



health

Department:
Health
PROVINCE OF KWAZULU-NATAL

Townhill Hospital

Townhill Talks

NEWS

STAY INFORMED

January to June 2017

MEC DHLOMO VISITS TOWNHILL

On the 2nd of February 2017 MEC Dhlomo visited Townhill hospital in order to get first hand information from hospital management about the challenges they face with regards to taking care of mental health care users. The MEC together with his team took a walk about where he visited the wards and chatted both with the staff as well as the Mental Health Care Users. He asked the MHCUs about the level of care received and how the staff members treat them. The MHCUs complimented the good attitude of the staff and their good caring attitude.

During the walk about the team also observed the cleanliness of the wards and praised staff members for keeping the wards spotless clean. He urged them to maintain the standard of



Townhill hospital management together with MEC Dhlomo and Umgungundlovu District manager Mrs May Zuma during visit at Townhill hospital

Cleanliness and to continue to take care of our patients as they are in dire need of our services.

In a nutshell the MEC was impressed with the status of the hospital and thanked hospital management for the good leadership. He promised that in the near future there will be unannounced visits to see if the status quo will remain. The hospital management thanked the MEC together with his team for such a visit and promised him that they will keep the status quo.

TOWNHILL HOSPITAL INTERNATIONAL NURSES DAY 2017



Hospital CEO Ms ZG Mfeka welcoming the audience .

One of my friends told me that there are three things any human being needs in life and one of those things is recognition. Recognition goes a long way in terms of self esteem, confidence and self belief. There is nothing better than being recognized for who you are or for what you are doing .

It is for this reason Townhill hospital joined the world to celebrate this day of recognizing the nursing profession by hosting the international nurses day on the



Nursing manager Mr Ntombela delivering the speech

24th of May 2017 in order to say thank you to all our nursing personnel who do their level best to ensure that our Mental Health Care users are taken care of in a most dignified manner. Mrs Mhlongo opened the ceremony through prayer asking the Almighty to bless the whole function. Hospital CEO Ms Mfeka welcomed the audience and gave a brief description as to how this day came about and what was the intention of celebrating this day. She praised nurses for the excellent services rendered and reminded

nurses that they must continue to ensure that they look after our patient and take care of them. **“Our main objective is to look after our patients” she said. She heaped praise of the late Florence Nightingale, who had a remarkable role in the nursing profession, reducing the death count by two-thirds at the British base hospital. “All nurses shall always respect this profession as Florence did, she must forever be an inspiration to all the nurses”, she insisted.**

Our guest speaker Mrs Mkize from head office **urged the nurses to ask themselves “ why are we here”. Once we know why we are here then we will be able to do what is expected of us as nurses,” she said. She Asked the nurses to follow their passion of being good ambassadors for our patients.** She told the audience that our patients are the most vulnerable people who have put their faith in us. She urged the nurses to follow their calling by making sure that they practise the Batho Pele principles which are the cornerstone of service delivery.

The nursing manager, Mr Ntombela reminded the audience about the importance and the meaning of the candle lighting during the nurses day events. He said that the candle lighting is a symbol of hope, symbol of relief from pain and suffering. He then urged the nurses to be the symbol of hope, relief from pain and suffering. Whenever the patient sees the nurse,

he/she must be hopeful of an immediate recovery from their suffering by being touched and comforted by the nurse. The presence of the nurse should be the symbol of light and hope



The most professionally presented female nurse, Sr Ramkisson receiving trophy and the certificate from the chairperson of the hospital board, Mr Madlala.

Thereafter, a moment of silence was observed, which was followed by the candle lighting ceremony. The main objective of the moment of silence was to pay tribute to all nurses who have passed on. The candle light ceremony was led by Assistant manager nursing Margaret Dlamini. Sr Dlamini also led the nurses pledge as per commitment of the nurses.

The task of selecting the most professionally presented male and female nurse was given to Townhill hospital Assistant nursing managers. There were some criteria that needed to be met by the winners. The most professionally presented female nurse was Sr Ramklisson and the Most professionally presented male nurse was Operational manager Mathura. Both winners were awarded with trophies and the certificates.



The Townhill hospital nurses' choir singing during the nurses day ceremony.



Operations manager Mr Mathura receiving his prize for a most professionally represented male nurse.



Part of the attendees nicely sitting during the nurses day ceremony at the Townhill hospital.

Townhill hospital choir entertained the audience with their lovely songs throughout the event. Operations Manager Mr Mathura provided a well-structured vote of thanks. He thanked all the stakeholders who made a remarkable impact on the success of the event.

The communications officer would like to thank all those stakeholders who played a vital role in ensuring that the event was a success.

Thanks was given to the following sponsors: Liberty Investments, Bluff meat supply, Lamdale butchery (Pinetown), Raisthorpe Sasol garage, Raisthorpe car wash, Saverite supermarket, Mini market and Royal Mhandi. The communications officer would also like to give credit to the events committee for their tireless effort in planning and organizing the event and the hospital management, for showing massive support and also the hospital board for availing themselves during the day. We would also like to express appreciation to the hospital staff, for their contributions, financially and with food.

Special thanks also goes to the hospital choir and drum majorettes, for their cheerful entertainment, keeping the audience alive and entertained. We won't forget to thank the cooks for their specially prepared meal for the nurses day.

Programme director, Mr Keith Ruthanum is also due special credit for exceptionally running the programme, keeping it flowing until the end of the event.



Townhill Hospital Hand Hygiene Campaign

One of the most basic and cost effective ways to prevent the spread of infections is by practicing correct hand hygiene. Each year on the 5th of May, Townhill hospital, on a global scale recognizes hand hygiene day, a day that underscores just how important frequent handwashing can be, especially as the threat of antimicrobial resistance continues to grow. World Health Organization once more this year sent out a call of action for all health care facilities to participate in activities **that promote hand hygiene. This year's theme is "Fight antibiotic resistance, it's in your hands".**

CAMPAIGN OBJECTIVE

objective of this campaign is to promote hand hygiene in our health care facility, to our health care workers, our mental health care users, our visitors and to the public outside Town hill hospital.



Operational managers applauding during the hygiene workshop at Townhill hospital.

The hand hygiene is a very broad issue, in a way that Townhill hospital expanded its campaign to the Chester meats butchery. The butchery staff was educated on the hand hygiene precautions and its importance. Chester meats management was very excited about our idea and gave us permission to address their employees about the importance of hand hygiene. The initiative provided by the hospital was proven to be much needed, considering the way the Chester management and staff appreciated it. Chester meats employees were a delight to teach and they had a lot of questions for the hospital team, which made the programme to be interactive and enjoyable.



Pharmacy department staff showing support of the hand hygiene campaign.

TOWNHILL HOSPITAL WORKSHOP ON HAND HYGIENE

The hospital departments were asked to come-up with hand hygiene activities to present on the hand hygiene workshop day. It could be a play, a song, a dance, a poster, or a poem. The idea was **to incorporate the play with this year's theme. Our staff did not disappoint, it was interesting to see how effective the relaxed way of learning was as opposed to the usual formal presentations.**

Everyone did enjoy the workshop, but most importantly learnt the valuable lesson of the importance of hand hygiene. The winners of the best activity were given a trophy. **After the department's presentations, the programme then proceeded to another contest, a hand rub relay.**



Maintenance and food services workers relishing the challenge during the hand rub relay.



The Chester Butchery staff and Townhill hospital nurses during the awareness day for hand hygiene.



DEMONSTRATION OF SOCIAL HAND WASHING BY SR. NGUBO

The campaign then proceeded to the Slungspruit primary school at Imballi. The school principal kindly gave the permission to address the learners and educators about the importance of hand hygiene. The principal was elated as he said this has now become a requirement from the Department of education for learners to be addressed on health related matters.

The learners seemed very excited as the programme was accompanied by singing, which kept them entertained. The emphasis was placed on how dangerous are the germs that are associated with inefficient cleaning of hands.

Townhill hospital IPC department under the leadership of Sr Hlongwane will continue to educate the public about the importance of hand washing as both learners

from Slungspruit primary school and staff members from Chelster meat expressed their appreciation of the event. Sr Hlongwane would also like to thank the IPC team for the hard work and dedication they displayed during the campaign. **“Without you this event would not have been a success” said Sr Hlongwane. She** also urged all Townhill hospital staff members to continuously keep their hands clean as such practice will reduce the sort of infections.



HAND HYGIENE TALK BY SR. HLONGWANE



The learners at Slungspruit primary attentively listening during the hand hygiene address.

STRATEGIC AND OPERATIONAL PLANNING

On the 07th of the March 2017, the hospital's Monitoring and Evaluation Department hosted a training workshop on how to develop strategic and operational plans. Tracey Hattingh Deputy Manager Strategic Planning from Head office was the guest trainer who illustrated the differences between strategic plans and operational plans as well as the Interrelationship between the two. The key aspect of working together and planning together was emphasized. The new strategic plan and operational plan templates were presented by K. Ruthanum. A lot of group work took place in order to determine the key strategic plans of the institution and to facilitate team work.

The workshop was followed up by the strategic and operational planning sessions on the 29, 30, 31st of March 2017. Day 1 focused on the NCS QIP progress, cost saving strategies, round up of the 2016/2017 operational plan and looking at challenges and actions plans. Day 2 focused on the APP indicator analysis and developing the strategic plan

Day 3 focused on the development of the operational plan for 2017/2018. developed and involvement from all sectors was noted. The new templates were successfully used and a monitoring and evaluation process has been put in place. A special thank is given to Tracey Hattingh for guiding the hospital during the process. Both the strategic and operational plan



Mr Keith Ruthanum conducting the programme during the strategic and operational planning workshop.



Mrs Tracey Hattingh Deputy Manager Strategic Planning from Head office addressing the attendees on the strategic and operational planning.



Team building example using balloons to demonstrate on how to deal with stress.



M&E Mr k Ruthanum and Mrs Tracey Hattingh give talks during strategic and operational workshop



Training on the National Policy on Patient Safety and Learning

On the 8th of March 2017, the Clinical Risk Committee of Townhill hosted a training workshop on the National Policy on Patient Safety and learning. The workshop was in line with the World Health Organization's patient safety programme, which aims to improve the safety of health care for patients.

The hospital standard operating procedure on patient safety and learning and the new forms to be used were presented and discussed. The workshop was attended by the CEO, hospital managers, operational managers and the allied health members.

The new policy implementation was tested in March 2017 and was fully implemented in April 2017.



Sister Naldoo presenting the overall processes of policy on patient safety and learning.

Townhill hospital is highly dedicated to reducing the number of patient safety incidents that occur in the hospital. More emphasis has been placed on learning from incidents and developing relevant strategies and training to prevent incidents in the future.



The workshop had the positive attendance rate, pictured above are the attendees.



M&E manager, Mr Ruthanum addressing during the workshop on the National Policy on Patient Safety and learning.

Townhill Hospital Out-reach activities

Promotion of out-reach activities has been identified as one of the key strategic points for the hospital to focus on. The out-reach program has been divided into two: out-reach for health professionals and out-reach to community members. On the 19th of May 2017 Townhill hospital hosted a workshop on Depression: Clinical Perspective. The workshop was held at the Iris Marwick College. The health professionals shared their ideas and scenarios they have experienced on patients as far as depression is concerned.



Part of the attendees attentively listening during the depression workshop at the Iris Marwick college.



DR Bram, one of the doctors who shared their presentations during the work-shop on depression.

Townhill hospital has formed a partnership with the department of education and will be visiting various schools to talk about issues like: teen pregnancy, Suicide, Abuse, mental health, Depression and alcohol and substance abuse. On the 23rd of May 2017 in promotion of Child protection week Townhill Hospital joined members from the department of education at TPA primary school to give talks to teachers in the district. K. Ruthanum our M&E Manger gave a presentation on the hospital services, Operational Manager of CAU gave a talk about the services offered at CAU and our doctors did a presentation on Suicide and Teen pregnancy.



Townhill Hospital Out-reach activities

On the 26th of May 2017 Townhill hospital out-reach team visited East-wood area under ward 34 to address the public about mental health issues, services offered by Townhill hospital as well as the impact of drugs and substance abuse.

The meeting was some sort of a war room meeting but the community was also invited to ask various questions to both local community leaders and Townhill hospital team.

The team was led by Operational manager V Govender and Operational manager Mavangwe.

Sr Govender explained to community members the type of services offered by Townhill hospital as well as the procedure that needs to be followed when you want a person to be admitted at Townhill hospital. She said that there are two types of admissions i.e. voluntary and involuntary. Both of these admissions have different procedures to be followed. She emphasized that Townhill hospital is a referral hospital. In other



Operational Manager V Govender addressing the audience during the outreach

words, it does not operate like any other general hospital since it operates with the specialized doctors only.

Sr Mavangwe told the audience that at Townhill hospital there is Child Adolescent unit which admits children only. She said that this ward admits children who have psychological problems arising from various issues like being hyperactive etc. She also warned the community that it is a crime to lock up a family member inside the house simple because she has a psychological problem. She warned them that by doing so you are violating **his/her rights. “ Some of them are sometimes handcuffed and locked inside the house like criminals” said Sr Mavangwe.**

She advised the house that if you suspect that your relative or a family member has got psychological problem try to seek for assistance by taking your relative to the nearest district hospital where he/she will be observed for 72 hours to determine if indeed there is a need to transfer him/her to Townhill hospital. The community members were also given an opportunity to ask questions pertaining to mental health issues.

MENTAL HEALTH MATTERS: EDU CORNER

1st QUARTER TOPIC: DEPRESSION, ITS NOT JUST FEELING SAD

Clinical depression is more than just the “blues”, being “down in the dumps”, or experiencing temporarily feelings of sadness we all have from time to time of our lives. It is a serious **conditions that affect a person’s mind and body.** It impacts all aspects of every day life including eating, sleeping, relationships and how person thinks about himself/herself. People who are clinically depressed cannot simply will themselves to **feel better or just “snap out of it”.** If they do not receive appropriate treatment, their symptoms can continue for weeks, months or years. The good news is that very effective treatments are available to help those who are depressed. However, only about one third of those who are depressed actually receive treatment .

This is unfortunate since upwards of 80-90% of those who do seek treatment can feel better within just few weeks. Many people do not seek treatment for depression for variety of reasons. Some believe that depression is the result of personal weakness or character flaw. This is simply not true. Like diabetes, heart disease, or any other medical condition, clinical depression is an illness that should be by a mental health professional of physician. Another reason why many people do not seek help for depression is that they simply do not recognize the signs or symptoms that something may be wrong.

Symptoms of Depression.

- ⇒ **Sadness, anxiety, or “empty” feelings.**
- ⇒ **Decreased energy, fatigue, being “slowed” down.**
- ⇒ Loss of interest or pleasure in activities that were enjoyed, including sex.
- ⇒ Insomnia, oversleeping, or waking much earlier than usual
- ⇒ Loss of weight or appetite, or overeating and weight gain.
- ⇒ Feelings of hopeless and pessimism.
- ⇒ Feelings of helplessness, guilt, and worthlessness.
- ⇒ Thoughts of death or suicide, or suicide attempts.
- ⇒ Difficulty concentrating, making decisions, or remembering.
- ⇒ Restlessness, irritability or excessive crying.
- ⇒ Chronic aches and pains or physical problems that do not respond to treatment.

How Depression Affects a Person’s life.

Brenda’s story

“It was really hard to get out of bed in the morning. I just wanted to hide under the covers and **not talk to anyone. I didn’t feel much like eating** and I lost weight. Nothing seemed fine anymore. **I was tired all the time, yet I wasn’t sleeping** well at night.

But I knew that I had to keep going because I’ve got kids and job. It just felt so impossible, like nothing was going to change or get better.

“I started missing days from work, and a friend noticed that something was not right. She talked to me about the time she had been really **depressed and gotten help from her doctor”.**

“I called my doctor about how I was feeling. She had me come in for a check-up and gave me the name of a psychiatrist, who is an expert in treating depression.

Now, I’m seeing the psychiatrist once a month and taking medicine for depression. I’m also seeing someone else for “talk” therapy, which helps me learn ways to deal with this illness in my everyday life.

Everything didn’t get better overnight, but I find myself more able to enjoy life and my children.”

Getting Help for Depression

It is not uncommon for people to wonder just when it is necessary to seek help for depression. Sometimes we hear people casually say, **“I’m depressed,”** when they have had a bad day at work or fight with their spouse. Typically, these kinds of feelings or lessen within a short period of time. In cases such as these, we are **not really “depressed”, but we experience normal** and temporary feelings of sadness, frustration or stress. These normal feelings are different than the more extreme and pervasive feelings associated with clinical depression. However, if depressive symptoms persist for a period of two weeks or more, they are particularly distressing, then its probably time to consult a mental health professional or physician. If you have any doubts or questions about seeking help for depression, its better to be on a safe side and go ahead and speak with a professional. When left untreated, depression can continue for weeks, months, or years. Over time it can be worse.

Compiled by:

Mrs A Theophilus and C Pillay

NORTHPARK PSYCHOTHERAPY AND 1ST EPISODE MENTAL ILLNESS UNIT

We can help with depression and other mood disorders, newly diagnosed Mental Health Care Users, post traumatic stress disorder (PTSD), eating disorders. and anxiety disorders.

North Park offers:

Life skills training, Anger management, Problem solving skills, Healthy living skills, Medication adjustment and revision, Coping skills to return to work, Discharge planning for reskills re-integration back into the community, Complimentary therapies (Sleep Hygiene, Exercise and Relaxation).

Our programme runs for two to six weeks, depending on your needs.



Feel free to contact us for any queries regarding referral to unit.

- Phone No: 033 3415568 Phone 3415568**
- Email: Clinton.pillay@kznhealth.gov.za**
- Website: www.kznhealth.gov.za and look for Town Hill Hospital un-der Health Institutions.**

TOWNHILL HOSPITAL FIRE EVACUATION AND DRILL ACTIVITIES

According to the department of health, the safety of the patients, staff and community members who visit health facility is of utmost importance. It is for this reason all government hospitals have got safety officers to ensure that the safety of staff and patients is not compromised. Part of the job of the safety officer is to train patients and staff members on what to do if there is a fire disaster.

Our safety officer Mrs N Simelane always conduct evacuation fire drill in order to remind the staff and patients about the importance of evacuating the building in case there is a fire that threatens their lives.

On the 3rd and 5th of April 2017 she conducted such drills in the administration building and Northpark ward.



Health and Safety Officer Mrs N Simelane emphasizing the importance of safety

She invited Mr Suliman who is a fire inspector from Msunduzi department to come and emphasize the importance of making sure that whenever you hear the fire alarm you must evacuate your office as soon as possible and to proceed straight to the designated assemble point. He said that one can take his/her valuables if time allows to do so but otherwise one should leave everything behind in order to save his/her life.

He reminded the staff they should be aware of fire especially during the winter period since there is high possibility of fires during this time of the year. Mr Suliman advised staff members that most of the fire casualties are caused by complacency where people try to save some of their belongings instead of trying to save **their lives first. "Your belongings are replaceable but one cannot replace lost life"** said Mr Suliman.



Part of staff members evacuating their offices

TOWNHILL HOSPITAL RAISES ITS HAND AGAIN



Townhill hospital team together with KZN MEC Dr Dhlomo and District Manager Mrs Zuma Mkhonza receiving the award.

MEC's Annual Service Excellence

Awards 2016/17 were held in ICC on the 2nd of June 2017. The main objective of the ceremony was to reward all those health institutions and individuals who have gone the extra mile in servicing our community with distinction.

Townhill hospital was again amongst those institutions which **raised their hands and said "count me in" when it comes to best practices.** Thanks to the Quality Assurance team under our former QAM Ms Nzama and M&E Mr Keith Ruthanum for their dedication in ensuring that we get position three in national core standards

A SPECIAL THANK YOU must be given to Townhill staff for their excellent performance in the national core standards audit. Their hand work and dedication is highly appreciated. This is not the first **time Townhill hospital won at the MEC's Annual Service Excellence Award.** We did it in 2014/15 when we scooped an award for Innovation and Best Practices for Infection Prevention and Control again under the leadership of Mr Keith Ruthanum who was the IPC Practitioner at that time. But all in all these awards should be credited to all those men and women who work tirelessly in their respective departments to ensure that the hospital complies with all department of health protocols. Keep up the good work!!!!!!

TOWNHILL HOSPITAL MEN'S FORUM LAUNCH

On the 28th of June, Town Hill hospital launched a **men's forum where all male employees from all departments gathered at the Gym Hall. The event was honoured with a visit by provincial men's forum chairperson, Mr Ndlovu and the Director of youth, gender and transformation, Mrs Z Hlatshwayo. The event's purpose was to initiate a formidable forum that will discuss and provide solutions to the different issues faced by men. Mrs Ndlovu, in her fruitful speech emphasized the importance of taking care of what you eat, as a man. "It is very important that we take a good care of what we put in our mouths. This is because it can impact your physical as well as sexual life. Widespread diseases such as diabetes and blood pressure can literally**



Director of youth, gender and transformation, Mrs Z **Hlatshwayo speaking during the launch of men's forum at Town Hill hospital.**

be controlled by eating healthy" She said.

Among the speakers, Mr Ndlovu delivered an interesting movie accompanied speech. His speech was particularly based on absent fathers, urging men to take responsibility of their children.



Men of Town Hill hospital being addressed by Mr **Ndlovu, provincial men's forum chairperson, during men's forum launch.**

Launched during the men's awareness month, the event had a very positive attendance by the men from all the internal departments. The attendees then appointed the members of the **men's forum committee, consisting of chairperson and a secretary, with their deputies and the other six additional members.** The forum received a high praise from the attendees, insisting that it will provide a massive opportunity to discuss a wide range of issues pertaining to men.



Part of Town Hill hospital men employees enjoying **their meal after the launch of men's forum.**

JR KEEPS TOWNHILL HOSPITAL PROUD AGAIN

Townhill hospital management would like to thank Mr Naidoo affectionately known as JR for representing us in the comrades marathon. JR has run the marathon for more than ten years which makes him the recipient of the green number tag (meaning he has got his own permanent number.)

Actually this was his fifteenth run without a break. Asked at what age is he expecting to call it a day in running he said that as long as his legs can still carry him he will continue till such time that he cannot take it anymore.

When he was asked who keeps him motivated he said that he attributes his success and perseverance to his family who is always behind him all the way. He also extends his request to Townhill staff to try and join short races in



JR in action during comrade marathon

preparation for the comrade marathon. For all these years he has been able to finish the race on time. The mere fact that Jr has achieved so much is because there is a lot of preparation before the race. We hope that some of us will join him in the near future and be counted amongst the best as comrade marathon is one of the toughest races in the world. Well done



JR towards the finishing line at Scottsville Racecourse

ACKNOWLEDGEMENTS



Hospital CEO MS ZG Mfeka



M&E Manager Mr Ruthanum



Mr RT Hlongwane—PRO



health

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