

NEWSLINK



Dear Residents and Families

We recently received the results of the Resident and Relative Experience Surveys. For those of you who completed these surveys, I would like to thank you for your honest and fair feedback.

You recognise and applaud our strengths.

Families see our strengths being:

- ♥ Staff treat residents with dignity and respect at all times.
- ♥ Staff ensure residents are treated fairly and equally
- ♥ Staff respect each resident's lifestyle choices
- ♥ Staff are kind, caring and respectful of culture and identity
- ♥ Residents are encouraged to mix socially and can choose what activities they participate in.
- ♥ There are a variety of activities and there are meaningful activities for women and men.
- ♥ Staff show genuine concern for residents
- ♥ Residents receive care from consistent staff members.
- ♥ Staff understand resident preferences and take the time to provide for care and needs.

Residents see our strengths being:

- ♥ Residents have privacy needs fully met.
- ♥ Staff are quick to assist when called and residents have good access to amenities
- ♥ The environment is pleasant, inviting and comfortable and it's easy to move around, inside and outside.
- ♥ Meal times are similar to when residents lived at home and staff give the help needed at meal times.
- ♥ Residents like to choose where they sit and who they sit with and are supported by staff to do that.

You gave us lots of suggestions for improvements. Here are your recommended improvements and what we are going to do about it.

Recommendation – Assessments and Care Plans

Residents want to make the decisions about the care and services they receive.
Residents want risks explained and staff to assist them to manage those risks.
Families would like to be asked how medications are affecting residents and if they want the medication to be reviewed. Families would like the advantages of medication and side effects of medications explained to them.
Residents would like changes in their care plans to happen as soon as the changes are needed.
Access to allied health services can be slow.

What we will do

We have been piloting a new way of working with residents in Rosetta House over the last twelve months so that decisions about care and services are made by each resident to put in place their own choices, preferences and needs. It also means that each resident's primary nurse and homemaker are responsible to refer to allied health and make appointments that are timely.

We are now extending this way of working with residents (and the resident's family where that is the resident's choice) for every resident.

Please discuss your choices, preferences and needs with your homemaker or your primary nurse and let either know when a change is needed.

	Thomas	Rosetta	Carise	Redleaf High Care
Homemakers	To be recruited	Rashmi	To be recruited	Cecelia (Ceci)
Primary Nurse	Genevieve and Kalpana	Shristi and Kamala	Hazel Lisa (CNC Dementia)	Dhanwant and Jessie

Lisa Woodman (Clinical Nurse Consultant) is arranging for our pharmacist to undertake medication reviews and have discussions with residents and families. If you would like to be part of this work, please ask for a consent form from reception and return it to Lisa.

Recommendation - Cleaning

Cleanliness of resident rooms and balconies need improvement. Courtyards need cleaning and weeding.

What we will do

We are in the process of signing a new contract with Advance Cleaning. The new contract focuses on resident personal and common areas and includes:

- A monthly spring clean of each resident's room.
- Regular use our newly purchased carpet cleaner that shampoos, steams and vacuums carpet to improve the quality of carpet cleaning and maintenance.
- Weekly cleans of the courtyards outside Rosetta, Thomas and Carise and balconies in Redleaf High Care units.

There is a request that staff clean resident fridges in their rooms. This is the responsibility of the resident and family. Our services clean fridges in resident kitchenettes, serveries and kitchen and clinical fridges in treatment rooms. Our apologies for any misunderstanding regarding cleaning resident fridges.

As a result of your feedback, we have reviewed our contract with the gardeners in relation to garden weeding and this is now being attended very regularly.

Recommendations – Meal services

Residents want to decide where they sit and who they will sit with at meals. Meal times should be social and enjoyable times for residents.

We have frequent complaints about the food.

What we will do

In our Consumer Directed Care pilot, we appointed a Homemaker (Rashmi) to Rosetta House to work with residents to find out from residents where they prefer to sit and who they would like to sit with. While this was a little more difficult to do while the renovations were in progress, we are getting back to normal in Rosetta. Last month, Ceci was appointed to be the homemaker for Redleaf and she is going through her training period at present. Over the coming months, we are appointing homemakers in Thomas and Carise to achieve these goals about meal times in partnership with the residents.

Over the last 12 months, we have recruited a new chef, a new cook, and a new manager with Cater Care as a result of all the feedback from residents and staff. We have added more familiar meals to the menus that are reviewed at resident food forums. At present, we are considering what options we have to offer more choices and our options to provide continuity in kitchen staff and food at a high standard. We will continue to put changes in place to achieve resident satisfaction with our food services.

Recommendations – Care of clothing

Some items of clothing go missing.

What we will do

There are many changes we are making to make it harder for items of clothing to go missing. These include:

- Purchase of a label maker so that we can provide labels for each new resident before they come to live at Thomas Rosetta Agst.
- We will ask families to bring clothes at least three days before moving in so that the resident's clothes are labelled and in the resident's cupboard when the resident arrives.
- We are ordering new styles of delivery trolleys so that resident's hanging items and folded items in baskets are easier to deliver.
- Homemakers will assist residents to make sure all their clothing is labelled in the cupboard.

Recommendations – Staff time seems stretched and staff are busy

Residents would like staff to wear name badges.

There are delays in answering and responding to call bells.

Residents would like to have more time with staff when they are providing care for each resident.

Responses to maintenance requests can be delayed.

What we will do

Staff are checked and reminded to wear name badges.

We know that our staffing time is, on average 212 minutes per resident per day. This is generous compared to the aged care sector average. We know our staff are busy and we have quite a few plans coming in to place such as:

- Planned staff time with each resident and volunteer visitors with residents who have fewer visitors
- Homemaker in each house with those residents in lounge and dining areas and so a staff member is easier to find in the busy parts of the day
- Implementing a new call system in June so we get reports to see where the busiest times are and when it's harder for staff to respond straight away to call bells and have extra staff available at those times

- Implementing a technology called “Vocera” in June. This system works a bit like “Hey Google” so staff can talk to each other anywhere across the buildings and don’t waste time looking for someone when they need help.

Resident maintenance requests take priority over every maintenance need at UPA Sydney North Region except for emergencies. In the main, a request from a resident should be addressed on the same day if being attended by our maintenance team. Aaron and Alice are meeting with Ryan each week to ensure that all maintenance requests are attended within the week and to ensure that feedback is given to each resident so they know when a maintenance job will be attended.

Recommendations – Wellbeing and Lifestyle

Residents want support to do things that are meaningful in life for themselves. There are some who are concerned that where there are many staff. It means staff don’t know a resident’s choices.

Some feedback is that the leisure and lifestyle choices have deteriorated, though some mentioned their enjoyment of activities lead by the new Recreation Officer this year.

What we will do

Our homemakers and Clinical Nurse Consultant will give focus and energy to knowing the things that are meaningful in lie to each resident and ensuring these things are part of each person’s care plan and ensure the care and services provided by the recreational team, volunteers, care staff and the homemakers. Evidence of these will be in the resident’s schedule of care and services and monitored each month as our homemaker model is implemented in each household.

Recommendation – Complaints and Feedback

Residents would like timely assistance to get issues resolved.

Residents and relatives would like improvements in getting feedback and addressing complaints.

What we will do

In responding to each complaint, we are required to.

- express our regret that you have had the experience, to
- provide a factual explanation of what happened,
- advise steps we are taking to manage the concern and prevent it being a concern again.

This is called open disclosure. If we miss any steps, please let us know so that we can correct our actions.

We make every effort to address complaints and feedback as quickly as we can. Sometimes, the steps we take affect the whole organisation and can take some time.

Building disruptions on the main road (Pacific Highway) and Aged Care Facility renovations feedback

Thank you for letting us know that you have found the highway work and the renovations disruptive. They are due to be completed between July and September.

We are dismayed at the loss of trees and are requesting that our tree corridor be replaced with mature trees. We will also work to restore the tree corridor.

Our renovations are providing a more homelike place for residents to live. This also assists staff to feel that they are providing a service in the resident's home (rather than a staff workplace) and to increase the range of places that residents can enjoy pleasurable and relaxing time.

Bronwyn Heard

Regional Manager Sydney North

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Our Values: Compassion Respect Integrity Kindness Inclusiveness

**News from Thomas &
Rosetta AGST Aged
Care**

Written by Aaron Renel

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What a busy period over the last few months, everything is 'Go Go Go', as the service completes the renovations in Carise Place, the new vamped up look 'is a sight to be seen'.

This has seen the placement of the new 'Memory boxes' that have been placed out the front of the rooms, look amazing this creates the ideal home like feel.

It has been an experience getting to see everyone memories and personalized items come to life. Thank you to the homemaker and the staff for the support with getting this done.



As a manager and settling down into the new role, I have taken great privilege in being able to speak with residents and the families. I have been hearing some wonderful stories from the past of residents who have previously served in the Australian Defense Force or part of leading our communities. I have also heard about residents who have travelled around the world to wonderful places. I have got some new plans when the borders open up.

Also I would like to thank the residents and the staff for their support while I have settled into my role.

Warm Regards

Aaron Renel

News from Redleaf & Rosetta Park Rosetta Park

This is my favourite time of the year as I love the colours of Autumn and the stunning sunsets we get and below is a photo I took whilst out walking.



On Sunday 25th April, Anzac Day, we paused to reflect, and pay tribute, to those who have paid such sacrifice through times of war to make this beautiful country the wonderful place we call home.

ROSETTA PARK CELEBRATES ANZAC DAY



ANZAC Sunday saw almost all the residents of Rosetta Park gathered on level 6. A number wore medals from their own or family member's service.



The veranda was sunny and conversation tables were set up both inside and out for afternoon tea of Anzac Biscuits and scones. The conversation started immediately on entry although some read the ANZAC posters and looked at the various family tributes to their serving relatives displayed in the hall outside.

At 3.00 pm Bruce Martin led us in the ODE which was followed by the last Post, a minute silence and reveille followed by everyone singing the National Anthem. Then afternoon tea was served and enjoyed and the chatter continued long into the afternoon. Many residents contributed to the success of the day.

Rosetta Park now have a lovely fountain at their entrance and I hope this brings a smile to your face every time you see it!

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

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.

Take care and continue to be safe.
Remember to:

- Wash your hands frequently especially after being in public places or touching money
- Cough/sneeze into a tissue and discard, or into your elbow.
- No touching your face.
- Maintain physical distancing.
- Be sure to have your flu and covid vaccines as directed by your GP
- Get tested for Covid if you feel unwell.

Kind regards,
Alice



JOKES

Court Appointed

It was a bitter divorce, after four years of marriage and two children it was over. Sam showed up in court together with his ex to see what the verdict would be. Finally, after a long court case the verdict was decided. "Ok", said the judge, turning to Sam, "I am rewarding your ex-wife Ann \$470 dollars a month." "That's really kind of you, and I really appreciate it" said Sam "I'll try to send her a little bit from time to time myself."

Why did the nurse need a red pen at work?

In case she needed to draw blood.

Practice Is not Always A Good Sign J

I was very happy when an acquaintance of mine informed me that she was engaged. Trying to help, I told her that before my marriage, I went for premarital counselling and found it very helpful. "Oh, we don't need counselling," she quickly assured me, "we were both married several times before!"

WHY COULDN'T THE PONY SING A LULLABY?

She was a little horse.



An Amish girl and her mother were visiting a mall. They were amazed by almost everything they saw, but especially by two shiny, silver walls that could move apart and back together again. The girl asked, "Mother, what is this?" The mother, never having seen an elevator, responded, "I have never seen anything like this in my life. I don't know what it is." While the girl and her mother watched with amazement, an old man in a wheelchair rolled up to the moving walls and pressed a button. The walls opened and the man rolled between them into a small room. The walls closed and the girl and her mother watched the small numbers above the walls light up sequentially. They continued to watch until the last number was reached, and they watched some more as the numbers began to light in reverse order. The walls opened up again and a hunky young man stepped out. The mother, not taking her eyes off the young man, said quietly to her daughter, "Go get your father."

Adoption Joke

A woman has twins and gives them up for adoption. One of them goes to a family in Egypt and is named "Ahmal." The other goes to a family in Spain; they name him "Juan." Years later, Juan sends a picture of himself to his birth mother. Upon receiving the picture, she tells her husband that she wishes she also had a picture of Ahmal. Her husband responds, "They are twins! If you have seen Juan, you've seen Ahmal."

Health and Safety Message

SENIORS WINTER FIRE SAFETY

Are you winter safe?

The FRNSW recommend this simple safety checklist to help keep seniors fire safe this winter:

- Don't fight the fire if it is in your unit. Get out and stay out.
- Have an escape plan in case of fire and practice it regularly.
- Never ever leave cooking unattended.
- Never ever smoke in bed.
- Be careful of loose-fitting garments near heaters and cooking appliances.
- Make sure heaters and their cords are not a trip hazard.
- Consider using wall mounted heaters or oil-filled column heaters.
- Keep portable heaters away from curtains, tablecloths and bedding.
- Place drying clothing at least 1 metre from heaters or fireplaces and never leave unattended.
- If you use a clothes dryer clean the lint filter each and every time you use it.
- Don't overload power points and switch off when not in use.
- Always handle candles or any other open flame with care.

Fire Safety Tips

- To test an electric blanket lay it flat on top of the bed, then switch it on for five minutes before putting it on the bed for use to confirm that it is okay.
- Use only authorised installers of fixed heating appliances.
- Oil, gas or wood heating units may require a yearly maintenance check.
- Only use fuses of recommended rating and install an electrical safety switch.
- If possible, in the kitchen keep a fire extinguisher and fire blanket placed near the exit.
- Never leave burning candles or any open flame unattended.

In an Emergency Call Triple Zero (000)



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):

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CDC Co-ordinator- Karen Tebbet Ph. 9450 8300

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

Ph. 9450 8320

Rosetta Park Independent Living:

Ph. 9450 8340

Redleaf Serviced Apartments: Care Manager Alice Mackay

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 or forward to the office for inclusion in the next issue. It's your newsletter! *Newslink – the voice of UPA Sydney North*