

## Hello from Tracey

Hi Everyone, it has been so long now, but do you all remember the relative and resident surveys that were completed at the beginning of the year? I would like to focus my report on your reports of Greenhills Lodge. So, I have broken them down into the areas where we can improve, and the things we do well. I have used the topics listed in the survey. I hope to explain how we do meet these categories, or what we are doing to improve.

### 1. **Choices and Respect**

**Residents rated this as the 3<sup>rd</sup> highest major strength (86.15%)** that staff are respectful, treat them with dignity and ensure they are treated fairly and equally. Residents are encouraged to foster friendships with similar interests and to make the daily choices surrounding risks and their care needs.

### 2. **Culture and Lifestyle**

**Coming in 2nd ranked strength by relatives with 92.15 % with a high satisfaction score. 25% of residents feel we can do better.**

During one-on-one time with activities, residents are often asking what they enjoy or what they might like to try. This is also discussed at the monthly residents' forums or anyone also can fill in a quality improvement form. To encourage others to participate, we use the loudspeaker, calendar for each resident and daily activities board (on display around the home). We also ask face to face and encourage attendance. Our monthly calendars highlight a



variety of activities with focus on seasons, holidays, special events, fortnightly BBQ's, high teas, with St Patrick Day always being a hit over the whole month. Who would have thought that there was no interest in a weekend sports bar, slot car track or a sewing group?

India Day in March was a huge hit amongst staff, residents and families. The Indian dress, the colours, music and dancing provided an afternoon of great entertainment. Oh, and I forgot - the food was divine.

### 3. **Independence**

We have strategies in place for families and residents to keep in contact. COVID has seriously impacted the way people have been able to come together. Staff encourage and assist residents to make phone calls and to use face time and mail. Who does not love some artwork from grandchildren?

If you feel we can improve this or try other ways that would be great. We also have a local family whose children write to the residents as well as local school children too- for those that are interested in receiving them.

We even have some residents and their families on a call time schedule to ensure that they are connected.

**4. Assessments and Care Planning**  
**Number 1 area identified by relatives as an area for major improvement at 78.6% and our lowest ranked score. Residents also rank this as number 1 at 75.13% providing a positive response.**

Agree, we have slipped away from doing this! Our care plan reviews and our case conferences with relatives have fallen behind. With our two new RN's this has been a major focus in catching up in this area. Over the last month we have nearly completed every resident care plan review, including our new arrivals and those on respite. We have also introduced a new practice to ensure these are reviewed more thoroughly at least every four months, as set by the Aged Care Quality Commission.



Risk assessments and consents are included here, as well certain medications and safety devices. These are now 99% updated and valid. Not only do our RN's look at medications, the GP's also monitor regularly and our external medication management also does a thorough review at least yearly to see where changes could be made and if there are side effects or if certain medications may be reduced. They work alongside the pharmacy, RN and the GP.

We will start emailing care plan summaries to family for review also. This provides an opportunity to discuss the plan and provide input to complete our case conferences.

There is an opportunity to discuss face to face, via phone or by email if you prefer to discuss any concerns and goals.

**5. Care and Service Delivery**

Many of our church services are back with regular visits, which has been a huge benefit for our residents.

We have different pathways where we have medical concerns for our residents. Utilising the 'IN REACH' staff from NSW Health, either via phone or on-site visits, allows reviews to occur in a timely manner and hopefully able to prevent presentations to hospital.

Our India Day in March was a huge hit! Here are the girls in their beautiful Sari's on India Day. Some of our staff of Indian heritage brought in the lovely attire and helped others dress and prepare for the dancing afterwards. Tiana, Rachelle, Karen, Ann and Suzie entertained all.

**6. Medical and Therapy Services**  
***Coming in 2nd ranked area for improvement by you with 78.95 % with a high satisfaction score.***

We now have podiatry services coming to Greenhills every 6 weeks for all our residents if they wish. There is also an increase in physiotherapy hours each week, assisting with our pain management services. As always, we have other services available when needed to visit us such as dietician and speech therapist. Unfortunately due to COVID we are unable to provide an onsite dental service (soon I hope 😊). We also welcomed a new GP visiting from Main Street Medical Centre.

**7. Meals and Dining**  
***The 3rd ranked area for improvement by you with 80.67 % with a overall high satisfaction score***

A lot of work has been done in this area to ensure there is variety, Kitchen processes, weekly menus, ordering practices, staffing and shift times have all experienced change. This is again being reviewed as one of our cooks resigned and the residents' needs have changed. We have sorted information from various other services to see if they do can benefit us all here.

Whilst we have set meal times, these can be extended for the preference of others. Did you know that our night shift carers always do an early morning cuppa run for those that wake up really early! Just the way they like it. We also have many other drink and supplement options and have started using the 'Flavour Creations' products for those with special requirements. We even all enjoy having education and trialling the products, yes, we do like the input of staff and the residents when it comes to decision making.

**8. Cleaning and Laundry**

Highly regarding by our residents at 91.52%. Ongoing training of products used for cleaning, spot audits, regular schedule for each room cleaning displayed on the door of each resident's room (this is in addition to the daily needs) and review of processes, equipment and products needed for the facility.

**9. Your Accommodation and Living Areas. Coming in 3rd ranked strength by you with 91.43 % with a high satisfaction score**

We always strive to answer call bells in a timely manner but must take into consideration the safety of others as well. With our new system we can monitor those times and report on our monthly average of which we have seen a large improvement since its arrival in October last year. Our average meets the state benchmarks.

**10. General Living Accommodation**

Some areas are "a bit tired" and "could do with a bit of a makeover". Lovely new dining chairs are on their way. Staff and residents were given the opportunity to help me pick our new print and colours. We have a vision to update some of the communal areas. The sunroom, the dining room and the activities room are all areas we would like to make feel more homely, relaxed and being able to enjoy family and friend time in. If anyone has any suggestions on what might be good, we would love to hear them. I have loads but I also must pick only one idea - which I find the hardest.

There is even a request for the activities room to be turned into 'the green room'. ***Residents still regarding this highly at 90.77% of all giving an Excellent or very good.***

### 11. **Complaints and Feedback**

Encourage staff to make notes of all in our documentation system 'Lee Care'. Also we have an 'open door policy' where everyone is encouraged to give feedback and to be heard.

### 12. **Knowledge, Capable and Caring Staff**

We have welcomed new staff this year in all our areas, we also have had the opportunity to have TAFE students on site who gave very positive remarks about how welcoming, supportive and friendly the staff are Greenhills are. They remarked that they learnt so much, and we have been able to employ some of them also. We are always seeking volunteers to assist with activities, especially if they have a skill or talent or if they enjoy talking to others and sharing stories.

We are also in the middle of some exciting changes (still tweaking and on trial). Twice daily 'Safety Huddles' brings staff together to address any issues or concerns before they become problematic, we can action straight away and brainstorm ideas together.

Teams and 'consistent assignment' allow the same group of carers and nurse to care for the same residents. Not only does this produce trust, it also

allows staff to be well versed in the specific needs of all our residents differing needs and wishes.

### 13. **Wellbeing and Overall Satisfaction** ***Our highest ranking strength by you with 92.87 % with a high satisfaction score.***

There have been many positives for our home that we can use to improve other areas. In no way are these strong areas of concern, but indeed areas for improvement. We really do value your feedback and welcome anything you can tell us on how we can continue to improve. Even the good things let us see that we are moving forward and how we can use those compliments in other areas.

We hope that this has provided some clarity about the way staff are working to improve things here at Greenhills. I can only commend them all for taking on change that has occurred here before me and since my arrival. Even after 6 months of working at Greenhills I can still say I feel blessed to be a part of this team.

**Tracey Brooke**  
Care Manager  
Greenhills Lodge

### **Vale Joyce Cork**

We send our condolences and thoughts to the family of Joyce Cork, UPA Life Member. Joyce recently passed away after a short illness.

Joyce was the first Care Manager (Supervisor) at Greenhills Lodge (1979). On retiring Joyce became heavily involved in the Greenhills Lodge Auxiliary and was instrumental in raising many thousands of dollars for the benefit of Greenhills Lodge residents. Up until fairly recently, Joyce was a familiar face at Greenhills. Joyce also volunteered in Governance roles as a member of the Tweed Advisory Committee and a Member of the Far North Coast District Executive (now known as the Regional Executive) for many years.





## Staff News

### Welcome Carmen



Congratulation to Carmen on her appointment as Administration Officer at Greenhills Lodge.

Carmen has been with UPA for 5 years as a personal carer and a team leader. She is one of our carers that has stepped up covering the administration role over the last 4 months, taking every challenge and new experience as a new opportunity of learning and improving.

Carmen officially commences her new role from Monday 26<sup>th</sup> April (as a 9 day a fortnight role). Carmen is also passionate about our shared vision to see Greenhills Lodge prosper, a place for all to feel welcome, safe and cared about. We all look forward to the exciting times ahead.

## Meet Fletch



Our residents really enjoy our awesome performer (volunteer) Fletch on our happy hour afternoons. The music, some lovely nibbles, and a glass of wine, juice or beer are a hit – Cheers to that!



## Did UNO ?

Our residents recently played the much-loved family card game of **UNO**. They loved it so much, they agreed at a recent Resident Forum to schedule another UNO game as part of next month's activity calendar.



## From the Regional Manager

As Autumn brings some cooler weather, we are making preparation for not only flu vaccination for our residents and staff, but also the national rollout of the COVID-19 Pfizer vaccine.

Residents in a number of UPA homes have had their first dose, with preparations underway for the delivery of the second dose. Tracey and the team will be in touch with all the information as we receive it from the local Public Health Unit.

In February we circulated information and consent forms for residents and family members around the National COVID-19 Vaccination Program.

Don't hesitate to speak to Tracey if you have any questions or concerns. UPA supports the vaccination program, as the Government advice indicates this will be an important step in keeping our communities safe from serious illness due to COVID-19.

The past 12 months has seen many Government regulations and restrictions around resident outings and visits to our homes. I'd like to thank residents, families and friends for your support as restrictions change.

We appreciate this often brings inconvenience. These changes are always implemented in accordance with the Government Guidelines, with the safety and wellbeing of those in our care the priority.

One important new Scheme introduced from 1<sup>st</sup> April 2021 by the Government is the **Serious Incident Response Scheme (SIRS)**. Tracey and the team have provided information to residents and family members in recent weeks. Some additional information is included with this newsletter.



Matthew out and about – helping out.

Please take the time to familiarise yourself with those details.

I want to take a moment to acknowledge and thank all our UPA staff who continue to do a great job in our programs and homes.

The pandemic has caused constant change due to Government regulations. Staff have been required to wear masks and adapt to the latest rule changes, sometimes on a daily basis.

What doesn't change is the excellent care our team deliver. As I visit our homes, the genuine care and respect staff extend to residents is very evident.

### Matthew Ashby

Regional Manager, UPA North Coast Region



Congratulations to Michelle on completing her Advanced Diploma in Leadership & Management.

## About the new Serious Incident Response Scheme (SIRS)

**As an aged care consumer, you have the right to safe and quality care and to live without abuse or neglect.**

The Serious Incident Response Scheme (SIRS), a new Government initiative was introduced from 1st April 2021 to help reduce the risk of abuse and neglect for people living or staying in a residential aged care home.

The scheme requires aged care providers to identify, record, manage, resolve and report all serious incidents that occur, or are alleged or suspected to have occurred, in a residential aged care service.

Underpinning the SIRS is a requirement for residential aged care providers to have in place an effective incident management system – a documented set of protocols, processes and standard operating procedures – to manage all incidents, respond to incidents, and take steps to make sure they do not happen again. The incident management system covers a broader range of non-reportable incidents and include incidents that involve staff or visitors.

Serious incidents include those where the consumer experiences:

- Unreasonable use of force
- Unlawful sexual contact or inappropriate sexual conduct
- Unexplained absence from care
- Neglect
- Psychological or emotional abuse
- Unexpected death

- Stealing or financial coercion by a staff member

- Inappropriate physical or chemical restraint

We hope the **attached Fact Sheet** “What is the SIRS?” provides some further clarity about the new Scheme. More information about the SIRS can also be found on the Commission website:

[www.agedcarequality.gov.au/resources/what-at-sirs-fact-sheet-aged-care-consumers](http://www.agedcarequality.gov.au/resources/what-at-sirs-fact-sheet-aged-care-consumers)

## UPA Consumer Feedback and Complaints Process

Do you have a comment, complaint or suggestion?

UPA regularly seeks input and feedback from consumers, carers, the workforce and others to inform continuous improvements for individual consumers and the whole organisation.

Your Resident Handbook documents the formal process. If you have any questions or concerns at any time, please speak to the RN on duty, or the Care Manager. They will be more than happy to step you through the process and assist address your question.



## St Patrick's Day Fun

We celebrated St Patricks day with morning tea followed by one of our amazing volunteers playing the piano for all our residents. Everyone joined in on a beautiful sing along.

In the afternoon there was a group game of St Patricks day bingo where residents and our activities team wore quirky bright green things such as hats, hair clips , funny sunnies - all in the spirit of GREEN. Everyone enjoyed getting into the spirit of the day and a lot of laughs were had by all – **to be sure to be sure.**





## Our Visit from Lady Margaret

We had a special visit from 'Lady Margaret' an original Austin Healey Bug Eye which has been under renovation for the last 25 years.

On her visit she had only been on the road for 5 days. She really bought the car enthusiast out in everyone (some even learnt how to get in).

It was a bit of a squeeze, and gave the knees a good working out – but well worth it.

We would like to thank Noel for the visit and being able to show a special friend in 'Paul' how much she had grown since he helped on the project so many years ago.



**DID YOU KNOW?** -The Austin-Healey Sprite (known as the "bug eye" is a small open sports car which was produced in the United Kingdom from 1958 to 1971. It was intended to be a low-cost model that "a chap could keep in his bike shed", yet be the successor to the sporting versions of the pre-war Austin Seven. The Sprite was designed by the Donald Healey Motor Company, with production being undertaken at the MG factory at Abingdon. It first went on sale at a price of £669, using a tuned version of the Austin A-Series engine and as many other components from existing cars as possible to keep costs down.

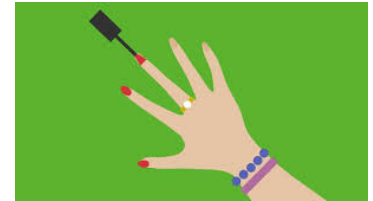


## Special Celebrations

Our resident Bill recently celebrated his 90th birthday.

Bill's lovely daughter visited our home to surprise her father. We all know Bill loves listening to her play the piano and sing. This hasn't been possible in recent months.

Imagine Bill's surprise when his daughter and husband surprised him with a lovely little concert in our blue room. He was so surprised it brought a tear to his eye. Our residents all enjoyed this surprise concert, together with a sing-along – Happy Birthday Bill



## Feeling Pampered

Our residents love a little pampering 😊

Here our residents Patricia and Lorene enjoy having their nails pampered.



# It's time to care about aged care

**It's time for change.**

**It's time to fight for a world-class, rights-based aged care system that meets the needs of older Australians now and into the future.**

**It's time to care about aged care.**

We are lobbying the government to make the changes recommended by the Royal Commission into Aged Care.

We need your help.

Please follow the link below to sign the petition.

Please pass onto as many people as possible.

Each petition signed will go directly to our local Federal Member. The more people on the petition the better to show our local member we Care and we need them to act.

Please follow the link below.

<https://www.careaboutagedcare.org.au/>

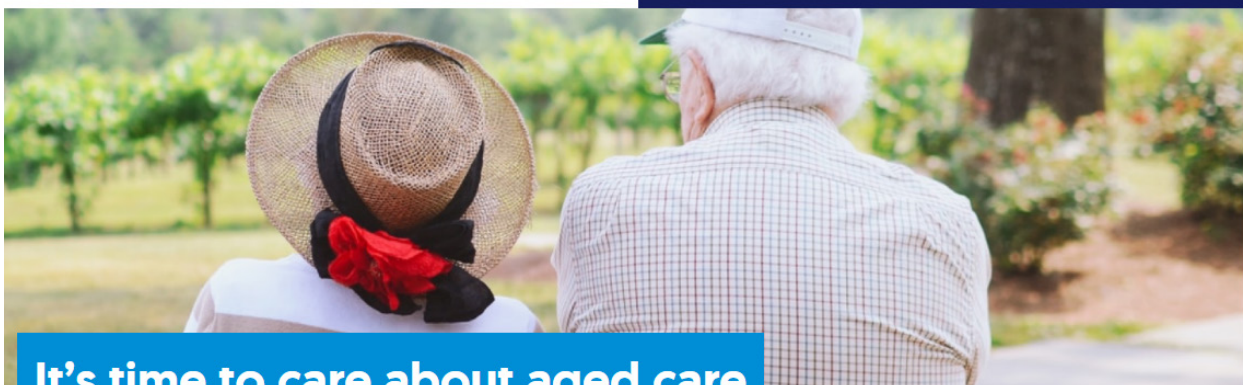
Thanks



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**It's time to care about aged care**



## Do you have family or friends that might like to experience UPA Home Care?

Did you know we deliver UPA Home Care services in the Tweed Valley / Murwillumbah Area? Our Home Care team can help your family or friends access care options and explain the process. We deliver home care services across a large area - from the Gold Coast / South East Queensland area, south to Port Macquarie.

Simply call 1300 026 594 or visit [upahomecare.com.au](http://upahomecare.com.au)



**FREE HOME CARE ADVISORY SERVICE**

Navigating the Home Care & Aged Care systems and processes can be very challenging, so UPA Home Care offers a free, no-obligation advisory and support service.

With our help, you can be confident in understanding your rights and accessing care options, funding options, and much more.




### UPA NORTH COAST CONTACT DETAILS

North Coast Regional Manager	Matthew Ashby	(02) 6628 5559
Greenhills Lodge Care Manager	Tracey Brooke	(02) 6672 3435
Richmond Lodge Care Manager	Fran Holmes	(02) 6662 1937
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Home Care Manager	Kylie Collier	1300 026 594