

Issue 3 • February 2013

# CareNet

LEADERS  
IN CARE



YEARS



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# Message from CEO



Natalie Briffa Farrugia

It is with pleasure and honour that I write this message in the beginning of the year where we at CareMalta are celebrating our 20 years of being Leaders in Care. It was in August of 1993 that our company pioneered this industry of providing residential care for older persons through the opening of the very first private residential home on the Maltese islands, Casa Arkati in Mosta.

Since that day we never looked back, and here we are endorsing our foundations and ensuring that we bring our past successes into the future.

As we monitor our growth from two residents and six employees to today's 1,000 residents and 700 employees, we realize that the fundamentals of what distinguishes us from any other service provider is the rooting of very five important values which lived with us since our inception and will always remain the cornerstone of our operations. On this 20th anniversary we are highlighting our strengths represented through five corporate values mainly Dignity, Quality, Safety, Integrity and Development. These are the key to our future success and it is through our employees that we can continue to make a difference in the quality of life of the people we serve by being

principled about values that really matter. Throughout this year we will also be celebrating our employees by having a calendar of special surprises recognizing a different department every month. This is intended not only to show our appreciation to each and every staff member, but also to continue to highlight the need that we continue to work as one team and each department recognizes the great contribution of every section in delivering our services. As the saying goes, we could not have done it without you! So a big thank you goes to all the employees that have served our residents and their families, with special highlight to those who have served beyond our 15 year award recognition. As a matter of fact this year we will also be introducing our 20 year service award as we have employees who will be qualifying for that. What greater loyalty can one ask for! The year 2013 is designated as the 'European Year

of Citizens'. I think that this comes rightly on time and appropriately as a follow-up to the year of 'Active Ageing and Solidarity between Generations'. The 'European Year for Active Ageing and Solidarity between Generations' have been a key opportunity to raise awareness of the challenges and opportunities beyond the demographic change. Most of the initiatives started during the latter year still need to be expanded on or bear fruit during the 'Year of Citizens'. Older persons are an intrinsic part of society and thus they are also citizens, encompassing all that that the 'Year of Citizens' will bring along. Allow me to conclude by saying that we at CareMalta acknowledge this and hence it is our responsibility to treat every single resident first and foremost as a citizen. This we will do through the five corporate values of Dignity, Quality, Safety, Integrity and Development.

"On this 20th anniversary we are highlighting our strengths represented through through five corporate values mainly Dignity, Quality, Safety, Integrity and Development."



# The right to a peaceful

Palliative care in the elderly is rather the same as palliative care for terminally ill patients from other causes. When we speak of palliative care we frequently immediately think about pain relief. This is not the case and those who practice palliative care know that it is about the biopsychosocial and spiritual well-being of the individual at the end of life. The biological is therefore only part and before embarking into it one must exclude other causes of discomfort. Lack of bowel movement, for example, can often be interpreted as pain. Conversely being over-scrupulous about feeding and hydration can lead to more discomfort than care.

Back in 1952, Pius XII made a very important declaration in favour of patients' rights. Health care professionals cannot treat patients without their consent and patients have a right to refuse extraordinary or disproportionate care. Moreover it is the patient who decides what ordinary or extraordinary care is. This is very important for health care professionals as often one can easily jump to the conclusion that food and water or 'ordinary care'. This is not the case and any notion of burden that these can bring, such as attempting unsuccessfully to insert drips etc, may cause undue discomfort which need to be considered. Patients at the end of life do not normally feed and drink (REF 1 Catholic herald).

What is ordinary for one patient may be quite extraordinary for another; thus many elderly or dying patients want to die at home. For some, leaving home, even though hospital may provide better care, is extraordinary. It is obvious that at home we may not have all the facilities and nursing care that we have in an institution and this is morally acceptable. So why should it not be acceptable in hospital not to provide certain treatments which in the home setting are not provided? In the former, moreover we are concerned that many patients may be receiving treatment which can be considered futile. Sometimes this is even given for the sake of watching relatives in order to make them feel that everything is being done for their loved one. However due discussion can show that people accept that futile treatment is unnecessary. We may not treat that pneumonia or that UTI unless our goal is simply to relieve symptoms which are distressing (such as shortness of breath or dysuria). Futile treatment need not be given and certainly many would consider dying with pipes doing into veins, nose, urethra, and an oxygen mask covering the face, as undignified.

Palliative pain relief is considered by Catholic moral teaching as charitable to the patient (REF 2). By the principle of double effect we can continue to increase doses of drugs even if they become lethal

and the patient dies soon after one has given the last dose. Of course communication with relatives at an early stage and during the process is important for the bereavement process. Hearing relatives say that 'that last dose killed my mother' is obviously a lack of explanation which can be avoided. It goes without saying that increasing doses of medication need to follow a standard of care as otherwise one is still liable to malpractice and negligence. One cannot simply jump from a 10mg dose of morphine to 100mg.

Of more recent controversy was palliative sedation. Certainly this should not be taken lightly but sometimes awareness of an area becomes subject of controversy years after it was introduced. Palliative sedation was introduced by the pioneer of palliative care, Dame Cecily Saunders. Her methods were embraced by communities at large and in fact challenged only by those in favour of euthanasia. We need to discuss with patients the option of sedation at an early stage; but it should be explained that this is only a last resort and if pain and distress cannot be managed otherwise. The Liverpool Care Pathway is a recent advance which takes all these approaches towards the dying patient into consideration. It was lauded even by the British Episcopal Conference (Ibid.) but obviously needs to be carried out

# 1 death

with good moral intent. One cannot simply use it as a routine pathway immediately removing nutrition and hydration without due consideration.

Therefore what often seems like euthanasia is indeed not; for a long time, morality, including Catholic teaching has not considered killing and 'allowing to die' to be the same thing. We can remove treatment which is not accomplishing acceptable goals at that stage of life. More importantly we need to discuss with patients and relatives what they consider ordinary or extraordinary. Over-scrupulous treatment is that which is a disservice to dying people.

#### References:

"A dependable pathway to the life beyond", *Catholic Herald*, 23<sup>rd</sup> April, 2010.

Pius XII, Pope. "The moral limits of medical research and treatment", address given to the *First Congress on the Histopathology of the Nervous System*, 14<sup>th</sup> September, 1952

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Bioethics, Family Medicine  
and Patients' Rights  
Chairman, National Health  
Ethics Committee  
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Research Programme

## Preserving a fundamental right

In an age such as the one we are living in, core priorities are all forgotten and replaced by a never ending list of social necessities. With these priorities we find ourselves losing not just a direction in life but also our origin. Maria Fenech shares with us her perspective on the importance of preserving a persons' dignity.

"When I was a child I was taught that compassion was one of the most important values and that all human beings deserve to be treated with dignity." Maria Fenech has worked as a physiotherapist for several years. She believes that dignity is the key to open all doors to let in all the other values which are essential for all human beings. "I believe that as individuals we make choices, and today we are choosing to be less compassionate than we used to. If we are not careful it's very easy to get trapped in an intricate web where you just try to weave your own pattern without thinking twice on who might get hurt."

Working with older persons is a vocation, a total involvement of mind, body and spirit coupled with a serious awareness of what the job entails.

"Persons who choose to work with vulnerable people cannot do so for the sake of having a job, they must make a conscious decision giving considerable weight to the fact that their work will have an impact on a person's life".

Preserving the dignity of an older person is imperative for his or her well being. "Any kind of abuse should not be tolerated; elderly should be encouraged to maintain

their independence, choice and control and support should be given in the same way we would want support to be given to us or to any other family member".

Loss of physical and mental abilities is a natural consequence of the ageing process. This loss does not only affect the older person but also their families. "Families are directly affected when the mother or father is losing their independence – it's a new stage in life that most people are unprepared for and the learning process takes time. We need to listen and support not only the older persons, but also their families, creating an engagement with them as their care partners".

Palliative care helps in reaching these goals and in preserving the individual's dignity. "Approaching such an argument is not an easy task because different persons have different perspectives. What is acceptable for one might be totally unheard of to another. Our aim is to offer support and walk hand in hand on the same path, paving a comfortable road which will make the travelling as smooth as possible".

Palliative care is also essential for those older persons who are alone. "I have heard older persons say they were fed up with their lives and they wished to die. Their trigger was their loneliness – the simple fact that the people around them forgot about their existence. Everyone needs to belong to someone and we must ensure we alleviate their loneliness and isolation with love".

"When your fear touches someone's pain, it becomes pity, when your love touches someone's pain, it becomes compassion." *Stephen Levine*



## Quality of life

As life expectancy rises, one of the greatest challenges in health care is to improve the Quality-Of-Life (QOL) amongst the elderly. It is acknowledged that the ageing person experiences reduced physical stamina and mental sharpness. Despite these challenges elderly individuals can still have a good level of health and remain capable of maintaining activities of daily living. QOL in health care is a controversial issue because attaining a general agreement is difficult. Wellbeing and satisfaction are considered to be very important in

elder care. QOL is acknowledged to be subjective to each and every individual. QOL is dependent upon the interpretations and perceptions of the individual. Within societies there is a common core of values and their presence often influence QOL. It is often interpreted and assumed that the limitation of physical activity and presence of chronic illness will automatically reduce QOL. The elderly QOL is often challenged worldwide by poor economic, cultural, education and health care conditions. Studies indicate that elderly who have an active lifestyle exhibit better QOL and achieve a better level of satisfaction whilst maintaining interaction with society.

Every society must work hard in improving the QOL of the elderly person and promote successful ageing. Attaining adequate supports systems are the key role to improve QOL amongst the elderly. To achieve a better understanding of QOL it is fundamental that one separates the functional status and move to measure other aspects such as happiness and other characteristics like mental wellbeing. This could only be achieved if QOL perceptions are derived from ideas given by the elderly person. Good social relationships, adequate help from family and other support services will surely improve QOL. Engaging in hobbies and other social activities such as retaining a role in society is sustained by many to be the most relevant factor to sustain a good QOL in old age.

**Jeffrey Borg** S.N. BSc(Hons) Nursing,  
M.A. Bioethics (Melit).

*Critical care nurse working in the  
Intensive Care Unit of Mater Dei.  
Member of the Bioethics committee  
to highlight Bioethical awareness  
amongst health care professionals  
and those showing interest.*



# A hundred years of quality

Fresh from his glorious birthday celebration last November, Mr. Anthony Bilocca, resident in one of the facilities run by CareMalta, shares with us the secrets of a hundred years of a life of quality.

"Quality of life starts from the day you are born. It's the way you live, evolve and learn and your ability to raise up to any situation".

Mr. Bilocca's greatest aspiration in life was to see his surname being honorably carried on throughout the generations. His wish was granted as his son made him grandfather of four boys, all of which retain distinguished jobs. "I lived for my family and what I have given throughout my whole life has reaped its fruits – I could not be happier!".

Having always had a great social sensibility, which started since he was a boy scout, something which he attributes to have had a great weight on this formation, Mr. Bilocca dedicated part of his life to voluntary work. He worked as a District Secretary in the south of Malta as well as acting as a vice vergier where, amongst other things, he raised funds to build Fgura's parish church.

"What can I say – I guess I was born with this great energy to do things, I'm in love with life and passionate in everything I do!" Mr. Bilocca considers himself as still being very sharp, even at his age! "I don't miss anything which happens around me. I am very into current news

especially when they relate to our islands".

Apart from his family, Mr. Bilocca embraced another love, which has walked with him throughout all his life – a love which he admits to have had a big influence in improving his quality of life. "Writing has been my lifetime companion. I discovered this passion at a young age and, since then, it never left my side." Mr. Bilocca documented every part of his life and by doing so created, what is today, a priceless heritage for his family.

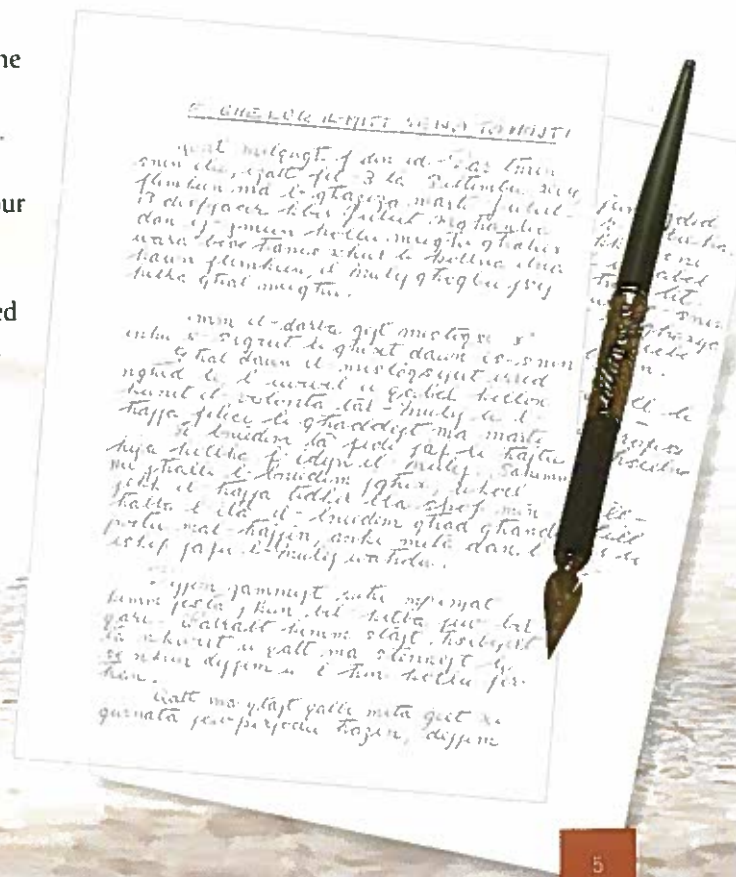
Mr. Bilocca followed few but, in his opinion, very important rules in order to age well. "First of all I have always lived with the rule of never giving up – the sun will always shine after the storm. Positive thinking is vital for a good quality of life". Mr. Bilocca read numerous books on ageing which helped him to be well informed on the various aspects of this stage in his life. "Physical activity is vital throughout your whole life. I have always exercised – when I was admitted in the Home I used to walk all the way to the church and even now that I am using a frame to walk, I still do my fifteen minutes around the yard!" When asked about

his opinion on how economy might be affecting our elderly, Mr. Bilocca's view is that those who reside in elderly homes are not affected.

"We who reside in homes run by CareMalta are served and are revered – we could not wish for more. As for those who don't I believe that there is no suffering but maybe not any enjoyment too, probably something in between".

Having a positive outlook to life, being passionate in all his endeavors, helping others and staying active both physically and mentally has helped this amazing man to arrive at the milestone of a 100 years.

"My secret: don't expect anything from life, and accept what happens with a smile but with the determination that you can build and mark your own special path".





# Staff events



## BRING YOUR CHILD TO WORK

Casa Arkati celebrated its annual Bring your Child to Work Day. Children of the facilities staff joined their parents for a day with the elderly, which is a very impactful day for them. The bonding experiences between the children and the elderly through various activities during the day prove to be very fruitful and this is what makes such an event successful.



## ROLE CHANGE DAY

CareMalta held its traditional Annual Role change day for all its management team. The scope of such an initiative is to promote increased awareness amongst management of the duties and challenges faced by CareMalta employees and to foster further collaboration with employees.

Employees on duty that day were extremely pleased to see at first hand management take on employee roles for a day in various departments throughout the homes.





#### TEAM BUILDING ACTIVITY

The CareMalta Head Office Team embarked on its yearly team building activities at Splash and Fun Water Park. The Head Office Team participated in various activities such as tug of war, soapy football, beach volley and enjoyed the parks water slides. The aim of the event was to enhance communication and improve inter-personal skills between staff that work together on a day to day basis.



#### SPORTS DAY

An annual sports day for CareMalta employees was held at St Aloysius Sports Complex. The objectives of the event were to build teamwork, further enhance staff relationship and to create closer ties between employees from different facilities within different departments.





# talent show

The Hall at Pope John Paul II, Parish Centre, Attard was transformed into a vibrant set up for CareMalta's annual Talent Show. The murmur of the residents and staff voices in the audience was filled with excitement and anticipation for this year's show, when the hosts for the night Carl Caruana and Janet Silvio, Facility Managers at Casa Arkati and Bormla Home introduced the programme.

## MANAGEMENT TEAM



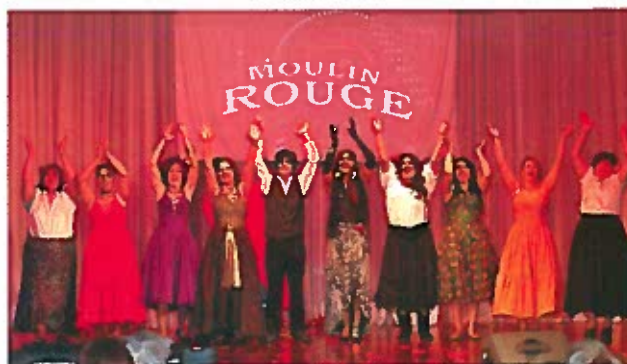
A totalling number of 200 participants from all the facilities comprised the line-up and entertainment ranged from vocal solos and duets, group musical acts, and dance interpretations with a passion to bring a smile to the companies residents. A group of residents, staff and individuals from the Attard Choir also entertained the audience by singing away to the sweet melody of the song 'Circle of Life'.

The talent show marked the culmination of 2012 with smile, laughter and energy. The evening closed off by the special guest of the night Kurt Micallef who enlightened the audience with his winning song This is The Night.

## HEAD OFFICE TEAM



## VILLA MESSINA





## CASA ARKATI



## ZEJTUN HOME



## COSPICUA HOME



## ZAMMIT CLAPP HOSPITAL RESIDENTIAL HOME





# Residents' events

## CASA ARKATI



### GOZO TRIP

To enable residents to interact and react with the environment, a 3 day weekend break in Gozo was organized by the activity coordinator and her team at Casa Arkati. Accompanied by the facilities care assistants, residents enjoyed touring the island, dining out and participating in many activities.



### ALPS CHOIR

The lushes gardens at Casa Arkati came alive with the sweet melody of Alps Choir. The weather was very pleasant and the garden accommodated a good number of residents who enjoyed their lunch with a difference.

## VILLA MESSINA



### JUBILEE TEA PARTY

To celebrate the year of the Diamond Jubilee of her majesty Queen Elizabeth II, a Jubilee Tea Party was hosted by Ms Maryanne Vassallo at the facility's lush's garden. A full tea with various classic jubilee delicacies such as scones and cup cakes was prepared and served in the garden which was set up to complement the theme chosen for the event. Miss Margaret Bezzina entertained guests with her wonderful repertoire of English classical music and wartime songs, tied in with Shakespeare poetry recitals and sonnets.



### BLESSING OF THE ANIMALS

Relatives and staff were invited to bring their pets to have them blessed by a Roman Catholic Father. Rabbits, dogs, birds, cats and even a tortoise were blessed on a lovely sunny afternoon in the facility's gardens.



## ROSEVILLE



### MOTHER'S DAY HIGH TEA

First Lady Mrs Margaret Abela enjoyed a lovely 'High Tea' in the gardens of the facility with its residents to celebrate Mother's Day. Everyone enjoyed a selection of muffins, cakes and tea in the company of their families.



### A TOUCH OF LOVE

It is always best to give gifts from the heart. It is even better if it is a gift from the heart in the shape of a heart and made for Valentine's Day as did our residents at Roseville. Fun craft ideas such as heart shaped cushions, cards and plant heart sticks were all happening in the facility's craft room.

## COSPICIUA HOME



### CRAFT ACTIVITY

Residents from Cospicua Home prepared a dry flower arrangement which participated in the exhibition held at the President's Palace.



### OUTDOOR PICNIC WITH THE RESIDENTS

Around 30 residents enjoyed a lovely picnic held at Buskett. Packed lunches, card shuffling and lots of laughter was enjoyed by all.



## RESIDENTS' EVENTS

### ZEJTUN HOME



#### LEJLA MALTIJA

A Maltese Night was organized at the facility to close off the summer season. The residents were invited to savor Maltese traditional delicacies including a variety of Maltese dips, 'bebbux', 'gbejniet', and rabbit stew cooked by the dedicated staff members.

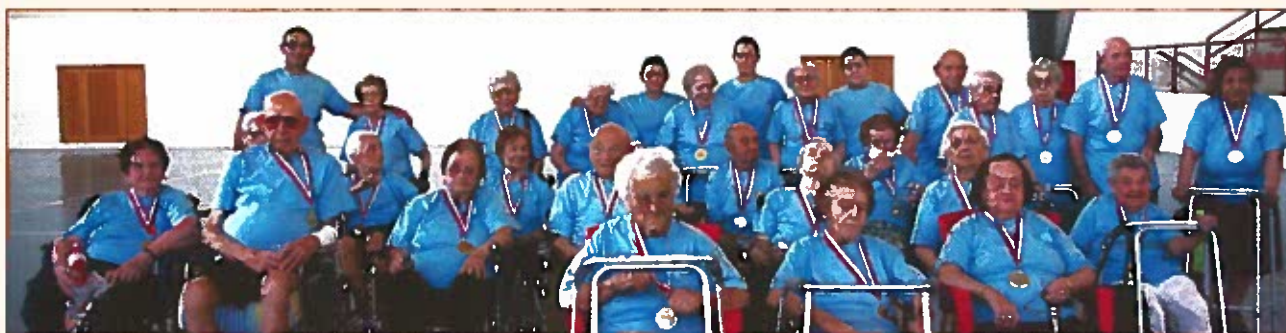
### DAR IL-MADONNA TAL-MELLIEHA



#### FEAST NIGHT BBQ

The facilities gardens were transformed into the perfect barbecuing space to celebrate the feast of Our Lady of Victory in Mellieha. Residents enjoyed a selection of mouthwatering dishes prepared by the facilities kitchen team.

### ZAMMIT CLAPP HOSPITAL RESIDENTIAL HOME



#### SPORTS DAY

Over 20 residents enjoyed their first sports day during the annual sports event organized by CareMalta to enhance residents' knowledge and interest in physical education and sport.



#### CHOIR FOR THE ELDERLY

With the help of the facility's dedicated staff, ZCHRH now has its own choir, whose members are aged between 80 and 95. Set up 5 months ago with the aim of improving the quality of life of the elderly and raising their self-esteem, the choral group led by Violetta Borg together with Jane Shillitoe performed a number of songs at the nursing home's Christmas party.



# Celebrating 100 years

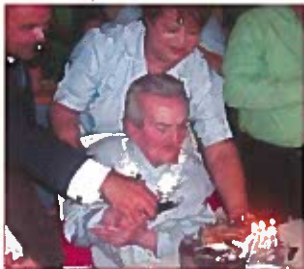
## THE SECRET TO A LONG LIFE?

2012 was the year to find out. A number of residents from three of CareMalta's facilities celebrated their 100th birthday. Their views towards such a day was clearly narrated by Mr Anthony Bilocca were during his birthday event he shared his experiences with all those present through his letter.

Wise words from our centenarians who have lived through two world wars and a life without depending on computers, an iPad or phone apps!  
They all shared their day with their friends, residents and their families were a lavish lunch and a small party gathering was organised in each facility.

*"Kemm il-darba għat mistegħi x'  
anhu u-sigriet li għusset dawn is-sinj  
Għal dawn il-mistegħijiet irred  
ngħed li l-awwal u għal kull  
kemm il-volontà tal-mulej u l-  
haja f'idej li għaddejt ma marte  
lija kelliha f'idej li għaddejt  
ma jstallu l-brudim il-mulej. Sakun  
jekk il-haja tidher bla skop min  
halla l-ila il-brudim għad għandli  
pate mal-hajin, anke meta dan l-  
iskop jafu l-mulej u tade.*

*God bless you all!*



COSPICUA HOME  
Carmela Pulo



VILLA MESSINA  
Maria Falzon



VILLA MESSINA  
Vincent Sammut



VILLA MESSINA  
Mary Wood



ROSEVILLE  
Rita Toledo



ROSEVILLE  
M 'Dolores Bugeja



ZIJTUN HOME  
Anthony Bilocca

CASA ARKATI  
Nazzarena Buhagiar,  
Unfortunately Nazzarena  
is no longer with us



PRESIDENT GEORGE ABELA MEETS  
WITH MALTESE CENTENERIANS  
AT HIS SAN ANTON PALACE

President George Abela hosted a group of Maltese who are over 100 years old some of which reside in CareMalta's facilities at his San Anton Palace. A mass was celebrated during the event which gathered some 1000 years of Maltese history.



# Corporate events



## CHAIRMAN'S LUNCH

The annual Chairman's Lunch took place at the historical building of Casino Maltese Valletta under the patronage of the Hon. Prime Minister Lawrence Gonzi. Present for the lunch were a number of distinguished guests including Ministers and members of parliament, business partners and the companies management team. 100 guest were lavished with a seated gala lunch catered by Catermax, one of the Group's subsidiary companies



## CHILDREN'S CHRISTMAS PARTY

The annual children's Christmas party was organized for the staff members' children at The Bugibba Hotel. The children were entertained with a number of activities including animation, face painting and games which was coordinated by Once Upon a Time Ltd. Children were also treated to party nibbles and drinks. The event was wrapped up after Father Christmas surprised the children and distributed presents to each one of them.



## CITY & GUILDS AWARD PRESENTATIONS IN HEALTH CARE AND DEMENTIA

A certificate award presentation ceremony was held at Roseville to award a number of CareMalta employees who successfully obtained the City and Guilds Certification Diploma and Special Diploma in Dementia Care and Health Care. Investing in training of employees is a strategic initiative for CareMalta.





#### NV AWARD

Meals on Wheels administrator George Busuttil won this year's Nazzareno Vassallo Award for his contribution towards improving the lives of the elderly within society. The award was presented to Mr Busuttil by President George Abela at Villa Messina, Rabat on 18th December. There were 19 nominations for this year's award were the adjudicating board was composed of President Emeritus Eddie Fenech Adami, Joseph Micallef Stafrace and Helen Borg Bonnici, also present during the ceremony.



#### DRESS DOWN DAY

CareMalta staff held a dress down day and dedicated a number of hours towards raising money for the St Joseph Boy's Home in Santa Venera. CEO Natalie Briffa Farrugia, presented a cheque of 2000 euros to Fr Frankie Cini, Director of Home.



#### MANAGEMENT TEAM BUILDING

This year's annual team building activity saw each individual carry out different tasks to previous activities in the peaceful surroundings of Mazara del Vallo Sicily. Going by the theme 'Back to Basics', the team enjoyed a range of activities from home-made cooking, open air bbq, games and laughter.



## CORPORATE EVENTS



### SUMMER PARTY

Bell bottoms, jive pants, platform shoes and the sound of good old music saw some 600 employees having a blast from the past during their summer staff party held at Razzett I-Abjad. A colorful and memorable party were everyone danced the night away.



### CHRISTMAS STAFF PARTY

All CareMalta employees together with their partners enjoyed a spectacular Christmas party on behalf of Vassallo Group of Companies at the most historical setting, Casino Maltese Valletta. All dressed with a touch of red or white that represented their fire or ice persona, in view of the party's theme 'Fire & Ice', they danced the night away to the good sound of DJ Ronald Briffa.



# Corporate news



## CENTRE OF PHYSICAL REHABILITATION

CareMalta Group and St James Hospital ventured into a new concept in private medical care through the opening of a new company Livelife. Livelife is the first private physical rehabilitation centre in our Maltese Islands with the aim to set the highest standards in rehabilitation through state of the art rehabilitation equipment and quality care given by a multidisciplinary team that offers unparalleled rehabilitation practices. Since its launch the team at Livelife are already dealing both inpatient and outpatients. Livelife operates from the buildings of Prince of Wales in Sliema.



## ASSISTED TECHNOLOGY TO ENCOURAGE INDEPENDENT LIVING

On Wednesday 20<sup>th</sup> June 2012, a new partnership between CareMalta and 6PM Group, emcare, was officially launched at Corinthia San Gorg. The electronic and mobile health services company seeks to empower people to monitor their health through home kits and web-based communication tools. The company operates from the buildings at Roseville Attard, managed by Mr Damian Digby as General Manager, together with his management team and care centre assistants.



## TRAINING SEMINAR

A training seminar was held to all employees at Zammit Clapp Hospital Residential Home before the take off of their new career challenge in this nursing home which has re-opened under CareMalta Ltd. Various workshops were held and the group's core values were introduced to all present.

# Musco-skeletal Disorders

Work-related musculoskeletal disorders (MSDs) are a serious problem among hospital personnel, and in particular the nursing staff. Of primary concern are back injuries and shoulder strains, which can both, be severely debilitating. The nursing profession has been shown to be one of the most at risk occupation for low back pain

**O**verexertion incidents are the leading source of accidents in healthcare settings. The primary outcome associated with such incidents are musculoskeletal disorders (MSDs). MSD risks are found in housekeeping, food service and other areas where workers manually handle heavy, awkward loads or perform repetitive forceful hand work. The single greatest risk factor for MSDs in healthcare workers is the manual moving and repositioning of patients, residents or clients. Rising obesity rates in Malta impact the physical demands on nursing staff.

## Nursing staff have high rates of back and shoulder injuries.

One of the major issues in nursing homes is the frequent heavy lifting and repositioning of residents that exceed the lifting capacity of most nursing staff. Numerous studies have shown that training nursing staff alone how to use proper body mechanics to lift residents is not an effective

prevention measure because lifting the weight of adult patients is intrinsically unsafe.

In order to improve the prevention of MSDs the employer is encouraged to:

- Provide sufficient training on lift usage so that nursing staff learn how to properly operate the equipment. Training should be provided to all newly hired nursing staff and a plan should be in place to assess competency in use of the equipment, at least, annually.
- Post a graph to show nursing staff the decrease in injuries after the lifts are being used routinely.
- Ask maintenance and housekeeping staff to provide their opinion and input on the equipment being considered for purchase.
- Do not permit manual lifting except in life-threatening circumstances.

- Include nursing staff and residents in the selection of lifting equipment
- Implement a routine maintenance program to ensure equipment is kept in good working order
- Provide training to a knowledgeable person with enthusiasm and leadership capabilities on each

Research has shown that incorporating mechanical lifting devices into a safe resident lifting program decreases Nursing staff injuries, lost working days and employee turn-over while improving employee morale and the quality of care for residents.

**Kevin Gauci** is graduated in Occupational Health and Safety and has been working for the past 10 years at the Maltese Occupational Health and Safety Authority as a Principal OHS Officer. One specialisation of Mr. Gauci is related to the manual handling of loads in workplaces. He received professional training and obtained certification from the Centre of Labour Studies in France







# Think before you Act

Workplace safety, not only ranks high on CareMalta's priorities but is central to all their practices. Representatives from CareMalta's Health and Safety Committee explain why.

**P**roviding care to nursing home residents is physically demanding as they often require assistance in many of their daily activities. Manual handling in particular can lead to pain and injury for caregivers due to the large amount of weight involved, awkward postures, shifting of weight and many other factors. CareMalta makes such tasks much easier by providing various tools, which serve as a deterrent to serious injuries.

All the homes are equipped with patient lifters, one on each floor. Professional training is provided on a periodical basis on patient handling, covering topics such as ergonomics; recognizing high-risk patient activities; identifying risks in patient care environment; the need of mechanical aids and the identification of safe patient handling and movement strategies. Even though caregivers are at a higher risk in such a set up, the workforce in the other departments are also exposed to hazards.

Heavy pots and food transport and storage are amongst some of the risks encountered in the kitchen. Most of our kitchens are equipped with soup boilers which makes the serving easier and handling safer. All kitchens have adequate storage capacity and are served with a goods lift, making the transport of food items, like fruit and vegetables, wieldy. Food suppliers delivery food on a daily basis. This food is transported in wheeled containers straight to our kitchens in pre-sealed containers ensuring ease of storage and retrieval.

The housekeeping department can also face safety issues in their daily activities, the laundry section in particular due to the constant handling of linen. The availability of wheeled linen carts and handling bags helps reduce the strain from moving the dirty laundry to the machines and clean laundry to all our clients. Some homes are also equipped with laundry shoots which reduces the amount of handling needed to get the job done.

Even though much is already in place to safeguard the employees' safety, health and safety in a workplace is an ongoing process and a continuous learning curve. That is why CareMalta decided to set up a Health and Safety Committee encompassing a representative from every home.

The aim behind this committee is to have someone who can monitor and report hazards encountered in their respective homes and highlight problems both to employees and to management. With periodical meetings, policies and a reporting system already in place, the road ahead is encourageing.

A joint effort from everyone is crucial to ensure that policies and procedures are followed, for accidents to be reported and for corrective action to be followed up and auctoned in a timely and efficient manner.

CareMalta's strength has always been its human resources and that's why it strives to offer all of its employees a safe and healthy environment.

# What does integrity have to do with business?

It is a common perception that in order to succeed in life and for that matter in business one has to adopt an attitude of *the end justifies the means*. Issues of quality, value for money, giving full and accurate information and providing after sales service are considered as clichés and unnecessary expenses that do nothing for your bottom line.

In today's world where access to information is no longer the privilege of the few and where consumers are more knowledgeable about what they need to buy and better educated in how to take decisions, the quick gain approach is only practiced at the risk of one's perils. The story of the Liehman Bros which was once the largest financial institution in the United States and how it disappeared from business in few days, is well known to everyone. When their business correspondents felt that the Bank was no longer credible, credit just dried up and the once envied financial traders ended taking the job of tourist guide, telling the story of a bank that once was.

Anne Mulcahy, chairperson and CEO of Xerox in the Stephen M.R. Covey book, *The Speed of Trust* said that – Leadership may have to come in a different package other than short term fast profits. It's got to be about credibility, walking the talk. Credibility is believability, a conviction and a feeling that you can trust a person or product. You know

it when you feel it. Such conviction is based on what Covey describes as the four cores of credibility, namely; Integrity, Intent, Competence and Results. It is the combination of these four factors that leading thinkers in the theory of Leadership and Management are putting forward as the ingredients for success in life and also in business. I touched briefly on these four cores when I was invited to facilitate a workshop during the Vassallo Construction annual meeting last December but today I will share a few thoughts about one of these factors – Integrity.

Warren Buffet; the American business magnet said that integrity is a priority for him and those that work for him. This is so not because integrity alone is enough for success but because according to him, other values like intelligence and high levels of energy will do nothing for you, unless first you have integrity. Integrity is about the character of a person that defines who he or she is. A person who is actually integrated that is; the thoughts, the words and actions are consistent. A person of principle and goodness who you know you can trust even if you hold a different opinion than theirs. So a person of integrity is not only a person who follows the rules of the company but a person who practices its values. Therefore while companies need rules for order and stability they badly need values for good governance and sustainability.

For many people integrity means being honest but this does not only entail saying the truth but also leaving the right impression. So truth is not an instrument of self righteousness to bash others with, but an attitude that creates a secure atmosphere to grow relationships. Congruence - However there are more aspects to integrity such as congruence. A person becomes predictable when his words and actions do no harm but act in harmony with what they believe in and therefore are highly predictable. They walk the talk even when it would be more convenient for them to act differently from what their voice of conscience indicate. People of principle are strong, confident and dependable. They never ask others to do things which they are not prepared to do themselves.

Humility – You may be surprised to learn that integrity also includes *humility*. Jim Collins in his book *Good to Great* which I bought as a Xmas present for myself says that the new generation of leaders, are a paradoxical blend of humility and professional will. They are highly competent but downright realistic. They understand that the truth is by no means their monopoly and therefore listen well and exercise prudence in their decisions. So these leaders are more concerned about doing right than being right, their ego is subordinate to what makes sense for all and not only to self. They are free to change positions once they know that change is needed and that recognizing others is more important than seeking recognition. Being humble is not about allowing others to walk all over you, on



# Embracing your values

Joe Gerada

*Foundation for Human  
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the contrary they are able to drive a hard bargain and stand firm for the principles they hold dear because they are confident that what they do is for the best interest of those they lead. They are never arrogant but practice a style of governance that allows room for win-win situations.

Courage – integrity needs courage and sometimes loads of it. It is never easy to stand for one's principles and the hard truth is that there is always a price to pay. However without courage one becomes a faceless body, not knowing what one stands for, what one's beliefs are and how to relate to them. Courage is not about bravado but about knowing what is right, being committed to do the right thing and who stands to be counted for the outcome. So these people need to be humble in order to listen and get the best that others have to offer and because they are congruent and consistent in their words and actions, change and adapt as necessary to get the best results possible. People of integrity, are people who when one does business with them, one knows where one stands and therefore cut on costs and speed the process of doing business and by deduction better returns. People of integrity are honest, congruent, humble and courageous and these values make them credible, able to inspire trust and obtain results. No wonder Warren Buffet looks for integrity first in those he hires for his business.

CareMalta gains their resident's full trust and remain leaders in care by ascertaining that all the employees work each day with the proper sense of integrity. Ruth Tonna tells us what role integrity plays in her life.

**I**ntegrity features in everything we do. In fact it's more than everything we do, it's everything we are".

Ruth has been employed as a care assistant with CareMalta for the past three years. Having been a full-time housewife and mother for a long time, Ruth was undecided on what job would best suit her needs. "I wanted to build my life from scratch, having new and solid foundations. In order to achieve that I had to find a stable job, which is why I answered to the call for care assistants within CareMalta". Ruth never thought she would manage to adapt to what was required of her but even she was amazed on how well and quickly she fitted in. Integrity means being truthful and honest. It means being reliable. Ruth strongly believes in this as being the only way to go. "Our residents can perceive when you are being honest because they listen to you and trust you. They know that I will meet their needs and make sure they are serviced well - if I promise them something I am true to my word and do whatever it takes".

Ruth admits that sometimes being a care assistant can be challenging due to the ever-increasing workload but she firmly believes that a job can be done well, whatever the circumstances one finds himself in. "If we are short of staff we work as a team to care for our residents. Throughout the day, if I manage, I accommodate requests which would not be part of my assignment, and the residents value and respect you for it". Being authentic is translated in integrity, being the same you whether people are watching or not. "It's important to give a good impression. I never pondered too much on the image I might be portraying to others. I live my life in accordance to my values and beliefs and carry these consistently throughout my work and personal environment. I wouldn't know how to otherwise be".

Through life experiences and her job Ruth has discovered an inner strength which had been hidden for many years. Such strength helps her face whatever challenges came her way, without ever losing sight of what is truly important in life. "There is no good or bad, there are different people with different ideas. I never try to impose myself on others, all I strive for is to be understood. If I am guilty of something I will admit it outright and do my best to do better. All human beings deserve respect and I truly believe that if we are honest and true to ourselves, everything else will follow".



Dr David Mamo

# Do we continue to develop?

Studies have confirmed what we always knew – life begins after 50! While it is true that ageing brings with it a general slowing down of many systems including our ability to process information, as well as a memory lapse here and there, but who's in a hurry anyway? Indeed, with advancing age we seem to be freer assert our wishes, smell the flowers, and to reach out to others. Since true happiness has been associated with a "giving" attitude, it should therefore not be surprising that it increases steadily beyond midlife. Healthy psychological development across our life stages is one that goes from an earlier inward focus in childhood and early adolescence, gradually moving towards developing

shared relationships in adulthood, to a more giving state in midlife when we feel comfortable with our acquired skills and want to "give back" to society. Ageing gracefully beyond midlife, we start looking back and feel equally comfortable with what we accomplished as well as what we did not; a time when we share life's most fundamental wisdom with those still on earlier parts of life's journey. Not doing so often means experiencing a sense of bitterness for unfinished business and a sense of despair and diffusion of who we are and our life story. However, we all have the opportunity to work through this stage – like every other transition in life (remember adolescence?) – and come out stronger, wiser, and much happier!

Ageing gracefully beyond midlife, we start looking back and feel equally comfortable with what we accomplished as well as what we did not; a time when we share life's most fundamental wisdom with those still on earlier parts of life's journey

**David C. Mamo**  
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# Moulding Yourself

A man of average stature, well dressed, cotton white hair and a heart-warming smile. This is John in a nutshell, husband of one of the residents at Zammit Clapp Hospital Residential Home, whom I met during one of his visits at the nursing home.



"My wife started having problems at the age of 73. She was initially admitted to hospital due to fluctuating glucose levels and from then onwards complications started arising, including the first onsets of dementia. She was discharged after 3 long months, at which point her health conditions had deteriorated. With this turn of events, life back home was not what it used to be. "The situation was not looking good – I was doing everything I could to help my wife out but, at the age of 81, there's only so much I could do". John's wife was refusing to leave her bed and even shower. On top of that she seemed to be losing her notion of time and was thus living a distorted reality.

"I had to make a decision for the good of us both – my wife had to be admitted in to a nursing home. Luckily she agreed as she was feeling as though home was not the right place for her anymore".

Just after a few weeks from her admission, John could see that

his wife had made a considerable improvement.

"For me it was a miracle. My wife was getting out of her bed, being social and her appetite had flourished. Her sense of reality was much clearer now. We had made the right decision!" John says that he would be forever grateful for the excellent care received by his wife – she was given her life back.

John believes that his attitude towards life never changed and that was his staple to develop well into his age today. "I believe in giving because when you give you will endlessly receive in return". John's childhood and early adulthood was far from being an easy one. "My father died when I was only 2 months old and my mother had to take over his business to make ends meet". After some years John's mother grew sick and he had to be her rock to lean on. "I never attended one day of school, first it was the war then I had to provide for my mother. I did so many odd

jobs that even I can't remember them all – but my aim was to take as much as I could and keep going".

Today John is a retired businessman. He started his own small business at a young age and managed to build various successful businesses which gave him and his family a comfortable life. "The only advice I always gave to my son is to remain humble – no matter what position you hold in life, those around you matter as much as you do, if not more. Fortunately I have a wise son and he followed my advice". John believes that ageing is all about acceptance and remaining who you are.

"Things do change with age but I strongly believe that there is no reason for a person to change. Through experience you shape your character and live according to your own values. What some might see as being losses other might be see them as gains. Having had to admit my wife to a nursing home might be seen as a loss for some but, in my case, it was a gain as my wife got her life back, together with her dignity".

"I believe in giving because when you give you will endlessly receive in return"

# New appointments



**SANDRO ROSSI**

**FACILITY MANAGER, ROSEVILLE**

A qualified nurse by profession, Sandro joined the group in September 2012 as Facility Manager for Roseville. Sandro holds a Masters in Health Studies researching Elder Abuse. Graduated in 1994, Sandro worked in a general hospital for 2 years and in a rehabilitation hospital for the elderly since 1996. Since 2007 he worked as a Nursing Officer in the same setting.



**TONIO PACE**

**FACILITY MANAGER, ZEJTUN HOME**

Tonio has been in nursing since 1985. Throughout the years he worked in Medical wards for 12 consecutive years, 3 years in a Drug Rehabilitation Unit, 12 years in Operating Theatres (Anaesthesia) and very recently he was promoted as a Nursing Officer where he was recently in charge of an Acute Emergency Admitting Ward in Mater Dei Hospital. He graduated in BSc. (Hons) Nursing in 2009 and in December 2012 Tonio joined Care Malta as a Facility Manager at the Zejtun Home.



**MYRA AZZOPARDI**

**DEMENTIA SERVICES MANAGER**

Myra a qualified nurse by profession has recently been appointed as Dementia Services Manager. Myra has worked in various healthcare settings, and has previously held the post of Deputy Manager with CareMalta, where she was responsible for the day to day running of the Marigold Unit. She holds a diploma in human resources management from Leicester University, and is also an accredited City and Guilds lecturer where she provides part of the in-service training with CareMalta.





**CATHERINE XUEREB**  
**ASSISTANT FACILITY MANAGER, ZEJTUN HOME**

A qualified nurse by profession, Catherine joined CareMalta in September 2012 as Assistant Facility Manager of Zejtun Home. She started her career at Karen Grech Hospital working as a theatre nurse and after a few years she took up a managerial position in a pharmaceutical firm. Later Catherine was appointed Senior Executive Manager at a Not-for-profit organisation primarily responsible for participation in European Union programs providing administrative advice to project managers and monitoring the progress of the operations.



**EDEL BORG MIZZI**  
**LEAD CARER, ZEJTUN HOME**

Having been employed for CareMalta for the past 9 years, Edel has recently been appointed as Lead Carer of Zejtun Home. She started her experience in 2003 as a care assistant at Casa Arkati, Mosta and after 7 years she was appointed as a senior care assistant at Roseville residence in Attard for the following 2 years. Since September 2012, Edel has been given the responsibility of the caring department where she is accountable for all residential caring needs.



**BERNARDETTE VELLA**  
**ACCOUNTANT**

Bernardette has recently been appointed as an accountant at CareMalta Head Office. She is in the final stages of acquiring an ACCA qualification. Bernadette is trusted with the daily management of the accounts department, together with assisting the Financial Controller. Bernardette acquired her 3 years experience from a Financial Service Industry Company and one of the big four Audit Firms in Malta.

# The Benefits of joining a European Association



The European Association of Homes and Services for the Ageing (EAHSA) is the European integral platform of the providers of housing, services and care for the ageing sector.

Members represent all types of organisations and individuals active for older persons and all types of ownership including for profit, not-for-profit and governmental organisations. EAHSA members represent around 3,000 providers spread in 15 European countries.

The Vision of EAHSA is to improve the quality of life for older persons and support its members in making each day a better day for their clients by providing high quality housing, services and care. EAHSA support its members in realizing this vision by:

- giving a voice to the providers for the ageing sector in Europe's debates;
- raising awareness and understanding of the impact of European policies among the ageing sector and other interested parties;
- establishing good contacts with EU institutions like the relevant Directorates General of the Commission, the Council and the Parliament and its Intergroup on Ageing;



- becoming a key network for the providers for the ageing sector.

EAHSA's Guiding Principles provide the basis for the way the senior living industry has to develop in order to keep the industry viable, sustainable and responsive to future

demands and needed developments. EAHSA's five guiding principles are:

- Preserving dignity.
- Nurturing spirits in life.
- Comforting in partnership.
- Encouraging diversity in housing and services.
- Adopting a care-focused and modern approach.



**Rosette Farrugia-Bonello**  
B.Psych., P.G. Dip. Ger.  
EAHSA, Executive Director





EAHSA's mission is to voice and promote the interest of the providers for the ageing sector and establish EAHSA as an active partner in the European political scene.

EAHSA does not stand alone in pursuing its Vision, Values and Mission. It is affiliated with the International

Association for Homes and Services for the Ageing (IAHSA), a global network with its office in Washington DC; with AGE Platform Europe, a European network of around 167 organisations of and for people aged 50+ with the aim to voice and promote the interests of and to raise awareness on issues that concerns 150

million senior citizens in the European Union and with the European Housing Forum. This forum provides an environment for debate and share information, to support the European Housing Focal Points of national ministers and to organise thematic seminars and conferences which are opened to all interested parties.

#### CEO NATALIE BRIFFA FARRUGIA APPOINTED EAHSA PRESIDENT

Natalie Briffa Farrugia was elected President of the Board of Directors of the European Association of Homes and Services for the Ageing (EAHSA) during the 4th Annual conference on Active Ageing: The Challenge for Providers, which was held in Malta in September 2012. Natalie Briffa Farrugia will be taking over for Mr Lapré, CEO of Movinex, the Netherlands, who was President from 2010 onwards and responsible for the successful start of EAHSA as a European association in Brussels under Belgian law.



## Our Management Team



**Front** (left to right): Neville Schembri, Denise Tierney, James Sciriha, Natalie Briffa l'arrugia, Paul Pace, Janet Silvio and Robert Grech  
**Back** (left to right): Charlò Bonnici, Myra Azzopardi, Tonio Pace, Carl Caruana, Sandro Rossi, Lee Xuereb and Noel Borg





## Our Facilities

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### VILLA MESSINA

St Dominic's Square  
Rabat RBT 2523  
Tel: (+356) 2145 4889  
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### ROSEVILLE

Saint Antony's Street  
Attard ATD 1283  
Tel: (+356) 2256 0000

### ZEJTUN HOME

Dahlet San Tumas  
Zejtun ZTN 4023  
Tel: (+356) 2180 5702  
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### COSPICUA HOME

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### DAR IL-MADONNA

TAL-MELLIEHA  
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### ZAMMIT CLAPP

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### PRINCE OF WALLS

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**Dignity**  
**Integrity** **Quality** **Development**  
**Safety**

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