



health

Department:
Health
PROVINCE OF KWAZULU-NATAL

Townhill Hospital

Townhill Talks

NEWS

June to December 2017

Your past is just a story, like the year we bid farewell to, the sad goodbyes to friends and colleagues but what is important as we welcome the new year is a remembrance of our achievements and a desire to strive higher to meet the needs of humanity, mostly in our case our vulnerable mental health care users.

I have always said, be proud to work at Townhill as there are not many that would change places with you. To all staff that have shown such dedication under very trying circumstances to cut down



Acting hospital CEO Dr SRH Maharaj

on patient safety incidents, in ensuring that that we offer a patient centered approach in our treatment to our Mental Health Care Users and for all the excellent performances in the audits for 2017, I *SALUTE YOU. Keep up the excellent work.*

In overcoming the enormous challenges of 2017 our staff showed great resolve and that only makes one feel that there is no challenge we cannot face to ensure a safe and healthy environment, free of any discrimination for our users. *“The best to find yourself, is to lose yourself in the service of others” Mahatma Gandhi.*

With joy in your heart welcome 2018 with equal dedication as we recommission our Electroconvulsive Therapy Unit and introduce dual Diagnosis as part of our package of services. Let us all stand tall and strive high to ensure a beautiful and prosperous 2018 for Townhill Hospital.

TOWNHILL HOSPITAL ANNUAL QA AND IPC CELEBRATION AND SERVICE EXCELLENCE AWARDS 2017



Nursing Manager Mr. Ntombela together with the nursing staff with their awards

Townhill hospital successfully hosted their annual Quality and Infection and Prevention Control celebration and service excellence awards on the 29th of November 2017. The event was held at the hospital gym hall which was transformed into an elegant hall with beautiful decorations and an electric atmosphere. The event was attended by hospital staff and guests from various hospitals in the district. The theme for the event was “Celebrating everyday leadership, developing advocates for Quality and Infection

control and striving for excellence.” Our Monitoring and Evaluation (M&E) Manager Mr. K Ruthanum explained the purpose of the day indicating that leadership plays a vital role in ensuring that quality standards are established and maintained. He also stated that we are all IPC and Quality advocates and we must strive to do the very best of our mental health care users. He also explained it was a day to recognize and celebrate all the

Excellent work that is being done in the hospital. The choir wowed the crowd with their excellent performances. Our guest speakers did a fabulous job. Mrs. S Moonsamy (Quality Assurance Manager at Edendale hospital) gave a brilliant talk on quality and leadership and Mrs. S Kunene (District office) gave a presentation on TB and its dangers. Various awards were given at the event in the following categories: IPC, Nursing, and

Quality awards. Mr. Dlodla and Mrs. Motsoeneng were the program directors of the event. The day was concluded with a special vote of thanks by our IPC Manager Mrs. N Hlongwane, thereafter lunch was served. The event was organized by the Infection Prevention and Control and Quality Assurance departments. IPC and QA would like to thank all Townhill hospital staff as well as our guests for attending the event

The following gallery tells the entire story of the beautiful day





FIGHTING DISEASE, FIGHTING POVERTY, GIVING HOPE

Townhill Hospital



TOWNHILL HOSPITAL IPC OUTREACH



Some of Slangspruit Primary school learners with their educators and Townhill hospital staff at the back

On 27 November 2017 Townhill hospital IPC team lead by our IPC Manager Sr Hlongwane and Occupational Health department lead by Sr Zondo organized a Christmas party for Slangspruit primary and Nansindlela Primary school. They requested donations from Townhill hospital staff and they responded positively.

Learners were given hot dogs, party packs and flip-flops.

But the most important mission of the day was to educate learners about signs of abuse and to empower them to speak out if there were ever touched or treated inappropriately. The children were very interactive and asked a lot of questions regarding the subject. Students were urged if they ever needed to talk about these issues that their teachers were always available to help.

Teachers were also informed which signs to look for when the child shows some signs that they have been abused. They reminded the learners and educators that not only a girl child can be abused but also the boys as well. If they feel that there is a strong suspicion that indeed the child has been abused they need to report it to the police immediately. Educators of both schools thanked Townhill hospital for such valuable information and encouraged the hospital to conduct more educational out-reaches at the schools. The hospital will look to continue its adopt a school program in 2018.



Townhill hospital team before they left for outreach



Sr Hlongwane and Sr Zondo would like to convey their sincere gratitude towards Townhill hospital staff and Women in the workplace provincial committee for their donation towards the entire event. They also wish to thank members who were part of the team that visited schools. These members are: house-keeper Mrs. B Mbambo, Waste Management Officer Ms. M Kaphasha, HR intern Nomthandazo, General orderly Zandile, IPC in-service trainee Slindile for their valuable contribution and dedication

PSYCHOLOGY DEPARTMENT WORKSHOP

On the 1st of November 2017 Townhill hospital psychology department hosted a workshop whereby they were educating staff members about the importance of self awareness in the workplace.

One of the topics which was presented by principal psychologist Ms. S Mngoma was "Self Awareness" meaning as an individual you need to ask yourself: Who you are, Where you come from, What are you capable of and What would you like to improve about yourself to obtain a level of understanding about your true or authentic self.

She said the characteristics of self awareness are physical characteristics which relates to the body, self confidence which relates to emotions as well as learn how to apply what they learn in practice rather than on mere knowledge retention.

Ms. Mngoma explained that the aims of self awareness are: Personal growth and professional growth, more adequate functioning as person in relation to other persons, it gives you the possibility to make sense of events and relationships, it give you the ability to experience something fully and not to be taken over by that something ,behavior or attitude, it gives you the skill to be involved but not over involved, to be yourself and let others be themselves etc.

She also talked about "Self concept" which includes self image, ideal self as well as what the person feels about discrepancy between what he/she is and what he/she would like to be. Self image also forms part of self awareness which revolves around awareness of the body , mind emotions and the spirit. .



Principal psychologist Ms. Sma Mngoma educating the audience about the importance of self awareness

She mentioned about concept of ones ideal self which refers to ideal characteristics a person would like to or love to possess

The last one was "self esteem "which is the individual's evaluation of the discrepancy between the self image and self ideal

Psychologist Mr. Colville deliberated on the topic "How does that make you feel". He was talking about emotions of both therapist and the patient during the session. He divided those emotions as transference and countertransference. Transference means the feeling of the patients towards the therapist. For example during the session the patient feels attracted to the therapist. He said that that even if there are negative transferences, there are also positive transferences which strengthen the relationship between the client and the therapist. For example, if a client's therapist reminds her of a trustworthy person from her past, she might be inclined to her therapist more. He emphasized that transference can cause problems in a therapy.

Countertransference refers to the range of reactions and response that the therapist has towards clients (including the client's transference reactions). This can be based on the therapist's background and personal issues. He said that there are various types of countertransference's e.g.

Defensive, aim attachment, transferential, reactive, induced identification, displaced and conflict free countertransference's.

He advised that if there are such feelings the therapist should ask the clients whether they should discontinue the session or not.

Psychologist Lindelwa Mkize talked about the communication process and the conflict that arises from a failure to recognize two way communication process. She reminded the audience that in healthcare, effective communication is a vital element in all interventions such as prevention, treatment, therapy, rehabilitation, education and health promotion. She advised that it is of utmost importance to note that each patient is unique and has his/her own specific characteristics that influence not only their behavior, but also how they will undertake their own self management of their health.

"The importance of listening is vital in communication," said Ms. Mkize. She said that by listening you able to enhance the patient's self-esteem while integrating the diagnosis as well as the process of care. She also mentioned that effective communication helps vulnerable patients to cope with and make better decisions about their care and treatment.. It requires the understanding of



Mr. Colville emphasizing the importance of controlling your emotions during session between the client and the therapist

of the patient and the experiences that they express. However, to understand the patient is not enough, a message must be conveyed to the patient that they have been understood.. This will often happen when the conversation takes place or is held in appropriate conditions. A key element is an environment with no external distractions and will ensure confidentiality of the conversation taking place. She also said that patients who feel regarded and listened to, often reveals their problems sooner. The language that we use is also important to ensure appropriate communication. Effective communication also requires a degree of honesty and frankness. In discussion with the client, the client should not be left feeling suspicious or in doubt or in a state of misunderstanding.

Ms. Marcia Peters talked about “toxic Relationships She said toxic relationship is a relationship characterized by behaviors that are emotional and not infrequently, physically damaged to their partner. A toxic relationship is also characterized by insecurity, self centeredness, dominance and control. She mentioned types of toxic relationship which are: Deprecator-Belittler, this type of relationship is whereby your partner constantly belittles you disguising it by saying I’m just kidding

The second one is Bad temper toxic partner: In this one your partner gets angry or loses temper often –often wont interact in any meaningful way for days.

The third one is The guilt –inducer where control is exercised by inducing guilt in the “victim”. The guilt inducer controls by encouraging you to feel guilty any time you do something he/she does not like.

The fourth one is the Over-Reactor/Deflector in this case when you try to express your anger regarding some issues or event your spouse stays out with his/her friends and does not even bother to call and somehow your toxic partner finds a way to make this your fault.

The fifth one is over –Dependent Partner whereby the other partner is so passive you have to make most decisions for them

The sixth one is “The "Independent Toxic controller. This one is whereby one partner says “ I am not going to let anyone control me, that is their motto

The seventh one is “The use” . Users especially at the beginning of a relationship often seem to be nice and they remain as such as long as they are getting everything they want from you.

The last one is “The possessive (Paranoid) toxic controller> These one become more and more suspicious and controlling as time goes on.

Mr. Navin Nursoo talked about “social justice and applied mental health” He described social justice as promoting a just society by challenging injustice and valuing diversity.



Psychologist Marcia Peters presenting during the workshop.



Part of the audience attended the workshop

TOWNHILL HOSPITAL TAKES SERVICES TO THE PEOPLE

Taking services to the people is one of our government's priorities to ensure that communities are well informed and empowered about the services rendered by the department. It is for this reason Dr Shabalala and Dr Mbatha took an initiative to go and educate people of Mpumzuza about the mental illness.

They were educated about the rights of the mentally ill people and that they are also human beings who need to be treated with respect and dignity. Mentally ill people should not be discriminated against on the grounds of their mental illness.

Community members were also warned against the abuse of mentally ill people. Some of those mentally ill people who are SASSA grants recipients do not even benefit from it as some family members utilize that money for their own personal use. They were warned that any person found to be using such money for her/his own benefit might face criminal charges as it is intended to benefit the mentally ill person.

What to do if you witness an abuse? Any person who witnesses any form of abuse has got the responsibility to report it to the Mental Health Review Board. The review board will investigate and if necessary will lay a charge against the perpetrator. He/She can also lay a charge with the police.

They were also informed about differences between involuntary and voluntary admission. Dr Shabalala informed that if a person feel that there is something wrong with him/her he/she can go to the nearest government hospital and explain how he/she feels. They emphasized that clients are not the same and that everyone has their own unique circumstances hence the needs to use a patient- centered approach when dealing with mental health care users. There were a lot of discussions around involuntary patients.

The involuntary patients are those patients who amongst other symptoms act in a way that is a danger to him or her and to others.

Such patient can sometimes be suicidal, aggressive, violent or other dangerousness and refuses to get treatment. Such people can be admitted against their will.

What if they are violent? If such person becomes violent police can be called. If a member of the police has reason to believe that a person, due to his /her mental illness is likely to inflict serious harm to themselves and others that person must be apprehended by the police and taken to the appropriate hospital.

It is useful in this case for a family member or community member who knows the person with mental illness to inform the police about the person's condition and why they feel that person is likely to inflict harm. The mental Health care user is then escorted to the nearest district or regional hospital and handed over in the casualty or emergency department.

Further education was given regarding the various services offered at Townhill Hospital and education about different diagnosis , treatments options and medications. It was also stated that family support is vital in the mental health care users recovery. Family and community members should not promote stigma and discrimination but rather offer support, encouragement and love to our users.

TOWNHILL HOSPITAL HERITAGE DAY



24 September is observed as a National Heritage Day, a celebration not only of the past but of the contribution the South African people have made in recognizing diverse cultures of our country.

Townhill hospital also played its part in observing this national day by ensuring that on the 29 of November all staff were encouraged to wear traditional attire showing off their different culture/heritage.

All staff heeded the call and were beautifully dressed in their traditional attire. It was so inspiring to see the way different people interacted with each other and showed their appreciation for different cultures. It is very important that we respect each other and promote cross cultural awareness in the hospital.





Newsletter Name



A PEOPLE WITHOUT THE KNOWLEDGE OF THEIR PAST HISTORY, ORIGIN AND CULTURE IS LIKE A TREE WITHOUT ROOTS. WELL DONE TO ALL THOSE WHO OBSERVED THIS DAY



FEEDBACK FROM CLIENTS

It is such a joy to come to the **outpatient department**. In **Townhill** the **nurses are very pleasant and always willing to help**. They do not discriminate us because we have a **mental illness**. Everyone is so sincere in helping the patients and their family members. I feel at ease and do not stress when I attend the hospital outpatient department.

Yours sincerely

Rookmoney Ramluckan

I am complimenting the great service I always receive from **OPD staff**. Since day one I have received good care and the staff is friendly and helpful. The administration ladies are very friendly and supportive and the doctors are caring. Generally I feel safe and welcomed here and I would like to thank the staff for a job well-done.

Ndumiso Ngidi

I the mother of **Hubert Lens** just want to thank the staff at **Townhill hospital** for their excellent service and being there for us. You mean a lot to the community.

Ingrid Lens

I have no complaint just praise the staff here are wonderful. They are kind and caring. They know my name. This clinic (**OPD**) has a very short waiting period. Most clinic have a long waiting period.

Carissa Harth

Attention **Mr. Hlongwane**

I would like to personally thank you for addressing my issues during my stay at **Townhill hospital**. Not forgetting the timeous response in resolving my matters to the best of your ability. I wish you a great success in the future.

Kubashnee Moodley

I would like to thank **Jess and Ginette** for grooming me to be a more skillfully person using the task we have done in occupational therapy classes. It was really fun .

Kubashnee Moodley

If you need to testify how good **Townhill** is to stakeholders, prospective clients etc. I am willing to do it. The service at **Townhill** is the best I have experienced from any state psychiatric institution. The waiting for file is quick, files hardly get lost, the place is clean. There is always toilet paper in the toilet. I like how you offer water holder in the waiting area. The staff are respectful and friendly.

Shellique Carby-Bird

Thank you for helping me with my anger issues and some more.

Regards

Hewan Markus Holmes

NB: Publication of the names of the Mental Health Care users were authorized by MHCU's before being published .

TOWNHILL HOSPITAL SOCCER TEAM TOOK PART IN DISTRICT SOCCER TOURNAMENT



TOWNHILL HOSPITAL SOCCER TEAM BEFORE THE COMMENCEMENT OF THE TOURNAMENT

On 15 September 2017 UMgungundlovu health district hosted soccer and netball tournament in order to promote healthy lifestyle. Even though our girls were not part of the tournament due to some unforeseen challenges the boy managed to represent us in the tournament.

Yes, our main objective was to win the tournament but unfortunately we did not manage to achieve that. Nevertheless our participation in the tournament was an achievement on its own because the main objective of the tournament was to promote a healthy lifestyle activity. I know the boys will come back stronger in 2018 just watch the space.

MEC for department of health Dr Dhlomo always encouraged all health workers to be exemplary when it comes to healthy lifestyle. Charity begins at home



Boys getting some instructions from the technical team during half time



Sfiso Skhosana in action during the tournament.

ACKNOWLEDGEMENTS



Acting CEO Dr Maharaj



M&E Manager Mr. Ruthanum



PRO Mr. Hlongwane



health

Department:
Health
PROVINCE OF KWAZULU-NATAL

CONTACT DETAILS

Postal address:

Townhill Hospital

Hyslop Road

Pietermaritzburg

3201

Physical address:

P.O.Box 400

Hyslop Road

3201

Switchboard Number

033-3415500

Switchboard Fax Number

033-3455720

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