

The Chatter

NEWSLETTER
EDITION 14
JUNE 2020



REGIONAL MANAGER

We are all pleased to see the various Covid-19 restrictions being slowly lifted. Yet, we must continue to “keep Covid safe” for the health and safety of all our senior residents, clients and staff.

Through these challenging times, our staff have been working extremely hard to provide safe care to all. I cannot praise our team of devoted, wonderful staff enough as they bravely continued caring for others during the worst pandemic in over 100 years, while other industries stayed home or worked reduced hours. They are all truly inspirational and the real HEROES in our communities.

Now while we may be experiencing a little “Covid-19 News Fatigue”, it's important that we remain vigilant and informed on how to prevent Covid-19. Thus, our

Regional Educator, Cate Mowbray, has put together some important information for inclusion in this edition of **The Chatter**. Please take time to carefully read this section.

On the upside, we've been humbled by some great feedback from consumers and family members in recent months.

Utilising technology in new ways has created opportunities. Everything from entertainers continuing to entertain our residents via technology, to one of our much loved Greenhills residents visiting his sister, who lives in

Victoria, via technology, for the first time in many years.

We continue to do everything possible to make sure our consumers are living their best life and having fun doing it!

If you have any questions or concerns relating to our services and programs, please feel free to talk with your Care Manager, Home Care Manager Kylie Collier, or myself. Contact details are on the back page of this edition of **The Chatter**.

Until next time, all the best and stay safe & well!

Matthew Ashby
Regional Manager

Keeping Busy during Covid-19 Lockdown



Pat, one of our home care clients, was thrilled to receive a 'keep busy' pack from her Home Care Coordinator Irene.

If Pat's reaction to her pack wasn't enough, her family reached out to Irene with a lovely note of appreciation.

We love receiving your positive feedback. ❤️

REGIONAL NURSE EDUCATOR



COVID-19 is an acute respiratory infection caused by SARS-CoV-2. Residential Care Facilities (RCF) are particularly vulnerable to outbreaks of respiratory infection and older residents are at risk of severe disease.

No COVID-19 vaccine is currently available. Avoiding exposure, through enhanced infection prevention control (IPC) and social distancing measures is essential to reduce the risk of an outbreak occurring and protect residents and staff if an outbreak occurs.

We are following the expert advice on the management of COVID-19 outbreaks published by the Communicable Diseases network of Australia, the Department of Health and the Centre for Disease Control ^{Note 1}, with regular updates being reviewed and followed as they come to hand.

How is it Spread:

The virus that causes COVID-19 most commonly spreads through:

- **Direct contact** with droplets from an infected person's cough or sneeze, which can be avoided by cough etiquette and social distancing precautions (see below).
- **Close contact** ^{Note 4} with an infectious person
- **Indirect contact** by touching objects or surfaces (e.g. bed rails, doorknobs or tables) that have been contaminated with respiratory droplets from an infected person and then touching the face, especially mouth, nose or eyes.

Symptoms of Covid 19 include but not limited to:

- Temperature
- Cough
- Shortness of breath
- Sore throat
- Head cold or flu like illness

What are our measures:

- **Hand hygiene** using soap and water or alcohol-based hand sanitiser e.g. after going to the toilet, coughing, blowing the nose and before eating. Additional hand hygiene is required when caring for a resident with a respiratory infection.
- **Standard, contact and droplet precautions** when caring for a resident with a respiratory infection.
- **Appropriate use of PPE** ^{Note 2} personal protective equipment, such as gloves, gowns, masks and goggles, especially when caring for a resident with a respiratory infection
- **Cough etiquette and respiratory hygiene** for staff, residents (if possible) and visitors
- **Screening of all staff ²and visitors** by temperature checking and questionnaire when they enter our facilities .

References:

Note 1: See Communicable Diseases Network of Australia *Coronavirus national guideline for the prevention, control and public health management of COVID-19 outbreaks in residential care facilities in Australia* <https://www.health.gov.au/resources/publications/coronavirus-covid-19-guidelines-for-outbreaks-in-residential-care-facilities>

Note 2: Supplies of personal protective equipment may be limited during a significant outbreak especially if it is prolonged. State and Commonwealth authorities endeavour to secure and distribute adequate supplies. It should be used only as recommended.

REGIONAL NURSE EDUCATOR CONTINUED

- **Environmental cleaning** (at least daily) of floors and surfaces; more frequent cleaning of frequently touched or soiled surfaces ^{Note 3.}
- **Isolation** of residents with any respiratory infection like illness and swabbing to check for Covid 19
- **Annual influenza vaccination** of residents, staff and visitors as per the department of health public order.
- **Development of an Outbreak management** plan and response team.
- **Social distancing** where possible 1.5 metres apart and limiting social activities outside into community
- **Lockdown measures to prevent to risk** of community exposure and spread.
- **Self isolation** of staff who have flu like illness till swab results for Covid 19 come back clear then recommencement of work can occur.

What are our measures for placement of residents with suspected or confirmed COVID-19

Residents with suspected or confirmed COVID-19 will need to be isolated and cared for in single rooms. When managing an isolated resident, the following applies:

- Residents should be isolated while they remain infectious (as determined by the public health unit)
 - During this period, if they are ambulatory and well enough, they may leave the room for exercise, with supervision, they MUST wear a surgical mask
 - Contact with other residents must try to be avoided.
- Staff and residents should be reminded of the importance of cough etiquette and respiratory hygiene.
- Staff in contact with residents will observe and follow contact and droplet precautions
- Supplies of PPE and hand hygiene, will be available immediately outside the room.
- Staff caring for residents who have COVID-19 will be only assigned to those residents to avoid potential exposure of additional staff and residents.
- Enhanced environmental cleaning and disinfection of the ill resident's environment
- Contaminated linen will be placed in a special red plastic bag then a linen bag.
- Waste will be managed as per normal infection control practices.
- We will need to Limit the number of staff, healthcare workers, and visitors in contact with the ill resident
- Inform and liaise with the local Public Health Unit and the Department of Health.

If you need to know more, the National Coronavirus Health Information Line number is 1800 020 080, or if you require translating or interpreting services, call 131 450.

References:

Note 3: See *Environmental cleaning and disinfection principles for health and residential care facilities*

<https://www.health.gov.au/resources/publications/coronavirus-covid-19-environmental-cleaning-and-disinfection-principles-for-health-and-residential-care-facilities>

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CONSUMER EXPERIENCE SURVEY RESULTS

UPA North Coast Region carries out an annual Consumer Experience Survey at each of our homes. This survey determines the overall satisfaction rating of the residents living in our homes during that time, with the care and services they receive.

The survey is managed by the independent benchmarking company, QPS (Quality Performance systems) Benchmarking. QPS use industry data to set benchmarks for this survey. The feedback helps us to improve the care and services we provide and tells us how we are doing, compared to other aged care services in Australia.

We'd like to share a few results from the 2019 surveys.

Regionally, the major strengths identified were in the "choice and respect" domains. This included questions around staff being respectful of the residents' lifestyle choices, staff treating residents with

dignity and respect at all times and staff ensuring all residents are treated fairly and equally.

This area is very important to each service, as respect underpins all new Aged Care Standards introduced from 1st July 2019.

Other domains that came through strongly included accommodation and living areas, which covers accessibility and ease of moving around the service, and pleasant, inviting and comfortable relaxation areas.

Care and service delivery also rated highly and included questions about feeling safe, receiving care and services that are right

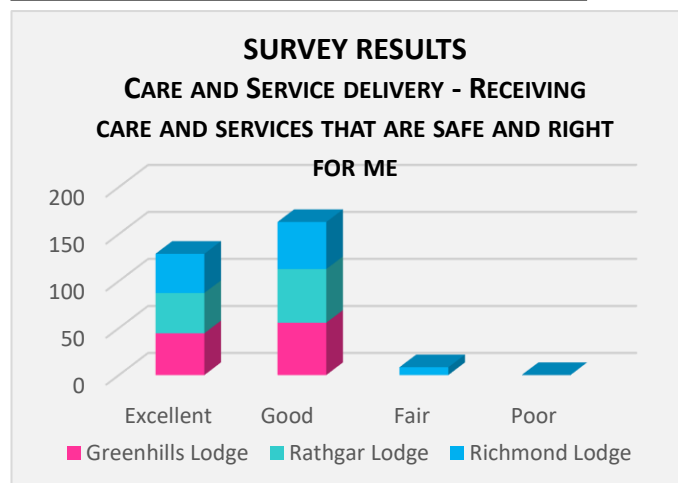
for the resident, staff providing timely and appropriate care and services, and staff providing the care and services agreed on the residents care plan.

In conclusion, the aged care services in the North Coast Region performed well against the industry benchmarks.

We look forward to working with our consumers to continue to improve the care and services we deliver now and into the future.

Fran Holmes
Regional Quality Coordinator

Comments in "what you most like about the home" included....



Rathgar Lodge

"Homely! Just like I am at home. Good food and friendship"

Richmond Lodge

"Generosity, love and respect"
"A place where I feel comfortable and be myself"

Greenhills Lodge

"The staff are only too helpful and approachable"

HOME CARE



I hope this edition finds you and your families safe & well.

I would like to acknowledge the tough times that have touched our communities and the ongoing effects. There has been drought, floods, bushfires and a pandemic to test many of us. Australians have shown amazing resolve.

It is an important time to thank the fantastic North Coast Home Care Team, especially our field staff who continue to support consumers in their homes

on a daily basis.

Having faced unprecedented controls to stop the spread of Covid-19, the scaling back of restrictions and community access is a welcome change.

We will continue to remain in step with government guidelines and education will continue within our team to ensure everyone is up-to-date.

We are always looking for ways to improve our program. We recently commenced sending out our Consumer Satisfaction Surveys. We look forward to receiving your feedback.

Kylie Collier
Home Care Manager

UPA Home Care Office, Tweed Heads



We think the signage on our new offices looks smart.

Conveniently located in the Tweed Heads CBD, feel free to call in any time.

**Find us at Shop 2,
35 Bay Street, Tweed Heads.**



HOME CARE – STAFF PROFILES

Meet Rebecca (“Bec”) Farley Registered Nurse with our UPA Home Care Program.



Rebecca (Bec) Farley
Registered Nurse

Hi my name is Rebecca Farley and I'm one of the Registered nurses with the North Coast UPA Homecare team, based in Tweed Heads.

It is hard to believe I've been with UPA for six months already! I am enjoying getting to know all our lovely clients. I love working in the community and supporting our clients to stay living in their homes for as long as possible, and be a part of it!

Before starting with UPA I was a surgical nurse. I enjoyed this type of nursing, however, I've had a passion for working in the community. I started my career in the health industry as a Personal Carer in the community and wanted to be able to do more. That led me to my nursing career. I look forward to meeting more of our clients and being a part of their UPA journey.

Let us Introduce

Jade Offner, Liaison Officer with our UPA Home Care Program.



Jade Offner
Liaison Officer

Hello, my name is Jade. I am a member of the Liaison Team based in the Tweed office.

For the past 10 years I have been working in residential care as a lifestyle coordinator. I thoroughly enjoyed that role, but it was time for a change!

I'm happy to say I'm loving my role with UPA Home Care.

On a personal note, I have a lovely partner and four wonderful children – Belinda aged 10, Grace aged 8, Hudson aged 7 and Zara aged 6.

We recently bought our first house, so in our spare time we are busy with renovation work on the house.

I look forward to chatting with you all on the phone sometime soon.

GREENHILLS LODGE



As I pen my first newsletter from Greenhills Lodge, so much has happened since I commenced as Care Manager at Greenhills on 3rd February.

To all the beautiful people who live and work at Rathgar Lodge, I miss you all and thank you for your support to me over the three years I was Care Manager Rathgar Lodge.

As we adapt to changes necessitated by Covid-19, thank you to all our families for your understanding over these past months. Despite changes to normal routines, your continued positive feedback around the Face Time meetings connecting you and your loved ones here at Greenhills Lodge is appreciated.

A big thanks to our Activity Team, Karen, Kylie, Jarrah and Sadie for all the amazing work you have done supporting our residents with activities, entertainment and the many one-on-one sessions chatting and enabling our residents and families to catch up.

A wide range of activities has kept everyone engaged and busy (too many to mention them all here). We've had fun theme days, new ways of arranging visits with family and friends and more!

A big thank you to Susan (admin) and to Rob (our cook) for providing terrific entertainment for our residents, playing guitar and singing on Friday afternoons.

During our lockdown our regular entertainment couldn't visit the home. We are lucky to have such talented and generous staff.

Mother's Day brought much joy with the change in visiting, allowing family members to enjoy time with their mum.

A special thank you to the Murwillumbah Rotary Club who donated beautiful coffee cups for all our mothers filled (with chocolates).



Thank you Murwillumbah Rotary Club

New plants at the entrance to the Greenhills facility have provided a relaxing

ambience for families as they sit and chat.

A new Nurse call system is being implemented throughout the facility, providing deck phones for all staff and greater efficiency in our nurse call alert system. This will improve the response times for nurse calls and improved communication for staff.

Planning is underway for some repair and revamping of rooms throughout the home. The priority is to carry out the work in a way that will have minimal disruption to our residents.

Of course, communicating the details of this work to our residents and their family members will be an integral part of the project. Once we have more detail, we will be holding some information meetings.

Everyone has enjoyed a visit from "Polly" each Friday. Resident Peter very much looks forward to his dog Polly visiting, and she has certainly settled in well, and is loved by all.

GREENHILLS LODGE



Resident Peter and his much-loved Polly

Our thanks go to the Greenhills Axillary who have very generously paid for an 82" Smart TV. This new technology gives our residents greater access to the many features including internet browsing, online streaming and many more opportunities to access a variety of games and activities.

We are keen to hear from family and friends of Greenhills Lodge, and the wider community, who may like to support the work of the Greenhills Auxiliary.

If you, or someone you know, are interested in learning more and volunteering some time please contact us at Greenhills Lodge.

Pattie Iredale
Care Manager



Not only is Susan one of our Greenhills Admin Team, but her singing talents were very much appreciated by our residents.



Greenhills Lodge 'Theme Days' - something different to giggle and chat about each day. Super Heroes Day, Rainbow Day, Hat Day and more ! Mothers Day was celebrated with plenty of flowers to remind mothers how special they are, with a lovely Mothers day lunch held.

RATHGAR LODGE



Let me introduce myself. My name is Tyrone Dungey. I have been nursing for 30 years, starting out as an assistant in nursing in an aged care facility, moving through multiple positions.

At home I have a wonderful wife and three adorable daughters (well as adorable as teenagers can be). In my spare time I am the Captain of my local RFS brigade. When I do get some down time, I like to blow the cobwebs off my boat and go for a fish.

Despite the many challenges associated with the Covid-19 pandemic, the Clarence Valley (and Australia) haven't been as impacted as other corners of the globe. As an "expat pom" with many family members still living in England, I personally know the impact it can have on society.

We have implemented multiple safety restrictions and regulations to keep our residents safe, as I am sure you are all aware.

Thankfully some of these restrictions are now being lifted, it is wonderful to see family members coming back into Rathgar, under strict guidelines and supervision. We are all aware this may be an ongoing issue and the implications with us for

some time.

Despite the many changes outside of Rathgar Lodge, the residents and staff have been enjoyed some memorable events in recent weeks.

My daughters were horrified when I walked out of the house in my pink flannel pyjamas - with love hearts all over them. What else would you wear on a PJ day?

Our residents have been to Hawaii, racing around Bathurst (I didn't realise just how competitive some of our residents can be....) and enjoyed birthday celebrations.

We also created our own traditional fish and chip shop, played indoor and outside bowls and commemorated ANZAC Day and celebrated Mother's Day.

In addition to the Region's Facebook page, Rathgar Lodge has created a closed Facebook page (which I invite all relatives to join as a way in keeping in contact with everyone from

Rathgar). As this is a private (closed) group, those keen to join will request membership before being given permission to join. Thanks to Angela for setting this up and running it.

Just a reminder my door is always open, (if you have had your flu shot) and I'm available for a chat anytime.

If you have any questions, comments or feedback, please give me a call.

Tyrone Dungey
Care Manager



Resident Colleen enjoying some Hawaiian Paradise

RATHGAR LODGE - HIGHLIGHTS



Rathgar RN Sara brought her dog Kevin in for a visit. Kevin took a shine to Resident John. (We think the feeling was mutual 😊)



Exercises in the sun proved popular with Rathgar residents.



Some serious road engineering in progress. Tyrone, residents Isabel and Noel, with Maintenance Officer Alex), setting up Bathurst raceway.

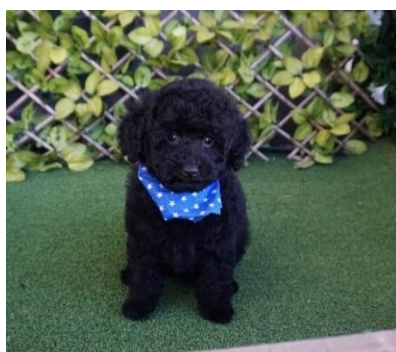


Resident Betty was keen to help out with some administrative office work, ably assisted by staff member Angela.

RICHMOND LODGE

Richmond Lodge welcomed a new resident in May with the purchase of Max, our new pets as therapy puppy.

Max is settling in well to the home and the residents just adore him.



Two of our residents, Maree and Mardie, have agreed to be responsible for Max and certainly have their hands full with a little puppy to care for each day.



Maree with Max – the smile says it all

The residents and staff are developing a doggy care plan for Max to make sure he gets everything he needs from his new home, but most of all lots of love is being given and received. Just what the doctor ordered!

In addition to our new puppy, we have also acquired a new bird aviary for the West Wing. Last count there were eight budgerigars, of various colour, taking up residence in the aviary.

Interested residents are certainly enjoying the antics of the budgies, located in the sunny BBQ area at the home.

Thank you to Craig, Leanne and Norman for all their work in supporting Max and the birds.

Staff education has been mainly focused on infection control over the past few months due to the pandemic. All our staff have received training in hand hygiene, all aspects of Covid-19, and personal protective equipment, along with training in clinical care items like skin-care, falls and safe

medication delivery, to name a few.

As well as training, other news from the site includes the work that has been done to address the government requirements of the Covid-19 pandemic/

This has taken a lot of hard work and cooperation from everyone who lives or visits our home. Whilst a difficult time for everyone, with everyone working together, we have managed to make it through.

There has been some relief now that some of the restrictions have been lifted and we can start to get back to normal a little.

New and not so new technologies have been employed to keep people connected at Richmond Lodge with Zoom sessions arranged with families unable to visit. Those who are able have been making the most of the outdoors to call and see their loved ones.

Thank you to our residents and their families and visitors for being so cooperative in helping us keep our residents safe.

RICHMOND LODGE

The residents are still talking about the Richmond Bush Dance they enjoyed earlier in the year (before Covid-19). We thought we'd share a couple of photos from the popular event.



Ted and Jack enjoying the Richmond Bush Dance



Martin and Margaret with superstar Max.



FUN PAGE

R	E	D	N	E	V	A	L	H	N	F
N	M	A	Y	A	C	I	I	P	O	I
T	P	V	E	A	I	B	I	X	I	N
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Word Search: Flowers



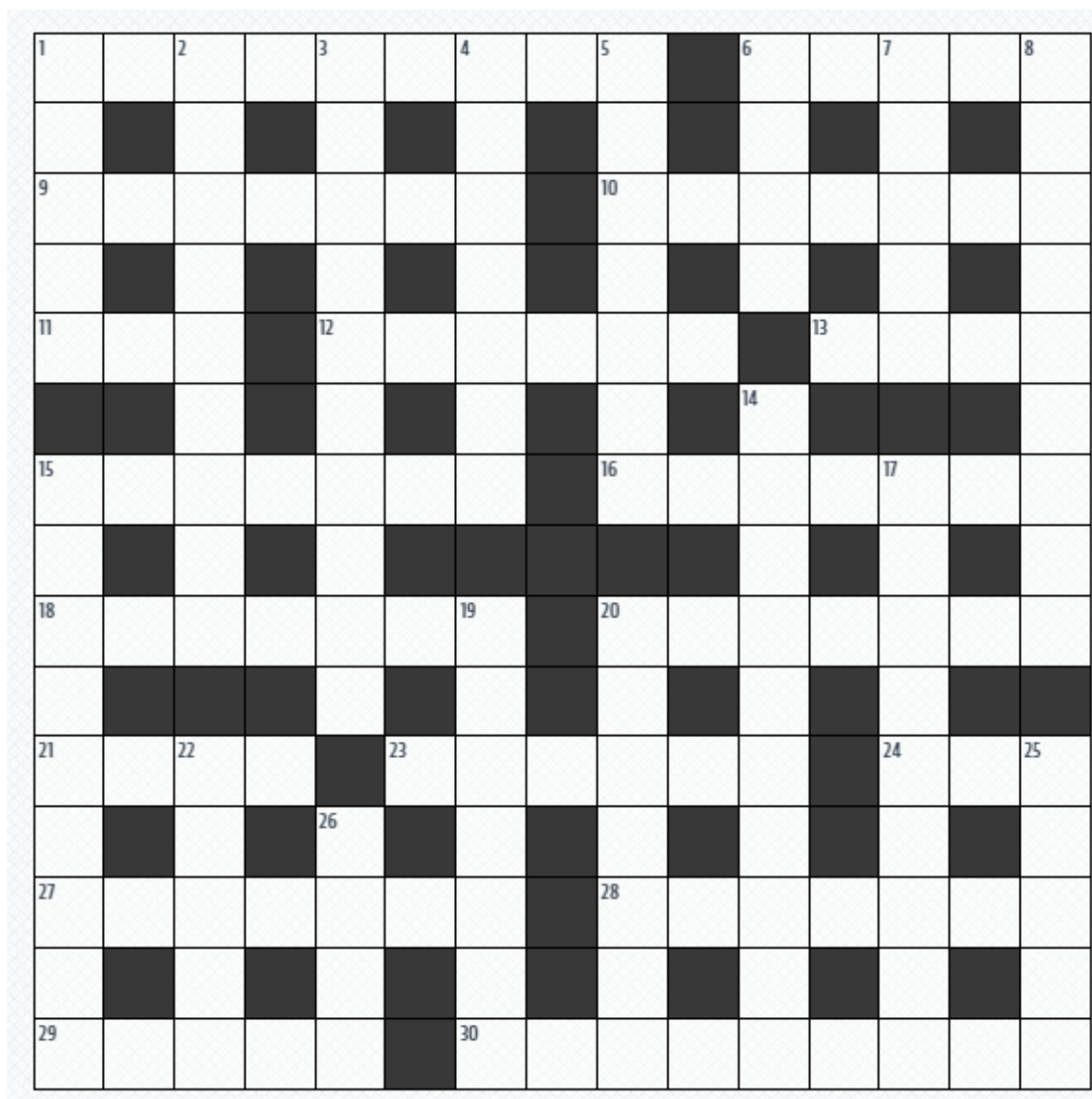
Azalea
Crocus
Freesia
Jonquil
Petunia

Bluebell
Daffodil
Geranium
Lavender
Thistle

Cactus
Daisy
Hibiscus
Marigold
Tulip

Carnation
Foxglove
Ivy
May

FUN PAGE



Across

1. Treatment of feet
6. Thrill
9. Haughtily
10. Protest sign
11. Chinese Lunch, yum ...
12. Imbue
13. Old VCR format
15. Solitude
16. Nazi secret police
18. Sties
20. Egg-simmering pan
21. College head
23. Deadly

Down

1. Baby's tummy trouble
2. Blowing up (balloon)
3. Stemmed (from)
4. Lengthy adventure
5. Barking
6. Red-rind cheese
7. Conscious (of)
8. Attempt or try
14. Violently attacking
15. Pie-in-the-sky idea (4,5)
17. Accomplishing
19. Light rainfalls
20. Material design



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.



Call 1300 026 594 or visit upahomecare.com.au



UPA NORTH COAST CONTACT DETAILS

North Coast Regional Manager	Matthew Ashby	(02) 6628 5559
Greenhills Lodge Care Manager	Pattie Iredale	(02) 6672 3435
Richmond Lodge Care Manager	Regina Hayles	(02) 6662 1937
Rathgar Lodge Care Manager	Tyrone Dungey	(02) 6644 5475
Home Care Manager	Kylie Collier	(07) 5524 8303

Aged Care Complaints Commissioner Contact Details:

- Freecall 1800 550 552 (calls from mobiles may be charged)
- Lodge a complaint via the online complaints form: www.agedcarecomplaints.gov.au
- Aged Care Complaints Commissioner:
GPO Box 9894, (In your Capital City and State/territory)
- General enquiries can be emailed directly to the Department at: enquiries@agedcarecomplaints.gov.au

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