

ALGESTER LODGE NEWSLETTER

SUMMER EDITION

DECEMBER 2019 – FEBRUARY 2020



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LETTER FROM MANAGEMENT

MAKE OVER AT ALGESTER LODGE

You may have noticed the upgrade work taking place in the gardens and new furniture has been installed on the verandas. The old veranda furniture was donated to charity.



Opal Veranda



Pergola outside Emerald



Emerald Veranda

Other areas have bene upgraded with new floor covering, fresh paintwork and new furniture.



Amber Library



Amethyst Lounge



Main Reception



Coral Sitting Area



Amber Veranda



Chapel

CHRISTMAS AND THE FESTIVE SEASON IS HERE



The Christmas season is here and the residents have been busy with the therapy staff decorating the Christmas trees around the facility. We wish all residents, staff and resident family members a happy and safe festive season.

CORAL GARDEN RENOVATION

The gardens have been undergoing renovations and one of the most dramatic changes is the Coral Garden.



A BETTER VISIT APP

Dementia Australia has developed an App for iPads and Android Tablets called "A Better Visit". The new app by Dementia Australia aims to assist people in connecting and communicating when visiting loved ones living with dementia. "A Better Visit" App is free and it includes a number of games designed to be interactive, stimulating and fun. Games on the app are designed to engage dementia residents and are suitable for residents at many stages of dementia. It can be challenging to come up with different things to do and talk about with relatives with dementia, especially as symptoms progress. Playing naughts and crosses with some classic songs key to your moves or using the window washing game to reveal images of iconic Australian locations can't help but prompt further conversations or enjoyment of play. These games are designed to be a shared experience. The games sound and functions are designed for play by people living with dementia. Dementia Australia research found that more than 60 percent of people said they didn't know what to say to someone with dementia. By playing the games in the app carers and other family members could be inspired to engage with the person with dementia through the interaction, images and sounds enhancing their enjoyment and discussions.

"A Better Visit" is available free for iPad from the App Store and Android from the Google App Store.

We now have an iPad in the secure unit which is available for loan from the RN. The visitor can request the use of the iPad to use during a visit. This iPad has "A Better Visit" app installed and ready to play. Please ensure you return the iPad before you leave. The therapy staff also have an iPad with the app ready for use in the therapy room. If you require some assistance in using this please see Therapy staff.

CHARTER OF AGED CARE RIGHTS ANNOUNCED

Providers required to provide and explain signed Charter to new and existing consumers

The Federal Government has announced new laws to compel all aged care providers to sign and conform to a single Charter of Aged Care Rights.

From 1 July 2019, providers must give new consumers a copy of the new Charter signed by the provider, and ensure that the consumer or their authorised person has been given a reasonable opportunity to sign a copy of the Charter.

The new Charter will apply to all care recipients receiving Commonwealth-subsidised aged care, including residential care, home care packages, flexible care and services provided under the Commonwealth Home Support Programme and the National Aboriginal and Torres Strait Islander Flexible Aged Care Program.

According to the Government the purpose of requesting the consumer's signature is to allow them to acknowledge they have received the Charter and had assistance to understand it. Consumers are not required to sign the Charter and can commence, and/or continue to receive care and services, even if they choose not to sign the Charter.



The Charter is a component of the Single Aged Care Quality Framework and replaces the four separate charters for residential care, home care and short term restorative care.

Residential aged care services will have until **30 September 2019** to provide the signed Charter to their residents. Home care providers will have until **31 December 2019**.

RESIDENT CODE OF CONDUCT & CHARTER OF AGED CARE RIGHTS

Each resident of a residential care service has the duty:

- To respect the rights and needs of other people within the residential care service, and to respect the needs of the residential care service community as a whole
- To respect the rights of staff and the proprietor to work in an environment free from harassment
- To care for his or her own health and well-being, as far as he or she is capable
- To inform his or her medical practitioner, as far as he or she is able, about his or her relevant medical history and current state of health.
- Each resident has the obligation to respect the thoughts and actions of other residents and not deprive them of their rights
- To assist the facility in maintaining accurate records and information through prompt notification
- Informing the facility of changes to contact next of kin details.

Charter of Aged Care Rights:

I have the right to:

- Receive safe and high-quality care and services
- Be treated with dignity and respect
- Have my identity, culture and diversity valued and supported
- Live without abuse and neglect
- Be informed about my care in a way I understand
- Access all information about myself, including information about my rights, care and services
- Have control over and make choices about my care, and personal and social life, including where the choices involve personal risk
- Have control over, and make decisions about, the personal aspects of my daily life, financial affairs and possessions
- My independence
- Be listened to and understood
- Have a person of my choice, including an aged care advocate, support me or speak on my behalf
- Complain free from reprisal, and to have my complaints dealt with fairly and promptly
- Personal privacy and to have personal information protected
- Exercise my rights without it adversely affecting the way I am treated

ALGESTER RESIDENTS MEMOIRS WRITTEN BY STUDENTS FROM IGS

A program is running at Bundaleer Lodge where students from IGS high school visit the facility and write the memoirs of the residents. IGS developed the program for all their year 9 boys. The residents from Bundaleer and Algester Lodge have visits related to this exciting program. There have been very positive comments about the well behaved and respectful young visitors. The visiting IGS students have been working on writing a story related to something important from the residents' lives. The memoirs were presented to the residents on 25th November at 10am in Jasmine Lounge where a morning tea followed. If you would like to join the program in the 2020 please contact the Diversional Therapy team.

PRESENTATION OF MEMOIRS TO RESIDENTS BY IGS





SHARING SPACES PROGRAMME

Residents from Algester and Bundaleer Lodge Nursing Home and Pre-Prep students from Ipswich Junior Grammar School have been participating in an intergenerational learning programme called Sharing Spaces. This partnership programme with Junior Grammar Early Education Centre and Algester and Bundaleer Lodge involves residents traveling to Junior Grammar EEC to enjoy a morning of activities and fun with the children of the EEC. Bundaleer lodge residents interact with the children from the school through story time, craft activities, and cooking experiences. If you are interested in joining this group please contact Jane from Therapy.



Both the residents and the EEC children benefit from this experience. The children get to make new friends, increase their awareness of the elderly, develop empathy and have fun enjoying meaningful activities. The children are able to develop their social skills through the programme whilst having fun. Likewise, the residents of Bundaleer Lodge were able to engage in positive and meaningful activities where they can share their own knowledge, experiences and skills. It is a refreshing experience for the residents at Bundaleer Lodge; the time spent with the younger generations allowing them to get in touch with their youthful side, stirring fond memories of children and grandchildren.

The residents embraced the student's broad imagination, which was transferred into works of art, craft and cooking. Furthermore, it is a wholesome and culturing experience for the younger children, as they eagerly awaited stories from the residents, who gladly shared recounts of, what the children called "the olden days". The opportunity for children to hear about the experiences of the residents who have grown up in a drastically different time is incredibly important, allowing for an enhanced sense of gratitude for traditions and cultures that often go underappreciated in an increasingly technology dependent world. This immensely positive experience would not be possible without the dedication and enthusiasm of both carers of Bundaleer Lodge and the teachers of Ipswich Junior Grammar School EEC, who coordinates the programme and make the activities possible.



RENOVATION UPDATE

Amber Wing renovation is now complete, this renovation brings a fresh and contemporary look to aged care accommodation. Amber has new stylish lounges and dining areas.



Amber Unit has had a full renovation, everything was removed in the area and replaced. All new walls, paint work, toilets, vanities, wardrobes, flooring, lights, call bell system, blinds and curtains. Tastic lights and sensor lights have been installed in the bathrooms. A new internet café was created in the old public phone area, a new staff office in Amber with new cupboards, new computers, new flooring, new lights and paint work have all been completed. The treatment room has been renovated with new flooring, paint work, lights and cupboards. Amber lounge has new furniture, new paintwork, new smart large screen TV and new flooring. Amber verandas have been updated with new tiles and the garden are currently being redone. The doors leading from the therapy room, lounge and dining room have been changed from sliding doors to French doors.

The disabled parking spaces are now available near the main entrance. The old management parking has now been reassigned to visitor parking.

Sapphire garden is complete and has been renovated to include a fountain, walking path, new gardens and new outdoor furniture.

The next area to be done in the renovation process will be Sapphire Unit bedrooms and other areas in Sapphire Unit. The two double rooms in Sapphire Unit will be changed into single rooms and the old nurse station and another under used area will be made into a bedroom with ensuite. This will keep the units number of residents' accommodation the same. A new Nurse station will be installed in the lounge area with more glass to ensure good views of the lounge while doing the paper work or computer work. All rooms and areas in Sapphire Unit will have the same renovations done as done in Amber. All the residents from Sapphire will be moved into Ruby Unit and Ruby Unit will be made secure to accommodate them. The existing Ruby Unit residents will move into the newly renovated Amber. When Sapphire Unit is complete, the Sapphire Unit residents will move from Ruby Unit back to Sapphire.



The next step after this will be the renovation of Ruby Unit bedrooms, Dining room, Therapy room, Hairdressing salon, Main reception, RSM Office, Visitor toilets, Private dining room, Ruby Office. Therapy will have French doors to the verandas instead of the old sliding doors, this has

already been completed. The Therapy kitchenette will become more open plan to allow for cooking demonstration. The concertina doors will be removed and walls installed.

One of the two toilets in the therapy room will be converted to a store room and the other toilet will be renovated. The renovation of the toilet will include a new toilet, vanity, flooring, paint work and lights. The Private dining room will become a family friendly retreat room. It will have a small dining table, sofa and the small kitchenette renovated. New flooring, paint work and lights will be part of the update of the old Private dining room. The Hairdressing salon will get an overhaul with new flooring and upgraded facilities. The two visitor toilets will be removed and made to a waiting area for the hairdresser and the Doctors room. The RSM Office will become a Doctors room.

Main reception will be renovated and upgraded with an extensive remodel. The staff room, toilets, conference room, 3 offices and communication room will be joined and remodelled to become 4 offices, conference room, training room, communications room, 1 disabled toilet, reception area and a café. The old RSM Office will shift to one of the 4 Offices in the reception renovation zone and the old RSM Office will become a Doctors room. Ruby Unit will be fully renovated and a single room will be placed where the Ruby Nurse Office was located. Ruby dining area will be remodelled and take in the mobile bath and store room. The kitchenette will be refurbished and a staff room added to the area. A Staff Office and CN Office will also be included in the area along with a slightly smaller more intimate dining room.

We will try to keep the disruption to a minimum. These renovations will be taking place over the following months. It should be quite exciting to see the work progress.

Those residents with their own computer devices please access the internet safely and try not to open any attachments to your emails that you are not sure about, i.e. you don't know the sender. Please keep your computer virus protection up to date to help keep you protected online.



The hotter weather is with us and we take this opportunity to remind residents to dress appropriately for the weather.

There are times when care givers need that little bit of additional support. Respite care is also known as short term care which allows support carers to take a break from their duties while they can be sure their loved one is cared for in a safe caring environment. Algester Lodge is now offering residential respite accommodation. If you would like more information about respite accommodation for friends or family please contact the administration staff.



The putting green and mini lawn bowls is situated outside the Opal Therapy room. Putters, practice balls and lawn bowls are available from therapy in Opal. We have purchased an item call a shag bag which allows for the picking up of the golf practice balls without bending over, this should help make more time for fun. Therapy staff have run golf and lawn bowls events which have been enjoyed by residents. Check your Therapy calendar for the next golf or lawn bowls event.



Please note that we have recently updated our room manuals. Please review the room manual for any changes that may be applicable to you.

Could residents not feed the ibis or ducks as these birds have started to make a mess of the footpaths and garden. Thank you for your cooperation with this request.

Any clothes that need to be labelled must be dropped to the administration office Monday to Friday between 8.30am and 5pm. If this cannot be done please call Judy (07) 3711 4711 to arrange an alternate drop off location and time. For new admissions please ensure all clothes are marked with a permanent marker prior to labelling, this is to ensure that clothing is not lost. Any new clothing items to be placed in a bag with the residents' name and handed to staff in the administration office.



Alger Lodge has a web site that can be accessed from a computer with Internet access at <http://www.algerlodge.com>. We are striving to improve our website by adding more information and links to other sites which may hold valuable information for you. Please check out the Corporate Partners for links to useful sites. Those residents who have their own computer and use the Internet, it is advisable to keep your Internet security software up to date to help protect your information on the computer.



If family are cancelling escorts arranged for appointments without the sufficient notice period (72 hours) or if the resident refuses to go to the appointment on the day and the escort arrives for the appointment then the resident will be charged for the service. The notice period of 72 hours MUST be adhered to for cancellations and the notification given to Judy in the administration office during office hours. The family can also call the escort company to cancel the appointment within the notice period. The family must then notify Judy in administration of the cancellation within office hours.



The Asian and European cultural groups run once per month. Please see the Therapy time table for meeting times. Special cultural events are extra outside this group meeting. Remember that all residents are welcome at any event.



The billiard table is in the Amethyst lounge area just near the Therapy Room in Opal wing. If you wish to use the table for a game with your family please contact Therapy staff to organize access to the table and equipment.



The Activity Trolley runs every Thursday offering games, puzzles and activities for residents to take and do at their leisure. The items are returned the following Thursday or returned to therapy any time before. The Shop Trolley runs every second Friday. This trolley has sweets, savoury items and other supplies that residents may wish to purchase.

Darts has been held once per month at this stage. It has been well received with good attendance. Please look at the Therapy timetable to see when the next Darts event will be held. A Dart board and dart cupboard has been donated and will be mounted for use during our Dart activities. A 500 card group has started and this is running once per month at this stage. A group is developing and once set this event can be run whenever the 500 card players wish.



The Department of Health wants us to inform relatives about call bells, particularly what they are used for. There are different types of calls on our system. There are call bells next to the bed, call bells in the bathroom, call bells in hallways and call bells in common areas. The hallways and common areas are for EMERGENCY situations and IMMEDIATE response. The bedroom and ensuite call bell is for general calls for assistance. The EMERGENCY call bell overrides all other calls to give an IMMEDIATE response. The bedroom/ensuite call bells are logged at the time of the call and are responded to in order. Hence if there is a high volume of calls then the wait time may be longer than at a time when there is a low volume of calls. If someone is in a room with no call bell, staff can use their DECT phones to dial 333, this will call ALL phones throughout the Facility phone system and someone will answer.

Alger Lodge has a no lift policy to prevent injuries from unsafe lifting practices to patients and staff. Therefore special equipment and techniques are used to move or transfer residents safely from one position to another.

People of all ages are at increased risk of falling while in care due to the unfamiliar surroundings, unsteady balance, poor eyesight, wearing of unsafe footwear, medical conditions and some medications and can result in a serious injury and or loss of confidence. The following can assist in falls prevention.

- Become familiar with the surrounding
- Have a falls risk assessment completed
- Be consulted about the plan to reduce your falls risk, if required. This may include a review by a pharmacist or physiotherapist for further information and support.
- Preventative measures include avoidance of long dressing gowns and nightwear.

- Footwear should fit securely; have a flat or low heel and a non-slip grip.
- Residents may be fitted with anti-embolism stockings and these can increase the risk of slipping or falling when walking. It is therefore important to wear slippers or other footwear if you are using these stockings.

The Facility supports students across multiple disciplines (nursing, medical and allied health) through partnership with tertiary education institutions and other registered training Organizations. All medical interns and other students are supervised while at the Facility. The Facility continues to have a strong commitment to teaching the healthcare professionals of the future.

The Broadband for Seniors Kiosk located in our Therapy area Opal with two computers. We also have a computer in the Therapy room in Amber for resident use. This computer has a touch screen which makes it very easy for first time users. Please see the therapy activity staff for guidance and access times. The Internet Kiosks are a Government Funded initiative taken up with the help of the facility staff and Algester Lodge. Check the Therapy schedule to find when the next Internet/Computer tutorial will be held or ask your Diversional Therapists.



Unwanted fire alarm activation. If a resident or resident representative causes a fire alarm to be activated causing a false alarm call out by the Fire Brigade, then the resident will be charged for the call out fee. False alarm activation can be caused by burning toast in resident toasters, burning food in resident microwaves, smoking in rooms, aerosol sprays and fine powders dispersed in the air around the detector or other wilful activation methods. The cost of a call out is approximately \$1200.

We would like to remind visitors to the secure unit to not let anyone out, no matter how convincing or young they look. Refer them to the staff on duty should they want to exit the area.

We would also like to remind residents to bring in Medicare and pension cards, as we cannot organize bulk billing if we do not have this information. Could residents or family members check the expiry date for the Medicare card. If family members or residents wish to keep their own card then please make a photocopy and hand this copy to the Residential Services Manager (RSM) for our records. If the card is about to expire please apply for a new one. Then make a copy for the facility if you do not wish us to hold the card for the resident. If you would like the facility to hold the card for the resident please hand the card to the RSM.

We have had some issues with telemarketers confusing residents who have their own phones. We recommend residents or their family members have residents personal phones added to the DO NOT CALL REGISTER so telemarketing calls will not be put through to their phone. Call your phone service provider to organize this.

Due to gastrointestinal and flu illness in the community we wish to remind relatives to not visit residents if they are ill or within the 48 hours after they show the last symptoms. This helps protect the residents from flu, colds and gastrointestinal illnesses. We also remind relatives to wash their hands at our facility before visiting the residents and to wash their hands after visiting the residents. This also helps stop the spread of communicable illness in the community.



The basic resident fee will increase on the 20th March 2019. The rate is set by Department of Health and Aging. This rate changes twice a year on the 20th March and 20th September.

Algester Lodge no longer take clothing donations due to government auditors seeing this as a privacy issue. When a resident moves from the facility their items must be collected within 24 hours or the items will be taken to life line and a fee of \$100 will be charged to the final account.

Please remember to give Lynette Dresselhaus your email details for easier communications if you have not already done so, you can drop this into administration.

Susan Dreyer, Lynette Dresselhaus, Robert Renton

TRANSLATING AND INTERPRETING SERVICE (TIS)

Thousands of non-English speaking Australians face a communication gap every day. Across Australia, the Translating and Interpreting Service (TIS National) helps bridge that gap. TIS National has more than 50 years' experience in the interpreting industry and access to more than 3000 contracted interpreters speaking more than 160 languages across Australia. Whenever English speakers and non-English speakers need to communicate, TIS National can provide an interpreter to help 24 hours a day, every day of the year.

Who needs interpreters?

Australia is a dynamic and culturally diverse society; whose population speaks hundreds of different languages. In Australian society interpreters are not only required by non-English speakers, but also by the English speakers who need to communicate with them. In short, interpreters provide the language link that bridges the communication gap between English and non-English speakers.

There are a variety of reasons why non-English speakers need interpreters. Initially, the Australian Government introduced a phone interpreting service (now known as TIS National) to provide interpreting assistance to meet migrant information and welfare needs.

TIS National continues to deliver this service and is available to any person or organisation in Australia who needs an interpreter. TIS National provides interpreting assistance to enable non-English speakers to access government agencies and services, police and legal services, education, healthcare and community groups, as well as services offered by private businesses. English speakers are increasingly seeking to engage interpreters to communicate with non-English speakers. Services provided by TIS National are to individuals and agencies who recognise the importance of reaching out to non-English speakers to further business opportunities, satisfy community needs and provide accessible and equitable government and other services.

How can I access an interpreter?

Call the TIS National Contact Centre on **131 450** at any time, day or night, to access an immediate phone interpreter. The TIS National Contact Centre can connect you with an interpreter in more than 160 languages over the phone, every day of the year. TIS National's immediate phone interpreting service can be accessed directly by both English speakers and non-English speakers, just say the language you need.

Phone interpreting services can also be booked in advance, which ensures an interpreter will be available in the language you need and to cater for any special requirements. TIS National can also arrange for an interpreter to attend a specific location anywhere in Australia (subject to interpreter availability), known as on-site interpreting.

KITCHEN UPDATE

Throughout last year we conducted several food surveys and focus groups and obtained some much needed feedback from residents regarding the meals and menu.

We implemented a five week rotating menu and added alternatives for both lunch and dinner. These are now listed on the menu. If you find there is something that you dislike or would simply like the alternative this is now possible.

Each week the Therapy staff hand out the menu for the next week.

At times residents commented that they didn't know how to order an alternative or how to let the kitchen know about their likes and dislikes. When looking at the menu there are two different meat options listed. The first option is the standard and the second option is the alternative. If you would like the alternative then you simply have to circle it. If you want the standard option then just leave it blank and you will receive the standard. Once you have made your selections for the week please inform your RN or Therapy staff and they will notify the kitchen for you.

If you have a permanent change or dislike please also inform your RN and they can do a kitchen notification form for this, that way you do not have to remember to write it on your menu each week. If you would like some assistance in filling out the menu please ask your RN or Therapy staff to help.

Recently we have also had a few residents ask if there is a way they could keep a copy of the menu they submit to the kitchen. This is fine, once you have completed your menu please hand it to your RN or Therapy staff and ask them for a copy of it to keep. They can photocopy and then give one copy to you and one to the kitchen.

Families are also welcome to order meals from the kitchen. For \$5.00 you will receive the main meal and dessert as listed on the menu. All visitor meals must be ordered at least two days prior to ensure that the kitchen cook enough. Money is to be paid in cash at Reception. If you have set days that you would like meals we can also make it a standing order so you do not have to notify the kitchen every time.

If at any time you have any suggestions or feedback about the menu please feel free to contact Admin and let them know. Feedback is always welcome.



RESIDENT MEETING UPDATES

We have recently received some feedback from residents and other outside sources that suggests some residents would like to see a copy of the meeting minutes. All residents and families are welcome to request a copy of the minutes from the DT staff at any time. The meetings are held monthly in the activities room. If residents are unwell or do not wish to attend the meeting but they would like something to be discussed they can tell their DT staff beforehand and they can discuss on their behalf.

We have also provided a brief outline on some of the main issues that have been discussed over the past three months.

September:

- No meeting held in September due to influenza outbreak.

October:

- Discussed with residents if they had any safety concerns or infection control issues they would like Management to discuss in their 3-monthly Workplace Health & Safety meetings. No issues raised.
- Some residents commented that they do not always receive condiments at the dining tables. This was discussed in the following kitchen meeting. New salt and pepper shakers have been supplied and condiments are now being refilled.
- Some small issues raised regarding the laundry and missing clothing and the length of time it is taking to get new clothes labelled. Management discussed with laundry staff and have reviewed the labelling process. There has been some improvement.
- BBQ lunch fundraiser held on 16th October to raise money for Brain Cancer. Overall we have raised over \$700 for this cause.

November:

- WH&S and Infection Control concerns discussed with residents. No issues raised.
- Discussed with residents about the Memoirs and Sharing Spaces Programs that we are involved in. They are nearly ready to finish for this year, however we will be participating again next year. Management are also trying to find a kindergarten closer to Algester for the Sharing Spaces Program.
- Some residents and staff commented that the containers for the p/c sugar and jams are not big enough. Management have purchased some white ceramic sugar sachet holders for the tables and are working with our reps to find new p/c jam caddies.
- Some residents would like a copy of the meeting minutes so they know what is going to be discussed. Management will discuss with DT staff as to what the new procedure will be and residents will be notified at the next meeting.
- Reminder to residents that there are activities available on the weekend. Upstairs they are in Amber dining room or in Ruby nurses station. Downstairs they are set up on the round table at the back of the DT room.

Upcoming meetings:

Monday 6th January 2020

Monday 3rd February 2020

Monday 2nd March 2020

FROM YOUR DT'S Amber & Ruby

Hello Everyone!

Merry Christmas and Happy New Year to all residents and staff from your Diversional Therapy team. We hope that you are all enjoying your Christmas festivities.

The years has passed very quickly and it has been a pleasure to spend with all of our residents. Christmas lunches, these lunches cater to some of your favourite foods as well as Christmas presents.

Other festive activities throughout the month included handmade crafts including Christmas cards, floral arrangements, Christmas themed concerts, art and games. We hope that you all enjoy the activity in the following couple of months. We have some major events planned for our residents. We will be celebrating Australia Day in January and Valentine's Day in February. Some of the activities included are the BBQ breakfast for Australia Day and Happy Hour for Valentine's Day.

Big congratulations to our special resident Alex for all your garden activities! Also, thank you to all residents for attending our activities we have planned and we hope that you have all enjoyed them.

As you would know by now there have been a lot of changes in Amber and Ruby this year too. This has been due to renovations that have been taking place in these wings. We thank you for your continued patience and understanding during this time. The changes are looking very good so far.

Just a little reminder that if you have any suggestions about our current activities or any new activities that you think would be fun and interesting, please don't be shy and share them with us. We like hearing about these and will try our hardest to do the very best that we can for you all.

A message for all residents and relatives: in the new year if you have any special celebrations, such as birthdays, please inform us and we can organise and decorate with your favourite colour a special room to cater for your celebration. Please note, a small donation would be greatly appreciated in return to accommodate for this in the future.

Thank you all for a great year. We look forward to spending the new year with you, and wish you all the very best.

Kindest Regards, Havka Powlakic
and Eleonora Kokorovic



Emerald, Amethyst, Opal & Coral

Hello Everyone,

Hope this finds you all well. Some of our residents have begun attending some outings involving school students of various ages. As you know, Norm Kelso has been travelling to Bundaleer Lodge Nursing Home to interact with high school students from Ipswich Grammar School to participate in a "Memoirs Program".

Del Keel and Lisa Faulker have also been travelling to Ipswich Grammar Early Education Centre for visits with very young children who are so delightful. Below is a photo of Del and Lisa waiting for the children to arrive in their classroom.

For next year, we are in the process of organising visits to kindergartens closer to the facility. This will allow us to take more residents for visits and the children will also be able to visit our facility.



Celebrations this time around have been Father's Day in September and Oktoberfest in October. Father's Day was celebrated with a tasty BBQ morning tea and Oktoberfest was celebrated with a German Beer theme. Residents are encouraged to share their experiences about these events, especially if they have attended international events such as this. Below is a picture of our residents enjoying the celebrations.

If you have any suggestions for activities or events that you think might be interesting, please speak up and tell us. We are happy to give anything a try if we can.



I look forward to the next time I see you all. Hope the next months are good for you.

Yours truly
Jayne

BIRTHDAY'S

December

David Christainsen	4 th Dec
Lorraine Tepper	6 th Dec
Stephen Sneddon	12 th Dec
Robert Mackie	13 th Dec
Norma Freiberg	21 st Dec
Robin Manley	22 nd Dec
Lemmy Temon	26 th Dec
Elaine Goodridge	27 th Dec
James Groundwater	27 th Dec
Katica Matic	27 th Dec

January

David Jackson	5 th Jan
Anthony Garthe	7 th Jan
Kenneth Brooks	10 th Jan
George Ksiezopolski	10 th Jan
Evelyn Langham	11 th Jan

Dennis Cooney	12 th Jan
Douglas Hall	13 th Jan
Jan Casey	16 th Jan
Boy Boysen	22 nd Jan
Beverley Van Dam	25 th Jan
Dorothy Harding	25 th Jan
Annette Pirritt	26 th Jan
Peter Doherty	30 th Jan
Terry Ludgater	30 th Jan

February

David Drummond	10 th Feb
Ostap Zaiko	12 th Feb
Richard Coulthurst	15 th Feb
Maureen Kelly	22 nd Feb
Tania Blanchard	25 th Feb
Stephen Jackson	29 th Feb

On the day of the resident's birthday, the diversional therapists visits and gives them a birthday card, supplies "Happy Birthday" decorations in the resident's bedroom, balloons and a cake. A photo is to be taken of the resident with a "Happy Birthday hat" and the photo stays with the resident but a copy will be posted in the entry corridor on the wall. At the end of every month, we celebrate all of the residents that have a birthday in that month, with a large birthday cake with decorations and photos of all the residents in the activity room.

The Diversional Therapy Department wish all of these residents a very Happy Birthday!



FOOD INFORMATION

This is a reminder for all family members to be aware of the procedures for bringing food from home or from outside of the facility. Any food brought in should be served to the resident at the correct temperature. This is if the food is to be served cold then it must be below 5 degrees or if the food is to be served hot then it must be over 60 degrees. Food served between these temperatures is classed as dangerous and can cause food poisoning. If food is to be stored in the fridge in the kitchenettes then it must be labelled with the supplied stickers with name and date. Any food kept in a resident's own fridge in bedroom will only need a use by date. This is requirement of the Australian Food Standards Code. Do not share the food you bring in with other residents. It is prohibited to provide other residents with food you have brought into the facility. When you bring food into an aged care facility for a relative or friend it is you and not the staff who take responsibility for its safety.

Residents wishing to keep extra food in their rooms are welcome to do so, but it must be kept in airtight containers and the container must be labelled with expiry date of the food or the date the item was cooked. Perishable foods must be kept in the refrigerator in marked containers with name of resident and the date the item was cooked or purchased. If the food is not dated it will be thrown out. This is a food safety, health requirement. A brochure regarding this regulation can be obtained from administration should you require more information.

Food must be labelled. The label will be attached to the fridge. The information required is:

Name of resident

Food received from

Food description

Date received

Discard by



Do you cook and bring food to an elderly relative or friend in an aged care facility?

This fact sheet has been kindly sponsored by Compass Group (Australia) as a service to aged care facilities.

It's really nice to show you care by cooking special favourite meals for the resident of an aged care facility - perhaps culturally specific food or a family favourite which is not normally available in that facility. But if you do, you really wouldn't want to make them sick, so there are some things you need to know. Our immune systems get weaker as we get older. Also our stomachs produce less acid which makes it easier for harmful germs to get through the digestive system and invade our bodies. If elderly people do get food poisoning, they are also likely to suffer more severe consequences. These can range from mild dehydration to neuromuscular dysfunction or even death. Older people also take longer than most of us to recover from food poisoning. There are some foods that pose a higher risk than others, particularly of passing on a Listeria infection which is dangerous for the elderly.

What are the higher risk foods?

Cold meats Cooked or uncooked, packaged or unpackaged e.g. roast beef, ham etc. Cold cooked chicken Purchased whole, portions, sliced or diced Pate Refrigerated pate, liverwurst or meat spreads Salads Pre-prepared or pre-packaged fruit, vegetables or salads e.g. from salad bars, retail

outlets etc. Chilled seafood Raw or smoked ready-to-eat e.g. oysters, sashimi or sushi, smoked salmon or trout, sandwich fillings, pre-cooked peeled prawns such as in prawn cocktails and salads Cheese Pre-packaged and delicatessen soft, semi soft and surface ripened cheeses e.g. brie, camembert, ricotta, feta and blue Ice cream Soft serve Other dairy products Unpasteurised dairy products e.g. raw goats milk, cheese or yoghurt made from raw milk For full details please refer to the pamphlet 'Listeria and food' on the FSANZ website, <http://www.foodstandards.gov.au/srcfiles/Listeria.pdf> Foods made with raw egg such as home-made egg mayonnaise, hollandaise sauce, uncooked cakes and desserts and eggnog can also be dangerous for the elderly.

The elderly person may also have special dietary requirements or restrictions of which you are unaware. Please check with the staff before providing food to an elderly resident.

What precautions should I take when preparing foods?

There are no special rules for cooking for elderly people – you just need to be even fussier than normal. If you plan to take chilled or frozen food you have cooked yourself, make sure that the food is cooled quickly in your refrigerator: never at room temperature. Always wash your hands well under running water using soap and dry thoroughly before handling food. You can get information on preparing food safely from the fact sheet 'Protecting Tiny Tummies and Sensitive Systems' and other fact sheets on the Food Safety Information Council website, www.foodsafety.asn.au.

How can I transport food safely for an elderly person?

You will need to transport your food to the aged care facility so take care that it is protected from contamination during transport and, if it is chilled food, it is kept cool or if you are taking it hot, you keep it hot during the journey. Food should be kept at 5 degrees Celsius or cooler or, for hot food, at 60 degrees Celsius or hotter. Between 5 and 60 degrees is known as the temperature danger zone because harmful bacteria multiply to dangerous levels in food when it is kept between these temperatures. Put cold food into a cooler with ice packs when travelling to visit your relative or friend. Don't pack food if it has just been cooked and is still warm. Coolers cannot cool food they can only keep cold food cool. Always cover pre-prepared foods securely and pre-chill them, for example, keep in the refrigerator overnight. Other perishable foods and drinks, such as deli products, cooked chicken and dairy products must also be cold when put in the cooler. Hot food is difficult to keep hot and is best avoided if you are travelling long distances. It is best to chill the food overnight and reheat it at the residence. If you must take hot food on a longer journey, an insulated jug, preheated with boiling water before being filled with the steaming hot food, can be used. If you are unsure whether the jug will keep the food above 60 degrees Celsius, try filling it with water at 90 degrees Celsius, seal and test the water temperature after the length of time you expect your journey to take. If it is still above 60 degrees then you can use the jug. You will need a food thermometer to do this test. If any perishable food you bring is not eaten immediately, make sure it is refrigerated before you leave.

Reheating food

Different aged care facilities will have different rules about reheating food provided by friends or relatives. In some, staff will reheat the food, in others, staff are not permitted to do so. In some facilities, the elderly person can reheat the food themselves, in others the person providing the food must do the reheating. Check with the staff to find out the rules in that facility. Make sure that staff know that you have brought in food and ask them how to go about re-heating it. Food

needs to be reheated to a minimum of 75 degrees Celsius or 70 degrees Celsius for two minutes to kill any bacteria or viruses that might be present in the food.

Reheating food in a microwave oven

If you are reheating food in a microwave, you need to be especially careful that the food is heated evenly. Food heated in a microwave oven does not heat uniformly and unwanted germs may survive in portions of poorly heated food. Manufacturers recommend standing times to help alleviate the problem of uneven heating. Many microwaveable meal packs carry the instruction to stir the food part way through the cooking process. Items such as lasagne that can't be stirred should be allowed standing time to allow the whole product to reach a uniform temperature. How evenly the food will heat will also depend on the thickness of portions and on the composition and moisture content of the food. Frozen food needs to be completely thawed before reheating. If you are reheating a commercially prepared food, read and follow all the manufacturers' microwaving instructions.

Storage of the food you bring in

If any perishable food you have provided is not eaten immediately, tell the staff and ask them about storing the food in a refrigerator. Some elderly people like to keep extra food in their rooms in drawers or bedside tables for eating later. While this is okay for shelf-stable foods like cakes, biscuits and chocolates, this can be very risky with perishable food such as cold meats, custard or cream filled cakes and cooked vegetables and meat dishes. Leaving perishable food in the temperature danger zone for too long before eating can result in food borne illness. Food which can cause food poisoning may not look or taste spoiled. Sometimes elderly people can also forget how long the food has been there. If you bring commercially prepared food make sure the elderly person is aware of any 'best before' or 'use by' date on the food. **Make sure you tell the staff if the elderly person has some perishable food in their room.**

Remember:

If you are cooking for an elderly person, please check the fact sheet 'Protecting Tiny Tummies and Sensitive Systems' under 'publications' on the Food Safety Information Council's website www.foodsafety.asn.au for more information on preparing food safely.

Food Safety Information Council

The Food Safety Information Council is a non-profit group with representatives of State and Federal governments, food industry and professional associations. Membership is open to any organisation with an interest in promoting safe food handling practices for consumers. We aim to reduce the over five million cases of food poisoning in Australia each year by educating consumers to handle food safely from the time it leaves the retailer until it appears on the plate. We organise Food Safety Week each November as part of our campaign to pass on simple messages to improve consumers' knowledge of how to handle, store and cook food safely. **For more information** Telephone Project Co-ordinator: 0407 626 688 (mobile)
Email: info@foodsafety.asn.au Website: www.foodsafety.asn.au

Relatives are able to order a lunch time meal. The price can be obtained from the cooks in the kitchen. Payment can also be made to the cooks. The meal must be ordered by 10am the day before the meal. Orders can be phoned into the facility on the facility number and then request the kitchen. If at any time the resident wishes to make a change to the meal preference or inform the kitchen of your dislikes, please see the Registered Nurse or Therapy staff to have the kitchen speak with you. Alternatively you can write your requests or dislikes and hand to the kitchen.

The process for suggestions on improvements is as follows.

- 1) To make a suggestion or inform management of a problem an improvement log is completed.
- 2) The forms are located on iCare under Policies and Procedures. They are also located near the sign on book and the Diversional Therapy team has forms for residents to complete.
- 3) Forms are completed and returned to the Residential Services Managers (RSM) office.
- 4) The suggestion or problem are reviewed and if urgent, acted on immediately.
- 5) A bi monthly meeting is held consisting of management to discuss improvement logs. The actions are discussed and if able evaluations made.
- 6) If evaluations are effective the improvement log is closed out.



Facility Mechanism for Complaints

We would like to advise residents / relatives of the facilities mechanism for handling complaints.

- (a) We encourage residents / relatives to bring any concerns or complaints to the attention of the Nursing Manager or Administration. Relatives/Visitors **Do Not** take complaints to the RN or other nursing staff please. Follow the policy on making a complaint, if you are a relative or resident the procedure is different. A resident can make a complaint to the RN but visitors or relatives must make the complaint to the NCM/CN at BLNH and RSM/N&DC at AL. The visitor or relative is able to make an appointment with these staff during working hours or make the complaint in writing. If the complaint is urgent and after hours then contact the Team Leader on duty who can phone the NCM/CN at BLNH or RSM/N&DC at AL. Post or drop the written complaint under the managers locked door. Alternatively, you can also put it into the letter box at the front of the facility. Emails may also be sent to the following:

NCM (Nursing Care Manager Bundaleer Lodge)-	bundaleerlodge@bigpond.com
RSM (Residential Services Manager)-	rsm@algesterlodge.com
Human Resources Officer-	hr.bundaleer@bigpond.com
Director-	lmsd@bigpond.com.au

- (b) All complaints are investigated and processed and the person advised of the outcome.
- (c) Each resident/relative has the right to exercise their right, provided it does not infringe on the rights of other people.

The mechanism for grievance and complaints is through:

- (1) Raising the issue at the resident committee meeting.
- (2) Advising the Nursing Care Manager at BLNH, RSM at AL or Administration.
- (3) Completing P256complaints Form or Continuous Improvement Form found at the sign in desk. Ask a staff member to show you where the forms are held and how to complete the form. The response to the problem will either be recorded in the Continuous Improvement Form or you may be spoken to directly, depending on the confidentiality of the complaint.
- (4) If after speaking to the NCM at BLNH or RSM at AL you are still not satisfied you can direct your problem/grievance/complaint to the Administrator or Director of the Nursing Home.
- (5) Residents / relatives should also be aware that they have the right to bring complaints to the Department. If the grievance/complaint cannot be solved or suitably attended to, you can

make a complaint to The Department of Health. A brochure outlining the Departments Complaints mechanism is given on admission and extra copies are located at reception.

(6) There address is as follow:

Aged Care Quality and Safety Commission
G.P.O Box 9819
Brisbane Qld 4001
Tel: 1800 951 822

Log a complaint online at www.agedcarequality.gov.au

Every effort will be made by staff and management to solve grievances and complaints.

LAUNDRY INFORMATION

It is important when new clothes or shoes are purchased, it is labelled with the residents name before using. This will ensure lost clothing items are minimized. Laundry Staff and Nursing Staff will automatically remove clothing which is worn, needs repair, is stained, or no longer fits. Relatives will be informed via phone that there is clothing in the office to be collected. If clothing is not collected within 2 weeks it will be placed in a Life Line Bin. Lost property has been moved to the Opal Wing next to the hairdressing room. **Algerster Lodge no longer take clothing donations due to government auditors seeing this as a privacy issue. When a resident moves from the facility their items must be collected within 24 hours or the items will be taken to life line and a fee of \$100 will be charged to the final account.**

It is the responsibility of the relatives / guardians to ensure that there is an adequate supply of suitable clothing. All items are to be clearly marked using name tags sewn onto clothes. It is not permitted to use a marking pen to mark resident's clothes on a permanent basis. After numerous washes the name fades off and then the clothes are unnamed and become lost. **CLOTHING MUST HAVE SEWN LABELS OR HEAT PRESS MACHINE LABELS.**

Management can order cloth labels at a reasonable price if requested. The labels take approximately 1 week to arrive once ordered. The laundry staff can arrange for the labels to be machine heat pressed application. If the laundry staff are to organize the labels to be sewn the clothing must be handed to the laundry staff for labelling. There is a small cost this covers labelling of all items of clothing and any additional items during the resident's stay until all the labels have been used from an order. Please consult the laundry staff, the Nursing Manager or management if you would like to order labels, and/or have labels sewn onto the resident's clothing.



Ensure that shoes and slippers are clearly marked as well as hats or beanies. If supplying a bedspread or knee rug have a label on to identify the item. All new articles of clothing purchased after admission must be labelled. Ensure relatives are aware of this especially when clothes are given as gifts. **NO WOOLEN CLOTHING TO BE SUPPLIED.**

1. It is recommended no woollen jumpers or woollen jackets be brought as clothing, due to the laundry washing and drying at very high temperatures, which causes the items to shrink.

2. The turnaround time for clothing to be returned from the laundry is approximately 4 days, it is important to ensure the resident has a sufficient number of clothing to cover this period.
3. Whilst all care is taken with washing and drying of residents clothing, the Management will take no responsibilities for the loss or damage of clothing.

RESIDENT STORAGE INFORMATION

A reminder that when a resident leaves the Facility, their personal items will be held for 24 hours ONLY, due to lack of onsite storage. The Facility cannot offer longer storage options for residents' personal items. If the items have not been collected within 24 hours of permanent departure from the Facility, the items will be donated to a charity and a fee charged. No responsibility will be taken for the residents' personal items while awaiting pick up during the 24 hours; it is up to the resident or family members to ensure the security of these personal effects.



Residents and Relatives are reminded to ensure items are stored securely. There is a locked draw in every room, please use this for those items of importance or sentimental value. Should residents require even more security it may be advisable to purchase your own safe and move this into your room. Another alternative is to leave the items with relatives who can store them in a secure place. It is not advisable to leave precious items with residents in the secure unit. Residents in this unit may not be able to remember where they placed items of importance; they may even accidentally discard them. If you bring your own chair, wheel chair, shower chair or other furniture into the facility you must ensure the item is labelled with the residents' name, it is also useful for you to photograph any items owned by residents to ensure they can be identified if they go missing. If the items are stolen you can use these photographs for the police report and your personal insurance claim if you have taken out insurance. Relatives should also check and clean all personal knickknacks and precious items every time they visit so they can be found quickly if they are missing. The Facility cleaners do not clean/dust personal items brought into the facility. If you notice any residents' equipment missing let the NCM and all your relatives know, in case one relative has taken home items for safe keeping and others do not know. If the item continues to be missing let the NCM know so the police can be informed as soon as possible. The nursing home takes no responsibility for lost personal property.

RESIDENT PERSONAL ITEMS CLEANING

It is important to remember that the electric razors do require professional cleaning and replacement of cutting blades every 6 months. This is the resident's responsibility. A resident refrigerator in the resident's room must be kept clean and all food discarded if not labelled or in date. This is the responsibility of the resident or resident's family. The staff of the Facility will not clean these refrigerators. All other personal furniture and knickknacks brought into the facility are the responsibility of the resident or resident's family to dust and keep clean. The Facility cleaners do not clean or dust personal items brought into the facility. If you need assistance getting a cleaner for these personal items please ask the NCM (Nursing Care Manager) and a cleaner can be organized and billed to the resident. If you want our cleaner to clean behind resident's personal furniture then the resident or resident's family must organize the moving of the furniture and have booked a time with the NCM for our cleaners to clean behind these items. The NCM can also assist to organize movers to move the furniture and the cost billed to the resident.

