



health

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TOWNHILL TALKS

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Hospital CEO Ms ZG Mfeka

MESSAGE FROM THE CEO'S OFFICE

Let me take this opportunity to thank the Almighty for being good to us despite numerous challenges we have faced during the course of the year. Whether those challenges are work related or personal, God has been so great that we managed to conquer them. One main thing we must be grateful to God is that we are still alive and have a job which enables us to take care of our loved ones. I am saying this precisely because there were so many people who had very good resolutions for this year but could not realize those dreams due to various reasons.

It is an open secret that South Africa has high rates of unemployment but we are so fortunate that we are not part of those stats. This means that we indeed must thank God for that.

The only way to thank the Almighty is to do our job to the best of our ability because God gave us these duties for specific reasons.

I cannot forget those brothers and sisters who passed on during the course of the year, as painful as it is, we need to accept it and hope that they are resting in peace. The only way to pay tribute to them is to continue from where they left off and serve our community with dignity and respect.

The year 2015 had its own ups and downs but we managed to overcome all those obstacles. I do not foresee any reasons as to why we cannot do the same in the forth coming year. Our main resolution for 2016 should be dedication and commitment to our work and maximize the level of care because we can. Let us enjoy these holidays with our families bearing in mind that there is still tomorrow which needs the very same scarce resources we have. Till next year.

My name is Nonhlanhla Gwala, I am from a location called Kwanyamazane near West Gate in Pietermaritzburg, I studied towards a Diploma in Public Relations Management at the uMgungundlovu FET College, Msunduzi Campus. I was fortunate enough by the grace of God to receive a call from HRD Practitioner Mr Zondi to come and start my in-service training for the duration of 18 months, I started on the 11th of August 2015. The first time I came to Townhill Hospital I was welcomed by the HRD who then introduced me to the PRO. Being part of Town Hill Hospital has been such a wonderful experience. I am learning a lot and I have gained experience, I really appreciate the P.R.O Mr T Hlongwane who has helped me to gain knowledge and practical skills in this field. I believe that I am in the process of my destination and being part of THH has made it easier for me due to THH staff whom are very friendly and supportive, non discriminative and caring. THH is such a warm place to be. I give thanks to the Lord for such an opportunity.



Nonhlanhla Gwala P.R.O Intern

TOWNHILL HOSPITAL TAKES SERVICES TO THE PEOPLE



These are all men and women who devoted their precious time to make different to the community

Being a public servant means that one should move away from comfort zone and go to the community with the aim of listening and educating them on social ills they face on daily basis. Again if the community is empowered with knowledge, they can be able to make informed decisions during those difficult times. Indeed knowledge is power.

It is for this reason Townhill Hospital staff heeded to the call of our government by ensuring that they go all out to educate the community of Cinderella Park about mental illness.

This mental awareness campaign is in line with the month of July which has been declared as mental awareness campaign which aims at reducing stigma and discrimination that people with mental illness are often subjected to. Our campaign was carried out on the 29th of July 2015.

The theme for this year is **“Mental health in the working place: supporting colleagues with mental health problems”** .but we decided to take our campaign to the public

When we arrived in the area we were welcomed by the community leaders since the ward councilor was in a meeting. They also accompanied us during campaign. We tried to cover as many households as possible. The warm reception we received from community members gave us an indication that they are loving and caring people. The community was not only educated on mental illness but also on other health related matters such as HIV/AIDS, TB, BP, arthritis etc.

One woman told us that two of her children have been raped and only one perpetrator has been convicted and the other one was found to be mentally disturbed. One of the rape victims was a boy child who since then has performed very poorly at school which compelled his parents to send him to a special school. The girl victim was raped and let to eat



Nurse Z.L Dlamini and T.N.Dlamini talking to one of the community members

the used condoms after wards. But fortunately in this case the perpetrator was convicted. These are some of the evil deeds we heard from the community members. We took the contact details for the mother with the aim of coming back to give counselling since it was discovered that she never receive any counselling after all these traumatic incidents. Our nursing personnel noticed that she is still full of anger about all these incidents. It was not a an informal settlement area which conforms that this is where the criminal activities take place.

Let us hope that the attempt of our government of making lives better for all by providing decent houses will yield some good results in terms of minimizing crime taking place in informal settlements which to some extent affects victims psychologically .



Nurse Z.L Dlamini and T.N Dlamini and engaging community members during cam-



Staff member nurse Adams listening to a community member

After the campaign we then gathered at the community hall where we gave back the report of all challenges that we came across with. Thereafter our Quality Assurance Manager Ms T Nzama thanked the nurse who made this campaign such a success as well as community leaders who welcomed us with both hands in the areas particularly to the lady by the name Philile who welcomed us on behalf of the ward councilor Majola.

From the communication office point of view I would also like to convey my sincere commendation to the management like nursing component for releasing the nursing staff who were part of the campaign and persevered the sun and going into deep informal settlements. Guys thank you so much for your passion and dedication you have shown to our community. The transport department including drivers who transported the staff to the venue. The officials who ended up using their vehicles to transport the staff due to the large number of people who turned up for this campaign. But most importantly the community members who let us in their households and talk to them. Of course the task is not yet accomplished till the discrimination against people living with mental illness is eradicated. Let us refrain from all sorts of discrimination against our brothers and sisters because we do not know what the future holds for us.



Staff T.J Ngubane and Adams explaining what mental illness is all about.



Staff member M Zakwe, S.P Majola and L.L Seleledi responding to questions posed by a community member during the campaign.



Nurse N Ngcobo and N Chule during a door to door campaign

TOWNHILL HOSPITAL HOSTED SPRING DAY



Mr and Miss Townhill Hospital Spring 2015

The annual Spring Dance was held for the Town Hill Hospital Mental Health Care Users (MHCUs) on Wednesday 2 September 2015. This forms part of the annual Therapeutic Events Programme run by the OT department. The event was a success with 113 MHCUs attending and MHCUs reported to enjoy the event.

In order to create the festive atmosphere of a dance, each ward was allocated a colour and asked to decorate a table for their ward using that colour. The OT department were in awe of the effort that the wards went to in competing for the floating trophy, a snack hamper for the MHCUs and title of "winning ward". Nursing staff had brought scarves, water features and vases from home and had even made things for the table in the ward. Some wards had provided hats for their MHCUs. The hall was thus a vibrant mass of colour and excitement. The winning ward was awarded to Hillside D, which was decided by a team of independent judges so that judging was done fairly. Mr Spring was from Hillside D and Miss Spring was from Impala G.

These special events are planned for our mental health care users in order to improve their quality of life and to facilitate appropriate social skills as part of their rehabilitation programme and therapeutic care, as well as to make their stay at Town Hill Hospital as pleasant an experience as possible. Each ward asked to select two MHCUs who were asked to model for the Mr and Miss Spring competition, how ever due to the fact that many MHCUs were eager to take part.

All those who wanted to participate were allowed to do so. Models were required to introduce themselves and to then strut their stuff on the runway for the judges and attendees at the event. All wards took part and the activity was well supported by staff and MHCUs.

The winner of Mr Spring was awarded to a MHCU from Hillside D and the winner of Miss Spring was awarded to a MHCU from Impala G. Spot prizes were also given to enthusiastic or skilled dancers on the dance floor. The OT department managed to bake and decorate flower themed cupcakes for the MHCUs who were attending the dance which was enjoyed by all. In addition MHCUs were given snack packs and juice to enjoy during the tea break.

The OT department would like to extend sincere thanks to all the wards who put in amazing effort to participate and assisted in making the event the success that it was. In addition thanks should be given to all departments who assisted OT with event related requests, which were all dealt with quickly and efficiently making it easy to run the event on the day.



Some of the Mental Health Care users enjoying themselves during the dance



Staff member and some of the MHCUs showcasing with the trophy they won.

TOWNHILL HOSPITAL PAYS TRIBUTE TO IT STAFF



Finance Manager Mr K Ndlela and Finance management Officer Ms M Salzwedel receiving awards on behalf of patient administration department for being best performing department

On the 2nd of December Townhill Hospital hosted Quality/IPC and World Aids day. Quality and IPC were aimed at recognizing those men and women who excelled in these two fields whilst the main objectives of the World Aids Day was to continue with the campaign of educating the public with this scourge of HIV/Aids.

The day commences with the walk supporting 16 days of activism against women and children abuse which took place within the hospital grounds which was led by hospital Occupational Health nurse Mrs Zondo

The hospital board member Mrs Bhengu opened the ceremony with the prayer where she asked Almighty to grace the function.

Hospital CEO Ms ZG Mfeka welcomed all who were part of the event including our sister institutions around UMgungundlovu District.

She complimented the event organizing team for its splendid job. The purpose of the day was done by our IPC Mr K Ruthanum who reminded the audience about the importance of observing quality / IPC and world Aids Day.

Guest speaker of the day on HIV/Aids Mrs Hutchison advised the audience that each and everyone should know his or her status before it is too late "As health workers we need not to be judgmental as we are all affected in one way another". she also reminded the house that our government has introduced the HCT programme which is available to all citizen of this country "make sure you make use of this programme for your own benefit" she says.



Operational Manager Mr D Chetty and his staff members receiving an award for being Best Performing Ward.

District IPC Manager Mrs Khumalo complimented Townhill Hospital for putting uMgungundlovu District on the map through IPC activities “Even World Health organization is aware of Townhill Hospital IPC programmes” says Mrs Khumalo. She thanked hospital IPC Mr K Ruthanum for coming up with such innovative ideas when it comes to IPC programmes. Mrs Khumalo told the audience that Townhill Hospital achieved what they have achieved through team Effort and hard work.

District QA Mrs Munro also complimented hospital management and hospital for organizing such an event. She reminded the house that it is utmost important to observe this day in order to acknowledge and recognize those employees who went extra miles when it came to service delivery. Various departments, wards, and individuals were awarded with trophies and certificates for their hard efforts and dedication when it comes to service delivery and compliance with national core standards. House keeping department how cleaning and hand washing should be done. Patient Admin Department role played a QIP as to how to improve revenue collection.

Congratulations to all those departments, wards, and individuals who scooped some awards on the day. Keep up the good work. When Samuel Johnson says **“Great works are performed not by strength but by perseverance”** he refers to people like you who stood against all odds to achieve what you have achieved.

Our QAM Ms T Nzama close the event by thanking all those who made this day possible such a huge success including the sponsors of the event.

Let us continue doing the right things even if no one is watching us. Indeed **“a creative man is motivated by the desire to achieve, not by the desire to beat others”** ~ Ayn Rand. The main objective of Townhill is to provide the top notch service delivery to our clients. The recognition is just the bonus.

“Aim for the moon. If you miss, you may hit a star”~ W clement Stone.



Operation Manager N.P Mavangwe receiving an award for the cleanest ward



Doctor Shabalala receiving an award for being the best Doctor



Townhill hospital IPC Mr K Ruthanum receiving an award for getting 100% on NCS 2015



Townhill Hospital QAM Ms T Nzama receiving an award for dedicating and outstanding performance in quality control 2015



TOWNHILL HOSPITAL MENTAL AWARENESS CAMPAIGN

On the 7th of December 2015 Townhill hospital had a mental awareness campaign in Sweetwaters where the members of the community were educated about mental illness and other health related issues. Townhill hospital responded on the request of the community leaders who asked the hospital to come and educate the community.

In order to ensure that the campaign becomes a success all relevant stakeholders like traditional authority, ward councilors, ABM, Community Care Givers, traditional leaders, Human Science Research Council and MatCH Research were involved.

The programme commenced at 10H00 where one of the community leaders Mr. Makhathini was tasked to inform the community about the purpose of the day. He told the audience that the main objective of the event is to educate the community about the mental illness and substance abuse and its effect on the community



Professional nurse Mr Gwama delivering the speech as to what mental illness is all about.

Occupational Therapist Ms N Gabela gave an overview of what occupational therapy is all about which include vocational rehabilitation, the importance of training skills, job seeking skills and the importance of sending the mental health care users to the nearest facility that has got the occupational therapist for assessment such as school assessment, work assessment and school assessment and functional assessment so that they can be assisted with their needs.

Nurse Vilakazi educated the audience about the cholera. She warned the house that most of the time cholera is found in contaminated water and people should always avoid contaminated water as it may cause running stomach and other related sicknesses.

Social worker Mr. Mngadi talked about services being rendered by Townhill hospital



Part of the audience listening attentively to the speech delivered by Dr Shabalala

Professional nurse Gwama gave a general overview of mental health where he told the audience what is the mental illness.

Doctor Shabalala explained the role that needs to be played by the SAPS when it comes to management of mental ill patient. He explained that if the person becomes so violent and aggressive and poses a danger to him/herself and other people then SAPS should be contacted. He also informed the audience about the admission procedure if one wants to admit his/her relative to Townhill hospital.



Occupational Therapist Ms N Gabela telling the audience about the role of the occupational therapist when it comes to MHCU man-

WELCOME TO TOWNHILL HOSPITAL



**MR SS MJWARA
TRADESMAN AID**



**MR MZIKAYISE SHA-
BANE**



**MR MZWANDILE
MAKHONZA
GENERAL ORDERLY**



**MR SJ NGEMA
COMMUNITY SERVICE, PN**



**MS P. ZONDO
OCCUPATIONAL HEALTH**



**MS M.S KAPASHA
WASTE MANAGEMENT
OFFICER**



**MS N.P MAVANGWE
OPERATIONAL
MANAGER**



**MS S.E GUMEDE
HRO SUPERVISOR**



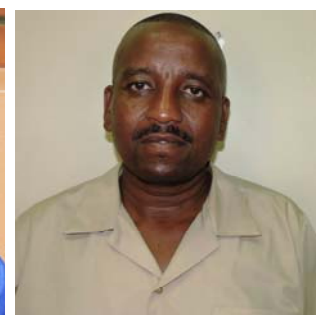
**MR B.R CELE
PROFESIONAL NURSE**



**MR N ZIQUBU
TRADESMAN AID**



**MR F.L NXELE
TRADESMAN AID**



**MR T.M MLABA
GENERAL ORDERLY**



**MS S.P NGCOBO
ENA**



**MS S.B DLAMINI
PROFESSIONAL NURSE**



**DR U PADAYACHEY
MEDICAL SPECIALIST**

TOWNHILL HOSPITAL SOCCER TEAM ARE THE CHAMPS OF UMGUNGUNDLOVU DISTRICT



TOWNHILL HOSPITAL SOCCER TEAM

On the 23rd of October 2015 UMGungundlovu health district hosted District Sports Tournament in preparation of Provincial sports tournament that will be held on the 20th November 2015. Townhill Hospital soccer team reached the finals where they beat Appelsbosch hospital soccer team through penalties by 5 goals to 3 after playing to a 0-0 draw.

The Net Ball team reached the semi finals where there were knocked out by Umngeni Hospital by 12-8.

Hospital CEO Ms Z.G Mfeka commended both soccer and netball players for their commitment and dedication in participating in such tournaments. She encouraged them to make use of time given by MEC Dhlomo for Department of health which is meant for healthy life style activities. She also assured them that she will engage managers of various departments to support all those who participate in sports activities.

She concluded by thanking them for being good ambassadors of Townhill Hospital and encouraged them to continue living a healthy lifestyle

Indeed you made us proud by heeding the call of our MEC who always encourage all health workers to lead by example by living a healthy life style. Such tournament s are not only meant for fun and winning trophies but the main primary objective is to remain fit and healthy. Remember healthy body means healthy mind. Let us hope this success will also motivate other employees to be part of this good course.

In closing let me take this opportunity to convey my sincere appreciation to all those who participate in healthy life style activities including our hospital choir.

The doors are still opened to those who still want to be part of these winning teams. **KEEP UP THE GOOD**



CEO receiving the Trophy from players



Celebration for the winning team THH players



Townhill hospital jubilant players in celebration



"Townhill le abayaziyo abazange bayibone"