

# NEWSLINK

Welcome to our first edition of Newslink for 2019. It has been a busy period during the last part of 2018 and through January 2019.

In particular UPA has been working on in late 2018 and early January our response to the Royal Commission into aged care. UPA was one of the first 100 aged care providers required to submit a response to the Commission.

The Commission, announced in September, is an opportunity to engage in a much-needed constructive discussion about the future of aged care, including how as a society we will deliver the quality services our population needs today and will need into the future.

While the vast majority of Australia's aged care services deliver good quality care, there have been some distressing stories reporting incidences of poor care. AT UPA we have zero tolerance for poor, inattentive care or any form of abuse of vulnerable people.

We believe that all older Australians should be able to expect high quality care, and at UPA we strive to provide that each and every day.

All aged care providers across the country have received a request to provide information from the past five years, including incidences of sub-standard care and complaints, how we dealt with any such instances and what system improvements we instituted. Providers have also been asked for suggestions on how services could be improved, and examples of innovation and good practice. The Commission's final report is due in April 2020.

At UPA we have prepared a response to the Commission, which held its first public hearing (a Directions Hearing) on Friday 18 January. That hearing outlined how the Commission will be conducted.

If you or your family have any concerns about the care you (or your loved one) is receiving, please contact myself or a member of your care team. In the first instance, your queries can be directed to UPA Sydney North via Stuart Leverton, Regional Manager, at [stuart.leverton@upa.org.au](mailto:stuart.leverton@upa.org.au) or by telephoning 02 9450 8300.

If you prefer or feel more comfortable, you can directly contact the following agencies for advice and support:

- **Older Persons Advocacy Network:** [www.opan.com.au/advocacy](http://www.opan.com.au/advocacy) or 1800 700 600
- **Aged Care Quality and Safety Commission:** [www.agedcarequality.gov.au](http://www.agedcarequality.gov.au); 1800 951 822 or [info@agedcarequality.gov.au](mailto:info@agedcarequality.gov.au)

We believe the attention the Commission will bring to aged care can be harnessed for the good of all Australians.

At UPA we remain committed to providing the highest quality care and are here to support you and discuss any queries or concerns you may have with the issues raised during the period of the Commission

Moving on to other important matters, the RMS road widening proposal is no further advanced at this stage. The progress is slow, and we are waiting on our valuers to come back to us with their valuation estimates. From what we can understand the RMS are still planning to go ahead with the road widening proposal as presented.

The RMS proposed road widening has put on hold the development for an unknown period of time. UPA has also considered the housing market and the drop in house prices in Sydney and feel it is necessary on both on these factors to put the building development on hold for the moment.

We are unsure for how long this will be at this stage but will know more once we resolve the RMS issues.

We are now turning our energy and time to sprucing up the site this year. We are in the process of finalising the painting specifications / scope of works for the all external areas of Rosetta Park. We have received two quotes but will get them revised once we have the specifications / scope of works finalised. Once this work is completed, we will then get the paved areas and driveway re-stencilled.

We have new furniture for Thomas & Rosetta Agst approved to be purchased by the Regional Executive. This will include new lounges, dining tables and chairs, bed side lockers for some rooms, single lounge chairs and side tables. We have a meeting with the supplier / interior designer on the 12<sup>th</sup> February.

On the 25<sup>th</sup> February our new Care Manager Neva Wallace will commence at Thomas & Rosetta Agst. Neva has over 20 years' experience in aged care. Neva is relocating from QLD to be closer her family and has a strong focus on consumer (resident) care. We look forward to Neva taking up the role of Care Manager.

Until next time take care.

Stuart Leverton  
**Regional Manager**

**News from Thomas & Rosetta AGST Aged Care**  
**Written by Karin de Vos**

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Dear All,

When I started working here last year October, it was only supposedly for a few weeks, mainly to assist Daryl. Before I knew it, those few weeks have become 5 months!

It has been such a pleasure and privilege to get to know you and share a little of your journey.

We had a great Christmas Party with good food, laughs and great entertainment.

We had some mile stones in resident's lives like Athol and Norma celebrating their seventieth wedding anniversary and Dorothy turning 105.



Thomas & Rosetta are getting a fresh look by organising new furniture for the lounge and dining areas. If you would like to have input in style, fabric and colour, please let our staff know and you will be invited for our next consultation session with the interior designer.

We are also looking at freshening up our outdoor areas with buying new plants and herbs for the raised flower beds. Once again, if you keen in participating or having a say, please let our staff know.

We had some staff changes as well. Rodney has taken on the role as lifestyle coordinator and is bringing a lot of energy and laughter to the role. Please let him know if you have any specific requests for activities or bus outing. (as he is now driving the bus as well!) Nahid and Shilpa continue to work in their roles as activity officers.

We have employed a brand-new RN for Carise, Kalpana, so Thomas and Rosetta now have 2 RNs during the day to ensure excellent clinical care.

We have also employed a new educator, Mary, who will continue to coach staff to ensure best practice.

Finally, we have 2 new “residents” in Carise, THE CHOOKS. One is an Australorpe and the other an IsaBrown. During the day you’ll find them roaming around in the garden and scratching for yummy morsels. At night they are locked up in their little chickencoop. Please feel free to visit them any time. Even though we had some name suggestions, we’re still open for other options, so please enter the competition “Name the chooks”



As Stuart has mentioned a new care manager will commence 25 February. I will be around for a little longer to make her feel welcome and assist with orientation. After that I will return to my original position at head office but make sure that I visit Thomas and Rosetta on a regular basis.

## God's Invisible Breath



The man whispered, "God, speak to me."  
And a meadowlark sang.  
But the man did not hear.

So, the man yelled, "God, speak to me!"  
And the thunder rolled across the sky.  
But the man did not listen.

The man looked around and said, "God, let me see you."  
And a star shone brightly.  
But the man did not notice.

And the man shouted, "God, show me a miracle!"  
And a life was born.  
But the man did not know.

So, the man cried out in despair.  
"Touch me God and let me know that you are here!"  
Whereupon God reached down and touched the man.  
But the man brushed the butterfly away and walked on.

MORAL: Don't miss out on a blessing because it isn't packaged the way you expect.

- Author Unknown

## Avoiding Heat Stroke



It's important to be sensible in hot weather, for example, stay indoors, avoid strenuous activity, wear lightweight clothing, and drink cool water regularly throughout the day.

Other simple measures that can reduce your risk of heat stress include:

- **Pay attention to weather reports** – temperatures above 37 °C are particularly dangerous. Act to prevent heat stress on days when the temperature is predicted to rise above 30 °C. Take note of humidity levels too, because sweating is not as effective at cooling you down when the weather is very humid.

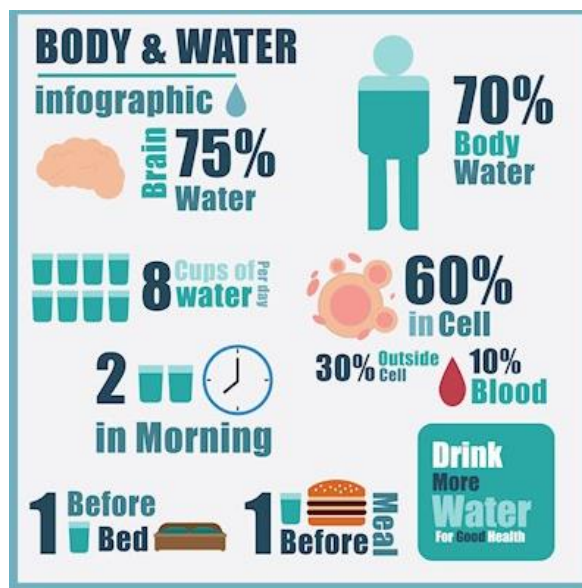


- **Review medications with your doctor** – if you take medications, ask your doctor if you are at increased risk of heat stress in hot weather. The doctor may advise that you avoid certain medications or adjust the dosage during the summer months.



- **Reduce caffeine and alcohol** – caffeinated and alcoholic drinks have a mild diuretic action. Limit tea, coffee and alcohol in hot weather.
- **Take note of the colour of your urine** – brown or dark yellow urine suggests dehydration.
- **Stay cool** – draw your blinds and curtains and turn on your air conditioner and set it to 'cool'. If you do not have an air conditioner, try cool showers or use wet towels and sit in front of an electric fan.





conditions make the body more vulnerable to heat stress.

- **Medications** – older people with chronic medical problems usually take medications on a regular basis. Some medications can hinder the body’s ability to regulate temperature.
- **Kidney conditions** – if you take medications for kidney problems, you need to talk to your doctor before you increase the amount of fluid you drink.

### Risk factors for heat stress in the elderly

Factors that increase the risk of heat stress in elderly people include:

- **Self-care problems** – some older people are frail or have reduced mobility or mental illness. These factors make it difficult for the person to take adequate care in hot weather.
- **Living alone** – there is no one to take care of the person if the person ignores symptoms.
- **Physical changes** – the ageing body doesn’t cope with sudden stresses as quickly as a younger body. For example, on hot days, elderly skin is not able to produce sweat and cool the body as efficiently as younger skin.
- **Chronic medical problems** – older people are more likely to have chronic medical problems. Certain



## News from Redleaf & Rosetta Park Rosetta Park

Redleaf residents have shown great patience and understanding during the loud renovations of apartments on Level 3. Nick and his building team love being spoilt by our residents preparing afternoon tea for them even though he has been re-named "Noisy Nick".

Thank you for taking the time to complete the recent meal satisfaction survey provided by CaterCare. Your comments are important, and we will distribute the results of the survey to you.

I will be on leave from 11<sup>th</sup> March for 4 weeks. I thank Eva and Alice for filling my role during that time and our wonderful Redleaf team for their commitment, care and co-operation always. You are an amazing group of fabulous people.

Dates for your diary: -

- Monday 11<sup>th</sup> March - Joanne from Grace Cosmetics will bring a display of jewellery and cosmetics in Level 2 lounge.
- Monday 8<sup>th</sup> April – Helen from Stafford Fashion will have a display of winter clothes for sale in the Level 2 lounge.

- Wednesday 17<sup>th</sup> April – Easter Celebration Lunch at 12.30 pm Redleaf Dining room. We look forward to our Rosetta park friends joining us.
- Thursday 25<sup>th</sup> April – We will commemorate Anzac Day with a special lunch.



The Electoral Commission has confirmed that they will provide pre-poll voting at Redleaf in the week prior to both the State and Federal Elections. They are yet to advise us of time or date. Residents will be informed as soon as we get notification.

Please note the changed phone numbers for our site.

Administration: - 9450 8300  
 Redleaf: 9450 8310  
 TRA: 9450 8320

Our mobile numbers are unchanged: -

Stuart Leverton 0418 669 627  
 Julie O'Reilly 0400 162 426  
 Redleaf Mobile 0427 783 699







Knitting Circle

We pass our best wishes to those celebrating a birthday in February and March: -

**February: -**

Redleaf - Pia Hawes on 4<sup>th</sup>, Peggy Gray on 6<sup>th</sup>, Roger Haines on 13<sup>th</sup>.

Rosetta Park – Norma Higgins on 2<sup>nd</sup> and Margaret MacMillan on 25<sup>th</sup>.

**March: -**

Redleaf – Peter Stiff on 7<sup>th</sup>, Aileen Sergel on 10<sup>th</sup>, Pat Prowse on 12<sup>th</sup>, Pam Johnston on 18<sup>th</sup>, Lily Pearce on 25<sup>th</sup> and Bev Stanwix on 31<sup>st</sup>.

Rosetta Park – Fay Dick on 1<sup>st</sup>, Cynthia Martin on 3<sup>rd</sup>, Elizabeth Wales on 4<sup>th</sup>, Don Coaldrake on 4<sup>th</sup>, Elaine Whitehead on 8<sup>th</sup>, Patricia O’Loughlin on 24<sup>th</sup> and Libby Wilkinson on 26<sup>th</sup>.

continues to meet each Wednesday from 2.00 pm in Level 3 lounge. The group continues to support Youth off the Street with their rugs and what a fine job they do. Afternoon tea is served around 3.00 pm. Everyone is welcome!

The gentlemen of Redleaf meet in the Level 4 lounge at 3.00pm and participate in the Men's discussion group.

Redleaf Happy Hour is held at 5.00 pm on the second and fourth Tuesday of each month in the Level 2 lounge.

Rosetta Park have their Happy Hour at 5.00 pm each Wednesday on Level 6 in the activity room.



Our Interdenominational Church service is held on the second and fourth Friday of each month at 10.30 am in Redleaf Level 4 lounge followed by morning tea.

Kind regards, Julie

## Summer Jokes



Q: What did the pig say at the beach on a hot summer's day?

A: I'm bacon!

Q: What do you call six weeks of rain in Scotland?

A: Summer!

Q: How do you prevent a Summer cold?

A: Catch it in the Winter!

Q: What do you call a French guy in sandals?

A: Phillipe Phloppe.

Q: When do you go at red and stop at green?

A: When you're eating a watermelon.

Q: Why did the cheerleader put extra salt on her food in the summer?

A: She wanted to do summer salts.



## Summer Job

For her summer job, my 18-year-old daughter arranged interviews at several day-care centres. At one meeting, she sat down on one of the kiddie seats, no simple task for most people. The interview went well, and at the end, the day-care centre director asked the standard question, "Can you give me one good reason we should hire you?" "Because I fit in the chairs." She got the job.

## Family Holiday Stories

I was buying airplane tickets when my eight-year-old asked, "Can a baby be considered a carry-on?"

Before I could respond, my husband mumbled, "Well, it can definitely be considered baggage."



My son took his first flight at the age of four. He was scared about flying, so he called the attendant over and told her that he wanted the plane not to "flight" but just to get "going on the road!" The flight attendant played along and agreed. As the plane sped down the runway, my son called back to her, "I told you by road, but not so fast!!!"

As my husband and I were leaving a Las Vegas casino a few dollars lighter, I noticed the number of slot machines that were based on TV shows: Wheel of Fortune, Deal or No Deal, even Gilligan's Island. "I wonder what TV show they'll base the next slot machine on," I said.

He responded, "The Biggest Loser."





# Westfield HORNSBY

**EVERY TUESDAY** STOPPING AT WAHROONGA IS AVAILABLE ON REQUEST, PLEASE ADVISE THE DRIVER.

DEPARTURE TIMES

<b>UPA</b>	<b>ST ERME'S</b>	<b>HORNSBY</b>
9.15 AM	9.25 AM	
10.15 AM	OTHER	10.45 AM
11.15 AM	TIMES BY	11.45 AM
1.30 PM	REQUEST	1.45 PM
		3.30 PM

ALL SHOPPING BUS TRIPS DEPART FROM THE LOADING DOCK ON LEVEL 2  
 THE 3.30 PM RETURN FROM HORNSBY SERVICE WILL ONLY OPERATE IF REQUIRED  
 PLEASE ADVISE BUS STAFF IF YOU INTEND TO RETURN ON THE 3.30 PM SERVICE



**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

THE **SYDNEY NORTH** DISTRICT OFFICE IS LOCATED AT  
 1614 PACIFIC HIGHWAY WAHROONGA NSW 2076

Phone 02 9450 8300 Fax 02 9450 8371

United Protestant Association of NSW Ltd

ABN 71 050 057 620- 012

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

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

**UPA Sydney North Administration:** Regional Manager Stuart Leverton Ph. 9450 8300

**Thomas & Rosetta Agst Aged Care Service:** Care Manager: Neva Wallace

Ph. 9450 8320

**Rosetta Park Independent Living:**

Ph. 9450 8340

**Redleaf Serviced Apartments:** Care Manager Julie O'Reilly

Ph. 9450 8310

**Carise Place:**

Ph. 9450 8350

**Home Care Program:** Sydney District

Ph. 8197 9300

**And St Ermes Court:**

5 Isis Street, Wahroonga.

Ph. 9450 8300

**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](mailto: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*