopted amount of \$10 per week to offset the deficit in our operational budget. Those who can contribute \$20/week or more are also welcome as all donations are tax deductible.

We acknowledge the many new members who have joined us this year and are thankful for your support. The membership committee had been given a target of

250 new members for 2019 and they are close to achieving that result. If you have not yet joined and would like to support the work, please make use of the donation page found on the 'support us' tab on our website www.fairhaven.asn.au.

If you have any queries regarding membership, please contact our membership administrator at member@fairhaven.asn.au

My Plea

Merciful, Heavenly Father, we are grateful for Your blessings and for how You have provided for us in Fair Haven. We are comforted by Your ever-present care and watch over us. Yet we are burdened by the stress our staff are under and we pray that You hear our plea for qualified staff and move the hearts of those able to be willing to serve your children in Fair Haven. Please bless us with qualified nurses and care staff and provide us with a Care Manager to give good clinical oversight of the Home. Do not let our prayers and support wane and let us be willing to provide for the care of our brothers and sister in Fair Haven. May we continue to see that it is indeed a rich blessing to be able to serve those who once cared for us. Amen.

Facility Care Manager

Fair Haven operate a residential aged care facility which is situated in close proximity to the Free Reformed Church of Armadale. The Home has capacity for 26 beds and is an accredited aged care provider.

As an experienced manager reporting to the General Manager – CEO, you will ensure that a high standard of clinical and holistic resident focussed care is delivered to all residents in accordance with relevant legislations, regulatory requirements and professional standards and guidelines.

You will share our vision to make Fair Haven the place of choice for our elderly brothers and sisters and develop a vibrant community of care within the Home that excels in delivering to the highest standard.

To be considered for the position you will have:

- Registration with AHPRA as a Registered Nurse
- Leadership experience within Aged Care preferably with previous experience as a Care Manager
- A passion to improve clinical care through coaching and staff development programs is essential
- Leading and implementing organisational change.
- Excellent interpersonal skills.
- Sound verbal and written communication skills

For further information contact:

Max Hidding

General Manager - CEO

Applications to be submitted to ceo@fairhaven.asn.au by 30 November 2019