



TOWNHILL TALKS

NEWS

DECEMBER 2021

MESSAGE FROM THE OFFICE OF THE CEO



Hospital CEO Mr NR Hadebe

Greetings

As we stand on the brink of crossing over to a year there are many questions that we need to ask ourselves. But the most important question is whether we have done the best or not for our patients. We are living in times when people are demanding to get more for themselves but not doing anything to improve what is expected from them. I wish our people could adopt an attitude of selflessness and putting our country first.

President JF Kennedy (USA 31st president) in his inaugural speech, said, "ask not what your country can do for you, ask what you can do for your country."

2021 was a difficult year. I am not sure which was more difficult between this year and 2020 when we felt effect of covid-19 for the first time

in South Africa. The jury is still out on his question. Many people will find 2021 as difficult as it's predecessor, if not more, for different reason (s). We lost many people who were closed and dear to us.

Like many hospitals, Townhill hospital (THH) lost colleagues too. But the good news is that we lost no patients to covid-19!

We are, currently, in the middle of 4th wave of covid-19. Many patients and staff are testing positive. But we are thankful that almost all of those that test positive are asymptomatic. We are almost confident that we are not going to lose any patient, come end of 4th wave..

There are many things that Townhill hospital has done this year but we should be proud of the project of workshopping all staff "Ethics". This project was prompted by a clinical governance Indaba that three EXCO members attended in head office. It is aimed at going back to the basics by attending to the way our staff dress, the way we address our patients and clients, etc. According to the plan, all staff will go through this workshop.

We should be glad that the projects to renovate hillsides section of the hospital was finished early this year. The service provider which was tasked to do the project did a good job. We are happy with the work done. However, the fact that we still cannot use the 48 beds leave a bitter taste in the mouth. Because of inability to use the 48 beds we are unable to assist hospitals that depend on us for advance mental health care. Consequently, there is long waiting list for patients that need to come to Townhill hospital. One is, nevertheless, hopeful that the flooring and the tiling which still need to be attended to will be done soon and our patients and staff will be able to return to beautiful wards, something they deserve.

As we prepare for a new year let us remember that, as civil servants, a lot is expected from us. It is said when you are a civil servant you must go an extra mile because you serving your own country

May we have a prosperous 2022



TOWNHILL HOSPITAL ETHICS WORKSHOP



Director for Intergovernmental Relations and Special Projects (IGR & Special Projects) Mr L Langa educating Townhill hospital management about the importance of ethical conduct and professional behaviour at the workplace

“The time is always right to do what is right” Martin Luther king. This is what Director for Intergovernmental Relations and Special projects Mr Londa Langa emphasized during Townhill hospital ethics workshop which was held during the month of November. Mr Langa emphasized the importance of doing the right thing at all material times even if no one is watching you.

He reminded the house that ethics is all about how you present yourself, how you behave and how you do things. He made an example of dress code which says a lot about you. He advised the managers that they must lead by example. He said ethics is all about balancing between what is right and wrong for ourselves and department.

He mentioned the issue of state resources whereby government employees abuse the

them in order to enrich themselves. “Being a manager you are entrusted to look after the resources of the state and ensure the conduct of your supervisees is in line with the code of conduct of the department” he said. He told managers that ethics is not only about work related purposes but even outside workplace you are still expected to behave in a manner that is consistent with the departmental code of conduct. He even mentioned that ethics and professionalism do not only apply at the workplace place, being a public servant, even during your own time you are still expected to behave professionally. He repeatedly reminded managers that they should bear in mind that they are the ambassadors of the department.

The workshop was divided into two categories. The first one was for the managers and the second one was for general staff and supervisors of various departments and nurses.

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THH NURSING PROFESSIONALISM INITIATIVES



Nursing personnel from various wards attending Townhill hospital nursing professionalism initiatives

The month of November is dedicated to observing and commemorating Professionalism in nursing. The office of the Provincial Nursing directorate had given some direction on what topics should be covered in relation to professionalism. These topics included **“explain to me and know your patient”**

The activity relating to “Explain to me” was done through group activity with the Mental Health Care Users. The activity required that staff run a group explaining the process they follow with regards to the complaints procedure. This not only covered the identified topic but was also a promotion of patients’ rights and Batho Pele principles. The activity relating to “know your patient”

was done using a case presentation approach. The professionalism committee identified a Mental Health Care User who is assumed to be well known in the hospital.

The presentation focused on the diagnosis, the behaviour in relation to the diagnosis and the nursing management.

The creative coordination of events was led by the professionalism committee and various activities were spread out across the hospital.

All in all the initiatives embarked on were successful and all the wards responded positively and they came up with very creative ideas.

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Nurses educating MHCU's about complaints procedure



HEALTH AND WELLNESS THERAPY



Townhill hospital staff enjoying head, neck , shoulder , back and hands massage treat

Covid 19 came with a lot of stress particularly to the front line workers of department of health. Even though our facility specializes on psychiatric treatment but from time to time we receive mental health care patients infected with covid 19. it is for this reason that our front line workers sometimes get the burnout due to the anxiety of being in contact with the infected patient.

Samaritans came to the rescue of our staff members whereby they offered their services free of charge. Maima Spa offered their services to our staff members where they gave them head, neck, shoulders, back and hands treat. This offer was not only limited to the clinical staff only but also extended to all staff members. Staff members did not disappoint since they came out in their numbers for such services which are normally expensive to get.

The owner of the Maima Spa Ms Sylvia Mamaribe said she offered these services to the health care workers because she understands the hardship they are facing due to covid 19. She admitted that as much as she is trying to promote her business, she felt that people who desperately need such services at this moment are health care workers. They were also selling some products to use at home pain due fatigue or stress.

Staff members were so grateful of such an opportunity and commended the friendly staff members of Maima Spa for being so nice and caring.

Ms Mamaribe can be contacted on 0735451231 if one needs her services.

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GALLERY OF THE TREAT



TRAINING ON HOW TO USE FIRE EXTINGUISHER



Townhill Hospital Health and Safety Officer Ms M.S. Kaphasha and an official from Umsunduzi Fire Department Mr R.I. Suleman educating admin staff as to how to use fire extinguisher

From time to time Townhill hospital Health and Safety Officer Ms Kaphasha conduct a fire drill in order to equip hospital staff what to do if there is fire in the building. The primary objective of such exercise is to empower employees to eliminate the extent of damage that might be caused by the fire and prevent death in a worse scenario.

She always advises staff to ensure that whenever they hear the sound of a megaphone they need to be calm and vacate the building and proceed to the assembly point. When they reach the assembly point, they need to check if all people who were inside the building are present.

Part of mitigating the extent of the damage that might be caused by fire is to ensure that staff

members are able to use the fire extinguisher correctly. It is for this reason she invited Mr Suleman from Umsunduzi fire department to educate the staff as to how to use fire extinguisher in case there is fire.

He firstly educated the staff as to how to use fire extinguisher and thereafter demonstrated. After finishing demonstration he asked staff members to practise fire extinguishing.

Even though at the beginning it was a scary exercise but it was very beneficial to all of us at the end of the day.

Such knowledge does not only empower us to use it at the workplace but we can also utilize it at our own households. Indeed it was a very informative and educative exercise for all of us

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DEMONSTRATION ON HOW TO USE FIRE EXTINGUISHER



TOWNHILL HOSPITAL MANAGEMENT WALKABOUT



Hospital management during walkabout inspecting covid 19 ward

Every Wednesdays Townhill hospital management do walkabouts in order to inspect and get first hand information about the conditions and environment of various wards and departments.

Whilst this exercise provides first hand information to the management, it also assist in ensuring that staff members are able to communicate directly with the executive in order to express their views. It is an ideal opportunity of the staff members irrespective of their rank to communicate with the management directly.

It also provides an opportunity to the hospital management to identify issues which needs some urgent attention which might have not been identified by the staff.



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WELCOME TO TOWNHILL HOSPITAL FAMILY



PROFESSIONAL NURSE MNM ZAKWE



PROFESSIONAL NURSE ES MSOMI



PROFESSIONAL NURSE TA KHANYILE



PROFESSIONAL NURSE MH NTULI



PROFESSIONAL NURSE I ZONDI



PROFESSIONAL NURSE MM MNTUMBA



PROFESSIONAL NURSE S MCHUNU



PROFESSIONAL NURSE SC MHLONGO

