



This month I've been spending some time on feedback from residents and families in our annual surveys. We've had a lot of builders on site through February to make sure our buildings are set up to manage the big storms that happen each March and April.

HIGH CARE RESIDENT AND RELATIVE SURVEYS

Thank you to those of you who completed resident surveys and relative surveys this year for Thomas and Rosetta Agst. These surveys are an important measure of how well we are doing in providing services that are important to residents and relatives. Sometimes these are the same and sometimes they differ.

This year, 25% of relatives responded and 10% residents responded. These are very low numbers of participants and we will want to improve these rates next year. The surveys were done at a time when we were in and out of COVID exposures and this had an impact on our staff's ability to follow up and ask you all to participate.

This year's **strengths** are:

It's fantastic that you have given feedback on the improvement in meal services in the survey. We are about on benchmark now. Jason and his team are keen to hear about the seasonal menu. If you have a favourite meal or would like an individual meal rather than what is on the menu, let Jason or the cook know because they can usually accommodate individual requests.

Residents say our strengths are in care and service delivery and maintaining independence.

Relatives say our strengths are in choice and respect.

This feedback is encouraging as we continue to develop our model of service where residents choose the care and services they want to receive.

Both groups report strengths in general accommodation and living areas. This is an improvement on previous years where accommodation rated poorly

I would like to thank you for your patience and good humour during our renovations of the facility. These have taken double the time planned because of COVID restrictions on aged care services and on the building industry throughout 2021.

In the next month, you will see lounge and living areas have more of those homely touches and items that prompt happy memories for residents who live in each house.

If you think of things that have brought joy to your family in their home over the years, please let us know.

Both groups talk about the terrific Homemakers and what a difference that makes. We are working to have full coverage of homemakers across our service.

These are the **improvements you are asking for** and what we are doing about it:

1. Assessment and Care Planning

- a) Each Resident has a primary nurse who has started in January this year to work in partnership with the Homemaker. They will specifically ask you
 - i. How your medications are affecting you
 - ii. Explain the risks and benefits of changes to your care plan and assist you to make decisions about changes to your care plan
 - iii. The Primary RN will check in with family members and answer their questions about advantages and side effects of medications, what medications families would like reviewed,
 - iv. The benefits and risks of changing care plans in the context of the resident's choices and, where the resident wishes family to be involved, to support the resident in making care and service decisions. Where a guardian has been appointed, decisions will be made together by the resident and guardian.

2. Accommodation and living areas

- a) Improved functionality of wireless so that staff receive timely calls and can answer call bells promptly
- b) Ensure those who wander don't go into other residents' rooms uninvited

3. Activities and Lifestyle

- a) Increase the activities that you particularly enjoy and that are meaningful for you. We note that some residents would like cultural events that are not related to a person's faith or religion.
- b) Increase social events as COVID restrictions ease. We will forward the activities months in 2022. As many of you know, many months of 2021 we were unable to bring people together with COVID requirements. It is much easier now that everyone is vaccinated, and the risks of death are much lower.
- c) After nearly 12 months where most of us were asked to stay at home, bus trips are weekly at present, and we have hopes these can be increased when community transmission of COVID reaches a low-risk state.
- d) Getting in and out when you are visiting family or friends will soon be easier. We are updating our swipe system and gate entry and will be ready to issue swipe to get in and out soon. For the time being though, we will continue to ask you to book visits and do RATs when you arrive.
- e) We are kicking off the volunteers' program so that residents can meet regularly with other people who share common interests. We will be sending out activity calendars to our families and friends on our contact list so please let us know if you want to be added to that list.

4. Laundry

- a) We need to ensure that residents' clothing is all labelled so that clothes are returned. With an additional staff member, we are now ready to set up labelling machines to make sure everyone's clothing items are named.

5. Cleaning

- a) Our cleaning services have improved in the last 12 months and have had to do additional cleaning as refurbishment work was underway. The cleaners do resident rooms daily and a deep clean once a month. Curtains are changed on a rotational basis. If you notice a spot they have missed, please let your homemaker know.

6.Complaints and Feedback

- a. We need to ensure that our feedback to you when you raise concerns is quicker. When you have concerns, can you please raise them with the Manager of the service or the Regional Manager.

We have a commitment to improving our services based on your feedback and on addressing concerns as quickly as we can. We record all feedback in our complaints register and we look for trends so that we can address individual issues as well as change when things don't work. Thank you for making the time to give us feedback.



STORMS

The rain keeps coming down, doesn't it? We had hoped that all the storm remediation would be complete before the storms in 2022 but alas supplies were unavailable last year. The guttering and downpipes arrived finally in early February. Now we are living with delays caused by the storms. It's really very annoying.

Many of UPA's residents and staff in Northern NSW have been isolated by flood waters and some have had to be evacuated. Our thoughts and prayers are with them as they begin the aftermath work of getting back to normal or, for some, starting again after this natural disaster.

The government restrictions are easing for the general community and it's wonderful to start spending more time with families and enjoying family celebrations such as weddings and engagements. We encourage you to get your COVID boosters flu vaccinations and to keep using your masks to continue to do all that we can to stay safe and well.

Bronwyn Heard
Regional Manager

News from Thomas & Rosetta AGST Aged Care

Written by Aaron Renel

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Good afternoon,

Again, I would like to thank all the family members of Thomas and Rosetta Agst community for being supportive during this time. Currently the service remains restricted as we have all visiting being pre-booked and are trying to have outdoor visits were possible or in the room only.

On a pleasurable note, we have kicked off our volunteers program for the residents of TRA . This program is being run by the two Chris's.

This is only in its early days, but they have been working tirelessly to get this up and running. The program will focus on having volunteers coming into the service to provide company for our residents.

On another positive note on the 4th March the staff had 'Funday Friday' this was to raise money for the Salvation Army Flood appeals. We were able to raise about \$370 from the staff, residents and visitors, thank you for this tremendous effort. This will be given to the charity this week.



We have been supporting our local colleges as we had three students undertaken their Cert III placements on site over the last 3 weeks. Also, we had two Registered nurses undertake their return-to-work program from the Australian College of Nursing.



We have a new team member Wendy Niu she is the new Assist Care Manager; she comes to us with a wealth of experience and knowledge, she has strong clinical background which will be utilised as the service grows.

Thank you. **Aaron Renel**



News from Redleaf & Rosetta Park Rosetta Park

Another "thankyou" goes to all Redleaf residents for graciously undergoing the Rapid Antigen test 3 times recently! It's not fun but is a requirement of NSW Health when there is a positive case in a facility. Thankfully, all 3 times, everyone was negative.

Some of the ladies at Redleaf faithfully continue to knit rugs for Youth off the Streets or other charities. You are doing a great job and thank you to those who have made a donation to purchase wool for the group.



Our Interdenominational Church service is held on the second and fourth Friday of each month at 10.30 am followed by morning tea. We thank Mr. Russell Lander for conducting these services.



Saturday afternoon is movie time for our Redleaf Residents and Stephanie is doing a great job providing movies for all tastes.

Rosetta Park's Happy Hour is at 5.00 pm each Wednesday in the Activity room on level 6. Rosetta Park Residents also enjoy a barbeque on the 1st Sunday of the month.

Rosetta Park residents have asked some questions at their recent committee meeting.

Quotes for the broken intercom at the level 3 entrance are in the process of being obtained and Margaret's chat about this with you last Wednesday at Happy Hour was well received.

The mould on the ceiling common room and in some units is still under our insurance claim and we are getting close to working through that. The work to the roof will be the priority before looking at acoustics for that room and completion of the adjoining room.

The area outside reception will remain as it is at present although there are improvement plans for that area in the future.



Women at work!!

Vacuum cleaning of the corridors is carried out weekly on a Wednesday or Thursday.



We are very happy for residents to empty the waste bins in the common room each time they use it.



For those of you who are wanting more bus trips and I'm anticipating we can start these sometime soon. In the meantime, please remember the monthly outings organised by Community transport. Details of these are put on the notice boards each month and look quite interesting and a group of you could easily 'sign up' to go together.



A quote to end with from a little book one of the lovely Rosetta Park residents gave me.

"Do not be afraid of showing your affection.

Be warm and tender, thoughtful and affectionate.

A kind word gives much pleasure".

Take care of yourselves and each other,

**Kind Regards,
Alice Mackay.**



Calling *for* Volunteers!!

Roger is 94 years old. His wife died a few years ago and his sons live interstate. He doesn't get many visitors and his eyesight is failing. He isn't too keen on group activities, but enjoys his chats with volunteer Steven, who visits an afternoon a fortnight when he either reads to Roger, plays draughts, or just has a chat, depending on how Roger feels. Steven has met other residents and carers and enjoys learning about Rogers interesting life and feels privileged to be able to give back to his community.

Do you, (or your friends or neighbours) have a small amount of spare time which you would like to put to good use to support people like Roger? We are pleased to announce the launch of a program to engage, train and co-ordinate people in our community willing to volunteer their time.

We are looking for anyone - young, old, or in-between who has an interest in spending time with our elders for a morning or afternoon or even a day each week or each month to share your interests, experience or training over a huge range of activities. These could include taking residents for walks, reading to them, playing games, participating in group art or craft activities, providing nail or hair services, or even off- site support such as providing magazines, helping with the newsletter, preparing crafts etc.

All volunteers will be provided with an Information Kit, Orientation and Support. Volunteers need to have a Criminal History Check and agree to certain straightforward conditions. Information Kits are available at the Front Reception. UPA provide you with a UPA volunteer polo shirt to identify you to residents and staff.

Want to know more?

A Volunteers Information Morning Tea will be held from 10am – 11am on Wednesday 6th April, at the UPA Administration Office.

Everyone is welcome!

Please contact volunteer coordinators Chris Gellatly (mobile number: 0409601788) or Christine Griffiths (0431751035) to discuss being a volunteer, answer questions or RSVP to the morning tea.

News from Activities Corner

By Shilpa and Nahid

Hello everyone,

The lockdown is now over, and normal recreational activities have started.



Visitors are allowed to come in with appointments and residents are very happy to see their family members.

We started bus trips, every Wednesday morning and afternoon. Bus trips are still enjoyable for the residents, especially on sunny days. The Coffee van is also another enjoyable activity outside for everyone. The coffee van resumed last month and comes every Tuesday, Wednesday, and Thursday so residents can enjoy coffee at home.

the garden with sunshine and socialise with their other residents and relatives.

RAT tests are being performed for the visitors and staff to keep us Covid safe.

Residents are taking part in the walking group which does walks to the outside garden and Wahroonga shops for coffee.

We raised money for flood affected people in Queensland and NSW by organizing a gold coin donation.

Many thanks to everyone for their kind support and understanding and making it through this challenging Covid time.

Thanks

Kind Regards

Shilpa Jain & Nahid Sultana



Autumn Time



The wind is playing autumn games
Through the gardens and the lanes.
Picking up, and swirling round
Leaves of orange, red and brown.



Gusting through each swaying tree,
Tossing apples till they're free.
Shaking conkers till they drop
And open wide with prickly pop.

The wind is dancing full of fun,
Laughing in the autumn sun.
It tumbles acorns, fir cones, leaves,
To make a carpet under trees.



Tips to Entertain on a rainy day

Just as important as staying physically active is mental stimulation. Rainy days are the perfect excuse to enjoy this list of mentally active fun.



Puzzles

You can assemble a puzzle all on your own, but it's always more enjoyable with company! Gather some friends and huddle around a puzzle. But even if a group gathering isn't feasible, a puzzle is a fantastic activity to keep you busy and stimulated on any day of the week. Don't forget about different types of puzzles like crosswords and sudoku!



Reading

Oftentimes poor eyesight can hinder the ability to read, but there are ways around that. Many libraries offer large print books. Another option is to listen to [audiobooks](#). Rainy days are meant for reading!

Games

Card and board games are excellent exercise for the brain, and another opportunity to spend some time with others. Games will help the rainy-day fly by.



Arts and Crafts

Don't worry about skills. Getting crafty is enjoyable for everyone. Try your hand at painting in a class or grab your crochet needle. Give a brand-new artsy activity a chance or dust off an old hobby.



Writing

A rainy day is an amazing opportunity to write some notes or letters to loved ones, record memories for future generations, or simply express yourself and reminisce. Enough rainy days just might lead to a best seller!

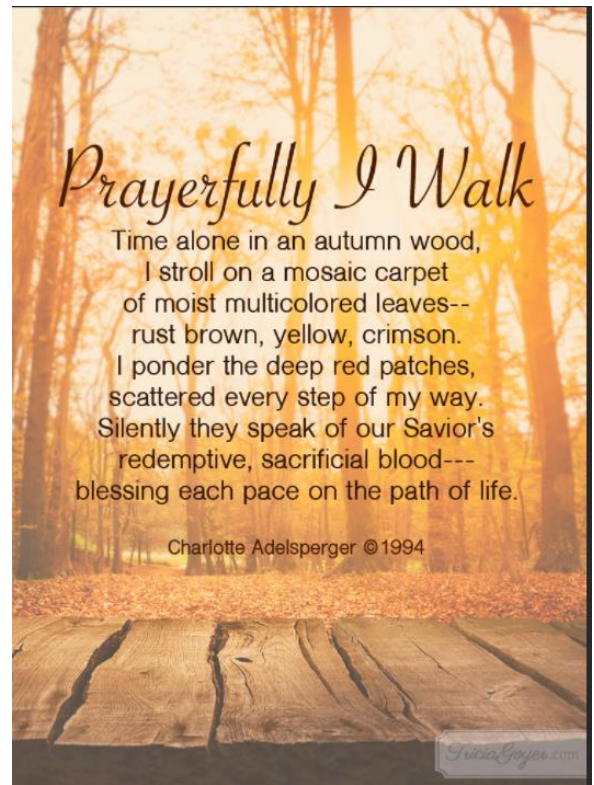


Poems and Jokes

I left a bottle a whiskey outside last night
and it got rained on.
It's not ruined but my spirits are
dampened.



The rain was pouring down outside
O'Connor's Irish Pub.
The rain was pouring down outside
O'Connor's Irish Pub. There
standing in front of a big puddle outside
the pub was an old Irishman,
drenched, holding a stick, with a piece of
string dangling in the
water.
A passer-by stopped and asked him,
"What are you doing?"
"Fishing", replied the old man.
Feeling sorry for the old man, the gent
says,
"Come in out of the rain and have a drink
with me."
In the warm ambiance of the pub, as they
sip their whiskies, the
gentleman, being a bit of a superior smart
ass, cannot resist asking,
"So how many have you caught today?"
"You're the 8th", replied the old man.



What do you call a bear in the rain?
A drizzly bear



What is Santa's favourite weather?
It's rain, dear!

Hear about the guy who tried shooting
the rain with a gun?
Mist.



Our mission is to offer care of the highest possible standard consistent with the Christian commitment of U.P.A. and the expectations of society.

OUR VALUES: Compassion Respect Integrity Kindness Inclusiveness

PHILOSOPHY OF AGED CARE

The United Protestant Association of NSW (UPA) is a Christian organization that aims to provide quality service and care. We believe that every person that we care for has the right to live at peace with dignity, respect, and security. That right does not diminish irrespective of age.

We welcome people from all religious and cultural backgrounds. We convey compassion, kindness, respect, and honesty in our work. Our staff and volunteers encourage and empower those we care for to choose their own path. Mindful of how we ourselves would like to be treated, we aim to provide a caring atmosphere of Christian love and understanding.

When we have failed to live up to our Mission, Values or Philosophy of Care, we seek to make amends.

CONTACT DETAILS

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United Protestant Association of NSW Ltd

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The Centres of Care within the Sydney North District are: -

On our main site (1614-1634 Pacific Hwy):

UPA Sydney North Administration: Regional Manager Bronwyn Heard Ph. 9450 8300

CDC Co-ordinator Ph. 9450 8300

Thomas & Rosetta Agst Aged Care Service: Care Manager: Aaron Renel

St Ermes Court: - Regional Retirement Village Manager Alice Mackay Ph 9450 8310

Rosetta Park Independent Living:

Redleaf Serviced Apartments:

Ph. 9450 8310

Carise Place:

Ph. 9450 8350

Home Care Program: Sydney District

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EDITOR Jennifer Martin. If anyone has anything they would like to contribute, please feel free to either e-mail it to: jennifer.martin@upa.org.au or forward to the office for inclusion in the next issue. It's your newsletter! *Newslink – the voice of UPA Sydney North*