

ALGESTER LODGE NEWSLETTER

**AUTUMN EDITION
MARCH – MAY 2024**

Happy Easter



**ALGESTER LODGE
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ALGESTER QLD 4115
PH: 07 3711 4711
FAX: 07 3711 5699**

LETTER FROM DT

Hello Everyone,

Hope all of you are doing well.

This year has begun with a rush. I can't believe we are near the end of February. Thankfully we are near the end of summer. I hope all of you enjoyed your Christmas celebrations with your family and you have survived the heat and humidity.

Below are some of our residents enjoying the cool in the local sports club on a bus outing for lunch in early February.



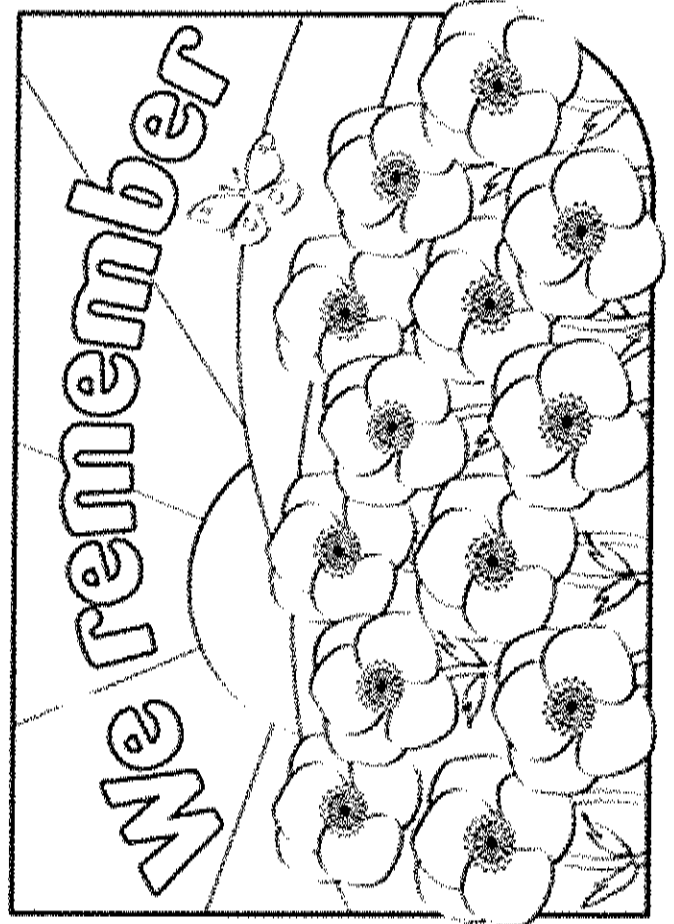
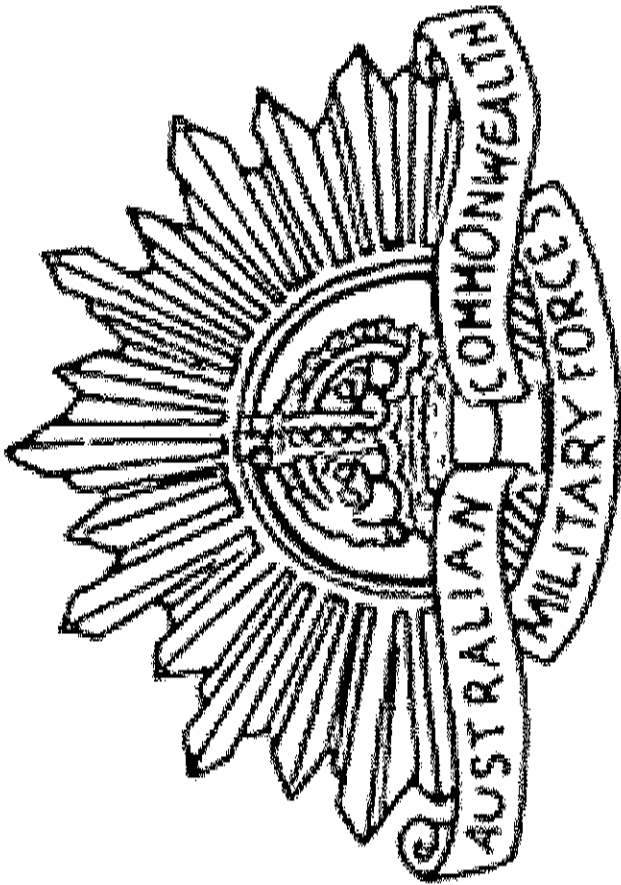
Above are our residents enjoying an Orthodox Christmas celebration. This is celebrated in early January.

We are looking forward to celebrating St Patrick's Day and Easter in March, Anzac Day in April and Mother's Day in May.

We would appreciate any feedback you are willing to give especially in relation to activities provided and any other suggestions for activities you would like to give.

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

Yours truly,
Jayne, Eleanora, Havka & Sharon
Diversional Therapy



Easter Word Search

F L O W E R S G N I R P S Z O
 S K C I H C T E B P A R A D E
 Y T P B Z E T M P M G E H Y S
 D G X P N A R J B S P A A E S
 N E Z N R U A S U B T S P D A
 A K O O A E D N N T D T P I R
 C B C E B T I A N E A E Y Y G
 X E G T B A T E Y K F R G L P
 D G E N I L I B U S F T G I S
 S C I E T O O Y V A O W E L U
 S K C U D C N L I B D O M V N
 U I Y K R O F L S P I L U T D
 O H Y G V H T E V A L X J F A
 K X R A W C F J A H U N T J Y
 Y L I M A F A S P E E P S E M

Basket
 Bonnet
 Bunny
 Candy
 Chicks
 Chocolate
 Daffodil
 Decorate
 Ducks



Dye
 Easter
 Egg Hunt
 Eggs
 Family
 Flowers
 Grass
 Happy
 Jellybeans

Lily
 Parade
 Peeps
 Rabbit
 Spring
 Sunday
 Tradition
 Tulips



KITCHEN UPDATE

We have a five-week rotating menu with alternatives for both lunch and dinner. Over the past several months we have rolled out multiple surveys looking at likes and dislikes for breakfast, morning/afternoon tea, snacks, lunch meals, desserts, dinner main meals and soups. Residents were asked if they like a particular item and if not, then they were given the opportunity to say why.

Management have since met and reviewed all the survey feedback and discussed what changes to make. The proposed changes were then discussed in the Resident Advisory Body Meeting and all residents were very happy with the proposed changes and were looking forward to trying some new dishes.

The new menu's commenced on Monday 12th February 2024 so you should have seen a few changes and new additions by now. Here is a brief list of some of the changes:

- Morning tea:
 - Added ginger slice and banana cake
 - Added more varieties of muffins
- Lunch:
 - Changed Dijon mustard sauce to white sauce.
 - Added ham and salad for the regular textures or ham and vegies texture modified residents
 - Added more roast chicken
 - Removed all pulled pork and pork riblets
- Desserts:
 - Removed sago and creamed rice
 - Added sticky date pudding, berry delight and berry panna cotta
 - Added more pavlova and trifle
- Dinner:
 - Removed chipolatas, vegetable slice, salmon quiche and zucchini slice
 - Changed type of ham used in ham & cheese sauce to improve the quality
 - Added creamy chicken pie, salmon patties and spinach and fetta slice

If you have a permanent change or dislike, please also inform your RN or Therapy staff 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 Therapy staff to help.

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 one day 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 your Therapy Staff or Admin and let them know. Feedback is always welcome.



RESIDENT MEETING UPDATES

Resident meetings are held bi-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 the DT staff beforehand and they can discuss on their behalf. All residents and families are welcome to request a copy of the minutes from the DT staff at any time.

We have also provided a brief outline on some of the main topics that have been discussed since December.

January:

- One resident requested to return to normal fluids, not thickened. Reported to CN and review was undertaken for this resident.
- One resident reported that the communal toilet near Opal dining room was out of order. Reported to Maintenance to be fixed.
- Resident commented that they are very happy with the activities offered.
- Residents commented that the rubbish bin in the Opal dining room is too small. Maintenance has replaced with a larger bin.
- Some residents addressed individual meal preferences. Kitchen notification forms were completed.
- Residents were notified of the up and coming activities and reminded that they can suggest new activities at any time.

Upcoming meetings: Please see the monthly activities calendar

BIRTHDAY'S

March

Robyn Spence	2 nd Mar
Rodney Liddell	3 rd Mar
Richard Goulder	4 th mar
Elizabeth Brady	6 th Mar
Leona Burton	6 th Mar
Jillian Carruthers	6 th Mar
Jeffrey Hobbs	8 th Mar
James Schmidt	9 th Mar
Gail Sondorp	10 th Mar
William Miles	11 th Mar
Ruth Hemphill	13 th Mar
Anton Schieber	13 th Mar
Trevor Mischlewski	14 th Mar
Ronald Tebby	15 th Mar
Jann-Maree Wilde	18 th Mar
Dobriła Mihajlovic	19 th Mar
Beverley Hackwood	19 th Mar
Denise Crooks	19 th Mar
Kevin Dickie	19 th Mar

Mavis Scriven	19 th Mar
William Hayes	21 st Mar
Gladys Saavedra	22 nd Mar
Terence Eleison	28 th Mar

April

Georgeta Topliceanu	2 nd Apr
Joyce Wilson	2 nd Apr
Margaret Hofmann	3 rd Apr
Rhonda Neilsen	9 th Apr
June Jones	10 th Apr
Derek Porter	29 th Apr

May

Gulhanim Sahin	15 th May
Stanley Mellow	16 th May
James Sloan	25 th May
Leonard Scriven	28 th May

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



THE RESIDENT ADVISORY BODY

Thank you to the residents who participated in the Resident Advisory Body Meetings held at each facility in January. The key points of discussion were around medication management, Pharmacy and Doctors Clinic.

At Bundaleer Lodge we also discussed weekend activities which was something everyone wanted to review from last meeting. And at Algester Lodge we also discussed some menu changes that are being rolled out over the next few months.

The feedback received was very useful and is currently being used to review and improve systems. For instance, a few residents at Bundaleer Lodge identified they would like to see their GP more, so we are commencing a 3rd GP clinic day which will allow the GP's or Nurse Practitioner more time to visit with individual residents. At Algester Lodge residents were very excited about the proposed menu changes which reassured us we were moving in the right direction.

A summary of the meeting minutes also goes into a report for the Quality Care Advisory Board who can then identify further quality improvements from this feedback. Thank you once again for those who participated. If there is anyone who was not able to attend but has feedback on this topic, please see your friendly activity staff who will be more than happy to hear your ideas.

Should you wish to attend the next meeting, it will be held;

- Bundaleer Lodge – 8th April 2024 @10.30am in the Therapy Room
- Algester Lodge – 10th April @ 10.30am in the Opal Therapy Room

Morning Tea will be provided and remember your friends or family are also welcome to attend.

Please confirm your attendance by seeing our friendly Therapy staff or contacting them on 07 3711 4711 (Algester) or 07 3201 8772 (Bundaleer).



LETTER FROM MANAGEMENT

Hairdressing Salon now open in Opal

We have now opened the new hair salon in Opal. The salon looks very modern and inviting. The residents and hairdresser will enjoy this new space at Algester Lodge. Please ask therapy or nursing staff to have your name added to the hairdresser's appointment list if you wish to make use of this service.





The hair salon in Amber is now in the process of being renovated.

Visiting

When not in outbreak visiting hours are as follows;

9am – 12.00pm Sunday

9am – 3.30pm Monday

9am – 3.30pm Tuesday

9am – 3.30pm Wednesday

9am – 3.30pm Thursday

9am – 3.30pm Friday

If there is a special event or extenuating circumstances and you need to visit outside of these visiting times, please contact the facility prior to coming for instructions.

As always, if you experience any symptoms (i.e. headache, cough, muscle aches, sore throat, vomiting, loss of taste or upset stomach) please do not visit the facility.

Thank you for adapting to the changes over the past four years. You should be proud of yourself for the great work you all do for the safety of the residents. We know it has been difficult at times, but you always have been positive and willing to take on the changes.

This pandemic has been a long road for so many of us and we have worked hard to keep our staff and residents safe. Getting boosted and vaccinated is the best way to keep our freedoms and to be able to continue to visit our loved ones.

Looking for Work in Aged Care

Are you, or someone you know, looking to work in the Aged Care industry?

We are always looking for people who have a passion for aged care or the hospitality industry. We regularly recruit for Registered Nurses, Assistant Nurses, and Kitchen staff and are always happy to receive applications for any of these positions.

We also offer volunteering roles which can be used as a stepping stone into future employment opportunities.

If you are interested, please ask reception for an application.

Facebook & Instagram for Algester Lodge

Algester Lodge has a Facebook account and Instagram account. You can keep up with what the residents have been doing on our Facebook account.

Facebook

<https://www.facebook.com/Algester-Lodge-164794636905924/>

Instagram

<https://www.instagram.com/algesterlodge/>

Website

<https://www.algesterlodge.com/>

Sharing Spaces Programme

Residents from Bundaleer Lodge Nursing Home and Pre-Prep students from Ipswich Junior Grammar School used to participate in an intergenerational learning programme called Sharing Spaces. This partnership programme with Junior Grammar Early Education Centre and Bundaleer Lodge Nursing Home involved residents traveling to Junior Grammar EEC to enjoy a morning of activities and fun with the children of the EEC in pre COVID times. Bundaleer lodge residents interact with the children from the school through story time, craft activities, and cooking experiences. We are investigating starting this programme up again.

Round Square Program

The Round Square project partnership formed between Bundaleer Lodge and Ipswich Grammar School is important to our residents. Since the visits to Bundaleer Lodge have been postponed due to Covid19, the boys in year 9 at IGS have sent some written letters to residents instead of the in-person visits. By doing this the IGS boys and residents can still be connect. The photos show the enjoyment these letters give the resident at Bundaleer Lodge. We are investigating starting this programme up again.

Charter of Aged Care Rights

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.

RESIDENT RESPONSIBILITIES & 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 case 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 adversely affecting the way I am treated

The NDIS Code of Conduct:

The Code of Conduct requires workers and providers who deliver NDIS supports to:

- Act with respect for individual rights to freedom of expression, self-determination, and decision-making in accordance with relevant laws and conventions
- Respect the privacy of people with disability
- Provide supports and services in a safe and competent manner with care and skill
- Act with integrity, honesty, and transparency
- Promptly take steps to raise and act on concerns about matters that might have an impact on the quality and safety of supports provided to people with disability
- Take all reasonable steps to prevent and respond to all forms of violence, exploitation, neglect, and abuse of people with disability
- Take all reasonable steps to prevent and respond to sexual misconduct.

The Code of Conduct for Aged Care:



The Code of Conduct for Aged Care describes how **providers and the people providing your care must behave and treat you**. It includes the 8 elements below.



Respect your rights to express yourself and make your own decisions about how you want to live



Act with integrity, honesty and transparency



Treat you with dignity and respect and value your diversity



Take action promptly about matters that may impact on the safety and quality of your care



Respect your privacy



Provide safe care free from all forms of violence and abuse



Provide high quality care in a safe and competent manner



Prevent and respond to all forms of violence and abuse

If you or someone you know has a concern or complaint with your service, contact:

Older Person Advocacy Network (OPAN)
Phone 1800 700 600

Aged Care Quality and Safety Commission
Phone 1800 951 822 Web agedcarequality.gov.au
Write Aged Care Quality and Safety Commission
GPO Box 9819, in your capital city



Renovation Update

Reception Renovations

Renovations are finished in the reception area at Algester Lodge. A new opening to access reception has been created and a new reception desk built in the old waiting area. Judy Knowles from reception is now located in her new renovated reception area. Kylie Goode, Admissions Officer, is now in the new renovated admissions office on the ground floor.

The second floor is now renovated. The HR office, IT and Management office have all moved into the old conference room new office space. The tiles have been replaced from reception through to the staff room and beyond. The progress so far can be seen in the photos below.



New sign at Reception



Admissions Office



Reception Desk



Reception Waiting Area



Front Entrance with Roller Shutters and Automatic Doors



Tile Refurbishment Walkways and Entrance



Future renovation plans: The staff room and toilets will be renovated. 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.

We will try to keep the disruption to a minimum. These renovations will be taking place over the year. 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.



With the change in seasons, we can get colder or warmer weather so we take this opportunity to remind resident and family to remember to dress appropriately for the weather. Check the recommended clothing list to see what clothing you may need.

Any clothes that need to be labelled must be dropped to the administration office Monday to Friday between 8am and 4.30pm. If this cannot be done, please call Reception on (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.

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.

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 or heat press machine labels. 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 admin staff can arrange for the labels to be machine heat pressed onto the resident's clothes. If the admin staff are to organize the label application the clothing must be handed to the administration staff. There is a small cost and this covers labelling of all items of clothing and any additional items during the resident's stay until all

the labels have been used. Please consult with administration staff, the Nursing Manager or management if you would like to order labels, and/or have labels heat pressed 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.



Algester Lodge no longer takes 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.



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.

Algester Lodge has a web site that can be accessed from a computer with Internet access at <http://www.algesterlodge.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 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 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.

The Activity Trolley runs offering games, puzzles and activities for residents to take and do at their leisure. The Shop Trolley offers sweets, savoury items and other supplies that residents may wish to purchase. Ask therapy staff about when these will be offered.

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 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 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.

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.

Smoke Free Policy operational at Algester Lodge

From the 1st January 2015, it is against the law to smoke at all public and private health care facilities, and for five meters beyond their boundaries. Penalties may apply if you disobey this law. Algester Lodge is committed to provide employees and residents with a healthy environment which encourages high staff morale and productivity and protects the health of all employees and residents. With this in mind we support a smoke free work place policy at Algester Lodge. This policy will help promote the health and safety of all employees and residents. Please speak to the Residential Services Manager (RSM) if you would like some information on ways to quit smoking.

The Broadband for Seniors Kiosk is now set up in the Internet Kiosk in Opal Therapy room. This Internet Kiosk is 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. 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.



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, not matter how convincing or young they look. Refer them to the staff on duty should they want to exit the area.

Can those family members or residents who get a residents' Medicare card sent to them, make sure you bring the new Medicare card into administration. If your card is still sent to your old address please advise Medicare of your change of address. 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 reception 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 reception.

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 outbreak 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. **Remember that washing hands saves lives.**

The basic daily fee increased on the 20th September 2023. The rate is set by Department of Health and Aging. This rate changes twice a year on the 20th March and 20th September.

Please remember to give Reception your email details for easier communications. If you have not already done so, you can drop this into Reception.

Regards
Susan Dreyer & Lynette Dresselhaus

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.

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.

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.

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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?

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

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 at Reception, in the Frangipani Internet Café and the Diversional Therapy team has forms for residents to complete.
- 3) Forms are completed and returned to the Residential Services Manager (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 RSM/CM. 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 RSM/CM. 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:
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| RSM (Residential Services Manager Bundaleer) | rsm@bundaleerlodge.com |
| RSM (Residential Services Manager Algester) | rsm@algesterlodge.com |
| Human Resources Officer | hr.bundaleer@bigpond.com |
- (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 RSM or Administration.
- (3) Completing P256 Complaints Form or Continuous Improvement Form found at front reception or in the internet kiosk in Frangipani. 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. The forms can be dropped into the suggestion box in the internet kiosk in Frangipani.
- (4) If after speaking to the RSM 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.

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 wheel chair or shower chair 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 RSM 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 RSM 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 RSM (Residential Services 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 RSM for our cleaners to clean behind these items. The RSM can also assist to organize movers to move the furniture and the cost billed to the resident.

