



# **BUNDALEER LODGE NEWSLETTER**

**SPRING EDITION**

**SEPTEMBER – NOVEMBER 2019**



**BUNDALEER LODGE NURSING HOME  
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NORTH IPSWICH 4305  
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# LETTER FROM MANAGEMENT

## SANDRA LOGUE TO RETIRE FROM BUNDALEER LODGE AFTER 37 YEARS

Mrs Sandra Logue is set to retire from Bundaleer Lodge on the 12 September. Sandra has worked for Bundaleer Lodge Nursing Home for 37 years starting out as Registered Nurse and working her way up to Director of Nursing (DON) then Nursing Care Manager (NCM). Her current role as Clinical Assessment Manager (CAM) allowed Sandra to train another staff member in the role as NCM before her retirement. Sandra opened our other facility Algester Lodge for us in 2002. Sandra is a very caring person and has such a big heart. She is a kind and gentle lady who is always ready to lend a hand and help. She will be missed by residents and staff. Sandra has an open-door policy which was wonderful and after a debrief one would feel encouraged and regain perspective. She was very much a hands-on leader and therefore others would follow. Ros Johnson says she "used to call her the walking encyclopaedia... Ask her anything and she could recall and she always knew everything about each resident. I always felt well supported by Sandra."

Sandra left home and lived at Ipswich hospital while she was doing her training as RN. She was the first ever volunteer at hospice as an RN. Sandra has been president and secretary of Rotary in the past but isn't doing any of these roles now. She is still very active in Rotary. Sandra has organised The Biggest Morning Tea at Bundaleer Lodge to raise money for Breast Cancer Research and the team at Bundaleer Lodge for Relay for Life to raise money for Cancer Research. She is now the secretary of Ipswich Horticultural Club in Ipswich. The gift staff organized for Sandra was an outdoor potting bench which Allan from our building site built for Sandra.









## **ARNOLD "ARNIE" LIBBIS TO RETIRE FROM BUNDALEER LODGE AFTER 16 YEARS**

Mr Arnold "Arnie" Libbis is set to retire from Bundaleer Lodge on the 27<sup>th</sup> September. Arnie has worked for Bundaleer Lodge Nursing Home for a total of 16 years. He started working at Bundaleer Lodge on 15<sup>th</sup> April 2002 and lived downstairs in one of your independent living units for a while. During his time at Bundaleer he has not only been our maintenance man but also our go-to-man. In the early days he used to go to the Brisbane markets every Wednesday morning to purchase our fruit and vegetables for the week.

In May 2009, he left Bundaleer so he could spend time with his partner Kay. Together they packed up the caravan and tinnie and went travelling around Australia. It was at this time we thought we had lost him forever. It felt like a very long 18-months but luckily for us he returned again in October 2010 and we accepted him back with open arms. Arnie has always been willing to lend a hand and no job was ever too hard. From fixing broken equipment to helping move furniture around the facility to packing away the groceries for the kitchen.

On Thursday 12<sup>th</sup> September, we celebrated Arnie's time at Bundaleer Lodge with a special morning tea. Arnie was overwhelmed to say the least. You could see the love and appreciation that all staff have for him. With only two weeks until his final day he is now training up his replacement, Wayne. We wish Arnie all the best for his future and hope that he has a happy and healthy retirement.





## A BETTER VISIT APP

Dementia Australia has developed an App for iPads and Android Tablets called "A Better Visit". The new app by Dementia Australia aims to assist people in connecting and communicating when visiting loved ones living with dementia. "A Better Visit" App is free and it includes a number of games designed to be interactive, stimulating and fun. Games on the app are designed to engage dementia residents and are suitable for residents at many stages of dementia. It can be challenging to come up with different things to do and talk about with relatives with dementia, especially as symptoms progress. Playing naughts and crosses with some classic songs key to your moves or using the window washing game to reveal images of iconic Australian locations can't help but prompt further conversations or enjoyment of play. These games are designed to be a shared experience. The games sound and functions are designed for play by people living with dementia. Dementia Australia research found that more than 60 percent of people said they didn't know what to say to someone with dementia. By playing the games in the app carers and other family members could be inspired to engage with the person with dementia through the interaction, images and sounds enhancing their enjoyment and discussions.



"A Better Visit" is available free for iPad from the App Store and Android from the Google App Store.

We now have an iPad in the secure unit which is available for loan from the RN. The visitor can request the use of the iPad to use during a visit. This iPad has "A Better Visit" app installed and ready to play. Please ensure you return the iPad before you leave. The therapy staff also have an iPad with the app ready for use in the therapy room. If you require some assistance in using this please see Therapy staff.

## CHARTER OF AGED CARE RIGHTS ANNOUNCED

### **Providers required to provide and explain signed Charter to new and existing consumers**

The Federal Government has announced new laws to compel all aged care providers to sign and conform to a single Charter of Aged Care Rights.

From 1 July 2019, providers must give new consumers a copy of the new Charter signed by the provider, and ensure that the consumer or their authorised person has been given a reasonable opportunity to sign a copy of the Charter.

The new Charter will apply to all care recipients receiving Commonwealth-subsidised aged care, including residential care, home care packages, flexible care and services provided under the Commonwealth Home Support Programme and the National Aboriginal and Torres Strait Islander Flexible Aged Care Program.

According to the Government the purpose of requesting the consumer's signature is to allow them to acknowledge they have received the Charter and had assistance to understand it. Consumers are not required to sign the Charter and can commence, and/or continue to receive care and services, even if they choose not to sign the Charter.

The Charter is a component of the Single Aged Care Quality Framework and replaces the four separate charters for residential care, home care and short term restorative care.

Residential aged care services will have until **30 September 2019** to provide the signed Charter to their residents. Home care providers will have until **31 December 2019**.

## **RESIDENT CODE OF CONDUCT & CHARTER OF AGED CARE RIGHTS**

***Each resident of a residential care service has the duty:***

- To respect the rights and needs of other people within the residential care service, and to respect the needs of the residential care service community as a whole
- To respect the rights of staff and the proprietor to work in an environment free from harassment
- To care for his or her own health and well-being, as far as he or she is capable
- To inform his or her medical practitioner, as far as he or she is able, about his or her relevant medical history and current state of health.
- Each resident has the obligation to respect the thoughts and actions of other residents and not deprive them of their rights
- To assist the facility in maintaining accurate records and information through prompt notification
- Informing the facility of changes to contact next of kin details.

***Charter of Aged Care Rights:***

***I have the right to:***

- Receive safe and high-quality care and services
- Be treated with dignity and respect
- Have my identity, culture and diversity valued and supported
- Live without abuse and neglect
- Be informed about my care in a way I understand
- Access all information about myself, including information about my rights, care and services
- Have control over and make choices about my care, and personal and social life, including where the choices involve personal risk
- Have control over, and make decisions about, the personal aspects of my daily life, financial affairs and possessions
- My independence
- Be listened to and understood
- Have a person of my choice, including an aged care advocate, support me or speak on my behalf
- Complain free from reprisal, and to have my complaints dealt with fairly and promptly
- Personal privacy and to have personal information protected
- Exercise my rights without it adversely affecting the way I am treated



## BUNDALEER LODGE RESIDENTS BRIDGE THE GENERATION GAP WITH THE ROUND SQUARE PROGRAM

Every week a group of year 6 boys and a teacher from Ipswich Grammar School (IGS) come to Bundaleer Lodge Nursing Home. This is part of their Service to the Community - and Round square Program. This program is enabling the students and residents to bridge the generation gap. The year 6 boys join the residents from Bundaleer Lodge for the activity and play board games and card games.



## BUNDALEER LODGE RESIDENTS BOND WITH STUDENTS FROM IGS

A program is running at Bundaleer Lodge where students from IGS high school visit the facility and write the memoirs of the residents. IGS developed the program for all their year 9 boys. The residents from Bundaleer and Algester Lodge have visits related to this exciting program. Some of the comments from our resident have been "I am very impressed with the exceptional manners of the boys" and "I cannot believe how young boys could be so well mannered and lovely". The visiting IGS students have been working on writing a story related to something important from the residents' lives. The story will be presented to the resident later in the school term. If you would like to join the program please contact the Diversional Therapist.





## BUNDALEER BUILDING SITE PROGRESS

Some may remember the old kitchen and laundry were demolished and the site was cleared and the builders started construction work.



View of Bundaleer Lodge showing the cleared site from the old Kitchen and Laundry and new construction



New Waratah Lounge



New Waratah Family Conference Room





New Waratah



New Waratah Courtyard



New Waratah Lounge August 2019



New Waratah Family Conference Room August 2019



## INDEPENDENT LIVING UNITS

Bundaleer Lodge Nursing Home at North Ipswich now offers ILUs (Independent Living Units) onsite. Our ILUs are architect designed modern retirement living. Built to offer low maintenance living with high quality finishes. There are 9 independent living units which offer one or two bedrooms. Some offer a small terrace with garden views. These are fully self-contained units with a dedicated car parking space. The units consist of an open plan dining lounge kitchen, laundry and one or two bedrooms with a disabled accessible bathroom. The units have the following facilities: air-conditioning, fans, fridge, oven, stove, washing machine, clothes dryer, call bell point and fire alarm and sprinkler system. Residents can continue their independent lifestyle while offering nurse call bell points within the unit in the case of an emergency only. These units are available for a weekly rent which includes the furniture, electricity and water charges. Residents from our ILUs have access to the Bundaleer Meet & Eat Cafe near reception, the onsite hairdressing salon and meals can be supplied at a nominal fee. Please contact 07 3201 8772 for a tour and further information.



ILU Kitchen



ILU Bedroom



ILU Dining Room



ILU Lounge Room



## BUNDALEER MEET & EAT CAFE

The café at Bundaleer Lodge Nursing Home is under new management. The new managers Sandra Sumner and Pamela Broch started on the 22nd October 2018. They have experience running cafes. Sandra and Pamela surveyed the residents to come up with a new name for the café and the most popular name chosen by the residents was "Bundaleer Meet & Eat Café". The café is located at the entrance to Bundaleer Lodge Nursing Home at 114 Holdsworth Road, North Ipswich near the reception. The café is open to the public, staff and residents. Access is easy for the disabled with disabled parking available and a drop off zone at the entrance. As disabled toilet is close by the café making it a very convenient outing for families with less mobile members.



The Bundaleer Meet & Eat Café boasts very stylish indoor and outside seating and cosmopolitan decor to enjoy a meet-up with friends and family. The residents have been enjoying the new menu on offer. Home cooked cakes, home cooked hot meals, toasties, sandwiches, scones and biscuits are on offer. The café supplies coffees, tea, milkshakes, cold drinks and other treats. The home cooked cakes and meals have been a big hit. The café offers a gluten free chocolate cake which you would never know was gluten free. The café offers an extensive variety of milks to accommodate for various special diets.

The café is open Monday to Friday from 9am to 3pm and Sunday from 8.00am to 2.00pm. If residents struggle to walk to the café they can call reception and be put through to the café to place an order which can be delivered at certain times of the day. If a family member would like to organise a birthday function at the café they can contact Sandra or Pamela to help organise the catering for the event. Sandra has indicated that the menu is developing as residents, staff and family members indicate what they would like added to the menu.





Therapy have a group that go to the café Monday to Friday, if you are interested in joining this group on any day please contact Juliet from Therapy and she will let you know the details of the next excursion to the Café.



## SHARING SPACES PROGRAMME

Residents from Bundaleer Lodge Nursing Home and Pre-Prep students from Ipswich Junior Grammar School have been participating in an intergenerational learning programme called Sharing Spaces. This partnership programme with Junior Grammar Early Education Centre and Bundaleer Lodge Nursing Home involves residents traveling to Junior Grammar EEC to enjoy a morning of activities and fun with the children of the EEC. Bundaleer lodge residents interact with the children from the school through story time, craft activities, and cooking experiences. If you are interested in joining this group please contact Juliet from Therapy.



Both the residents from Bundaleer Lodge and the EEC children benefit from this experience. The children get to make new friends, increase their awareness of the elderly, develop empathy and have fun enjoying meaningful activities. The children are able to develop their social skills through the programme whilst having fun. Likewise, the residents of Bundaleer Lodge were able to engage in positive and meaningful activities where they can share their own knowledge, experiences and skills. It is a refreshing experience for the residents at Bundaleer Lodge; the time spent with the younger generations allowing them to get in touch with their youthful side, stirring fond memories of children and grandchildren.



The residents embraced the student's broad imagination, which was transferred into works of art, craft and cooking. Furthermore, it is a wholesome and culturing experience for the younger children, as they eagerly awaited stories from the residents, who gladly shared recounts of, what the children called "the olden days". The opportunity for children to hear about the experiences of the residents who have grown up in a drastically different time is incredibly important, allowing for an enhanced sense of gratitude for traditions and cultures that often go underappreciated in an increasingly technology dependent world. This immensely positive experience would not be possible without the dedication and enthusiasm of both carers of Bundaleer Lodge and the teachers of Ipswich Junior Grammar School EEC, who coordinates the programme and make the activities possible.



If residents or residents families wish to hold a function for a resident in the facility please book with the Diversional Therapy staff. This will ensure a suitable location for the size of the function is not double booked. Speak to the Therapy staff about what locations are deemed suitable. As other residents use the lounge areas, these are not suitable locations for family events. There are other areas within the facility which will not impact other residents while holding your function. When you hold the function you must clean up after your event.

Residents are reminded to review the menu and let staff know of any changes you would like in your meal choices.

When family visit ensure that young children are monitored so as not to cause excessive noise and disruption of other residents.

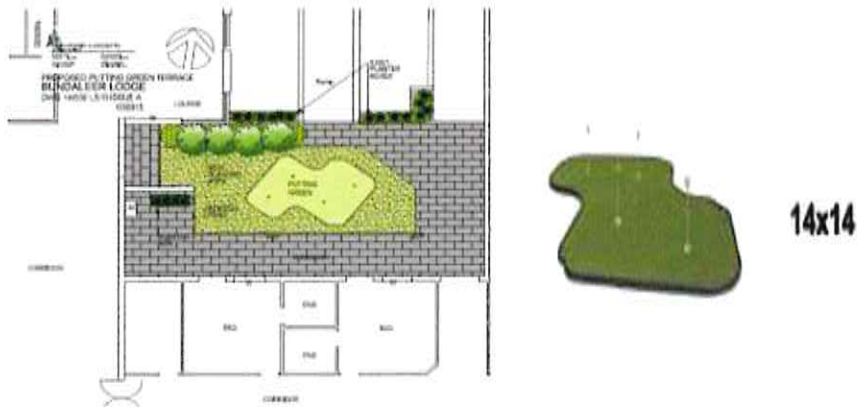


Whilst the exit driveway is having periods of closure visitors are asked to park under Acacia Unit and enter the building via the Acacia ramp (near the Chapel) or park in the street and enter via the main reception. This is a temporary change to parking during the demolition and rebuilding phase of the development. We thank you for your patience with this inconvenience. Areas have been sectioned off for renovations. This does cause some inconvenience due to the noise created by the work and

changes in access ways. It is a small inconvenience when we see the benefits from the renovated bedroom, bathrooms and common areas.



We will be installing the 4-hole putting green in the courtyard near the old main reception at Bundaleer Lodge. This work will be carried out when this section is renovated.



Jasmine wing has a large covered outdoor area where we have installed an outdoor pool table. We have installed a cabinet to house the pool balls and other equipment. Therapy will set up the table each weekday for use and pack away the equipment at the end of the day. On a weekend please ask the Jasmine RN for access to the equipment.



The kitchen uses a cook chill kitchen operation and this required a complete update to all menus. The new system requires all meals to be precisely measured for even heating. With the new system those that have a large meal will be served two meals as one large meal will not heat adequately. If the food is not laid out correctly on the plate the food will either burn or under heat. Kitchen staff have had extensive training to make the change over as seamless as possible.

Please tell therapy or kitchen staff if there are any other condiments you would like us to trial in addition to those currently on offer.

Please take extra care on the uneven driveway at the front of the original facility. Using the parking at the rear of the building helps avoid this uneven ground.

Any low care residents are reminded that they can get a referral letter from their GP so they can access 5 free specialist visits via the EPC program. This will allow the low care resident to access for example 5 free podiatry consultations or they can use them for physiotherapy/occupational therapy/dietitian consultations. Speak to the Nursing Care Manager about this service.

With the change in seasons we can get colder or warmer weather so we take this opportunity to remind resident and family to remember to dress appropriately for the weather. Check the recommended clothing list to see what clothing you may need.



Can those family members or residents who get a residents' medicare card sent to them, make sure you bring the new medicare card into administration. If your card is still sent to your old address please advise medicare of your change of address. We cannot organize bulk billing if we do not have this information. Could residents or family members check the expiry date for the medicare card. If family members or residents wish to keep their own card then please make a photocopy and hand this copy to reception for our records. If the card is about to expire please apply for a new one. Then make a copy for the facility if you do not wish us to hold the card for the resident. If you would like the facility to hold the card for the resident please hand the card to reception.

Any clothes that need to be labelled must be dropped to the new administration office Monday to Friday between 9am and 4pm. If this cannot be done please call Tina on (07) 3201 8772 to arrange an alternate drop off location and time.



For new admissions please ensure all clothes are marked with a permanent marker prior to labelling, this is to ensure that clothing is not lost. Any new clothing items to be placed in a bag with the residents' name and handed to staff in the administration office.

The lost property is now located in the old Banksia dining room (next to Brian's office). If you or your loved one is missing any clothing please have a look here and if you have any clothes that are not labelled please give to Admin so they can be labelled and returned to you. If you notice any clothing missing please fill in the lost clothing form which can be obtained from staff, they can print a form from iCareHealth. This lost clothing form will be given to the laundry staff so they can try to locate your lost item for you.

**Bundaleer Lodge no longer takes clothing donations due to Government Auditors seeing this as a privacy issue. When a resident moves from the facility their items must be collected within 24 hours or the items will be taken to life line and a fee of \$100 will be charged to the final account.**

Bundaleer Lodge has a web site that can be accessed from a computer with Internet access at <http://www.bundaleerlodge.com>. We are striving to improve our website by adding more information and links to other sites which may hold valuable information for you. We have a picture gallery which will be updated when new features are installed.

The flu season is here so see your Doctor about the flu vaccination if you have not already done so. Due to gastrointestinal outbreak and flu illness in the community we wish to remind relatives to not visit residents if they are ill or within the 48 hours after they show the last symptoms. This helps protect the residents from flu, colds and gastrointestinal illnesses. We also remind relatives to wash their hands at our facility before visiting the residents and to wash their hands after visiting the residents. This also helps stop the spread of communicable illness in the community. **Remember that washing hands saves lives.**





If family are cancelling escorts arranged for appointments without the sufficient notice period (72 hours) or if the resident refuses to go to the appointment on the day and the escort arrives for the appointment then the resident will be charged for the service. The notice period of 72 hours MUST be adhered to for cancellations and the notification given to Tina in the administration office during office hours. The family can also call the escort company to cancel the appointment within the notice period.

The family must then notify Tina in administration of the cancellation within office hours.

The Department of Health wants us to inform relatives about call bells, particularly what they are used for. There are different types of calls on our system. There are call bells next to the bed, call bells in the bathroom, call bells in hallways and call bells in common areas. The hallways and common areas are for EMERGENCY situations and IMMEDIATE response. The bedroom and ensuite call bell is for general calls for assistance. The EMERGENCY call bell overrides all other calls to give an IMMEDIATE response. The bedroom/ensuite call bells are logged at the time of the call and are responded to in order. Hence if there is a high volume of calls then the wait time may be longer than at a time when there is a low volume of calls. If someone is in a room with no call bell, staff can use their DECT phones to dial 333, this will call ALL phones throughout the Facility phone system and someone will answer.

Bundaleer Lodge has a no lift policy to prevent injuries from unsafe lifting practices to patients and staff. Therefore special equipment and techniques are used to move or transfer residents safely from one position to another.

People of all ages are at increased risk of falling while in care due to the unfamiliar surroundings, unsteady balance, poor eyesight, wearing of unsafe footwear, medical conditions and some medications and can result in a serious injury and or loss of confidence. The following can assist in falls prevention.

- Become familiar with the surrounding
- Have a falls risk assessment completed
- Be consulted about the plan to reduce your falls risk, if required. This may include a review by a pharmacist or physiotherapist for further information and support.
- Preventative measures include avoidance of long dressing gowns and nightwear.
- Footwear should fit securely; have a flat or low heel and a non-slip grip.
- Residents may be fitted with anti-embolism stockings and these can increase the risk of slipping or falling when walking. It is therefore important to wear slippers or other footwear if you are using these stockings.

The Facility supports students across multiple disciplines (nursing, medical and allied health) through partnership with tertiary education institutions and other registered training Organizations. All medical interns and other students are supervised while at the Facility. The Facility continues to have a strong commitment to teaching the healthcare professionals of the future.

The Broadband for Seniors Kiosk is now set up in the Internet Kiosk in Frangipani. This Internet Kiosk is a Government Funded initiative taken up with the help of the facility staff and Bundaleer Lodge. Check the Therapy schedule to find when the next Internet/Computer tutorial will be held or ask your Diversional Therapists. Those residents who have their own computer and use the internet, it is advisable to keep your internet security software up to date to help protect your information on the computer.



Unwanted fire alarm activation. If a resident or resident representative causes a fire alarm to be activated causing a false alarm call out by the Fire Brigade, then the resident will be charged for the call out fee. False alarm activation can be caused by burning toast in resident toasters, burning food in resident microwaves, smoking in rooms, aerosol sprays and fine powders dispersed in the air around the detector or other wilful activation methods. The cost of a call out is approximately \$1200.

We would like to remind visitors to the secure unit to not let anyone out, no matter how convincing or young they look. Refer them to the staff on duty should they want to exit the area.



We have had some issues with telemarketers confusing residents who have their own phones. We recommend residents or their family members have residents personal phones added to the DO NOT CALL REGISTER so telemarketing calls will not be put through to their phone. Call your phone service provider to organize this.

**The basic resident fee increased on the 20<sup>th</sup> March 2019. The rate is set by Department of Health and Aging. This rate changes twice a year on the 20<sup>th</sup> March and 20<sup>th</sup> September.**

Please remember to give Lynette Dresselhaus your email details for easier communications. If you have not already done so, you can drop this into administration.

Susan Dreyer, Lynette Dresselhaus, Robert Renton



# TRANSLATING AND INTERPRETING SERVICE (TIS)

Thousands of non-English speaking Australians face a communication gap every day. Across Australia, the Translating and Interpreting Service (TIS National) helps bridge that gap. TIS National has more than 50 years' experience in the interpreting industry and access to more than 3000 contracted interpreters speaking more than 160 languages across Australia. Whenever English speakers and non-English speakers need to communicate, TIS National can provide an interpreter to help 24 hours a day, every day of the year.

## **Who needs interpreters?**

Australia is a dynamic and culturally diverse society; whose population speaks hundreds of different languages. In Australian society interpreters are not only required by non-English speakers, but also by the English speakers who need to communicate with them. In short, interpreters provide the language link that bridges the communication gap between English and non-English speakers.

There are a variety of reasons why non-English speakers need interpreters. Initially, the Australian Government introduced a phone interpreting service (now known as TIS National) to provide interpreting assistance to meet migrant information and welfare needs.

TIS National continues to deliver this service and is available to any person or organisation in Australia who needs an interpreter. TIS National provides interpreting assistance to enable non-English speakers to access government agencies and services, police and legal services, education, healthcare and community groups, as well as services offered by private businesses. English speakers are increasingly seeking to engage interpreters to communicate with non-English speakers. Services provided by TIS National are to individuals and agencies who recognise the importance of reaching out to non-English speakers to further business opportunities, satisfy community needs and provide accessible and equitable government and other services.

## **How can I access an interpreter?**

Call the TIS National Contact Centre on **131 450** at any time, day or night, to access an immediate phone interpreter. The TIS National Contact Centre can connect you with an interpreter in more than 160 languages over the phone, every day of the year. TIS National's immediate phone interpreting service can be accessed directly by both English speakers and non-English speakers, just say the language you need.

Phone interpreting services can also be booked in advance, which ensures an interpreter will be available in the language you need and to cater for any special requirements. TIS National can also arrange for an interpreter to attend a specific location anywhere in Australia (subject to interpreter availability), known as on-site interpreting.

## KITCHEN UPDATE

Throughout last year we conducted several food surveys and focus groups and obtained some much needed feedback from residents regarding the meals and menu.

We implemented a five week rotating menu and added alternatives for both lunch and dinner. These are now listed on the menu. If you find there is something that you dislike or would simply like the alternative this is now possible.

Each week the Therapy staff hand out the menu for the next week.

At times residents commented that they didn't know how to order an alternative or how to let the kitchen know about their likes and dislikes. When looking at the menu there are two different meat options listed. The first option is the standard and the second option is the alternative. If you would like the alternative then you simply have to circle it. If you want the standard option then just leave it blank and you will receive the standard. Once you have made your selections for the week please inform your RN or Therapy staff and they will notify the kitchen for you.

If you have a permanent change or dislike please also inform your RN and they can do a kitchen notification form for this, that way you do not have to remember to write it on your menu each week. If you would like some assistance in filling out the menu please ask your RN or Therapy staff to help.

Recently we have also had a few residents ask if there is a way they could keep a copy of the menu they submit to the kitchen. This is fine, once you have completed your menu please hand it to your RN or Therapy staff and ask them for a copy of it to keep. They can photocopy and then give one copy to you and one to the kitchen.

Families are also welcome to order meals from the kitchen. For \$5.00 you will receive the main meal and dessert as listed on the menu. All visitor meals must be ordered at least two days prior to ensure that the kitchen cook enough. Money is to be paid in cash at Reception. If you have set days that you would like meals we can also make it a standing order so you do not have to notify the kitchen every time.

If at any time you have any suggestions or feedback about the menu please feel free to contact Admin and let them know. Feedback is always welcome.





## RESIDENT MEETING UPDATES

We have recently received some feedback from residents and other outside sources that suggests some residents would like to see a copy of the meeting minutes. All residents and families are welcome to request a copy of the minutes from the DT staff (Juliet or Cindy) at any time. The meetings are held monthly in the activities room followed by a special morning tea. If resident's are unwell or do not wish to attend the meeting but they would like something to be discussed they can tell Juliet or Cindy beforehand and they can discuss on their behalf.

We have also provided a brief outline on some of the main issues that have been discussed over the past three months.

### June:

- From 1<sup>st</sup> July, the Aged Care Quality and Safety Commission will refer to residents as consumers. We conducted a survey amongst residents and all attendees agreed that they would like to remain a resident and not a consumer.
- From 1<sup>st</sup> July, there is a new Charter of Aged Care Rights from the Aged Care Quality and Safety Commission. This was discussed with residents and no questions were raised.
- Some residents raised some meal preferences and dislikes. Kitchen notification forms were completed for these and residents are happy with the changes. Also discussed with DT staff the possibility of having something to "bite into" like a steak or chop at one of their functions.

### July:

- A follow up survey regarding the change from resident to consumer was conducted and all residents again agreed that they would like to remain a resident.
- Follow up discussion regarding the new Charter of Aged Care Rights. Residents were happy with information provided and were also informed that there is a copy in the room manuals and latest newsletter.
- Some residents and representatives raised some meal preferences and maintenance issues. Kitchen notification forms were completed and meals and maintenance issues discussed with handyman.
- One resident was a bit disappointed that recent bus trips had been cancelled due to not being able to get a bus. Resident wanted to know if the facility could purchase a small bus so that residents can go on outings more often. Discussed with Director and due to insurance costs and increasing transport costs, at the moment it is not viable for the facility to purchase a bus. It was suggested to DT staff to utilize the taxi service and to take residents who have a taxi subsidy card as this will get everyone cheaper fares.
- Several residents asked questions about what is happening with the bread rolls as they have heard different stories. Discussed the new IDDSI changes with residents and advised them that Brian would speak individually with all residents if they were going to be affected by the new changes and options will also be discussed.
- Discussed with residents that they are able to request a copy of their care plan from Brian or Jane at any time. Residents were happy with this information and did not have any questions.
- Discussed with residents that we would like to include them in our 3-monthly Workplace Health & Safety meetings. We are going to do this by raising any WH&S issues in the

resident meetings and then they will be discussed with the WH&S Committee. Residents were happy with this and no issues raised.

- Mark from Aged Care Advocacy Australia visited the facility and spoke with residents after the meeting.

#### August:

- No meeting held in August due to Influenza A outbreak.

#### Upcoming meetings:

Tuesday 10<sup>th</sup> September

Tuesday 15<sup>th</sup> October

Thursday 7<sup>th</sup> November

## BIRTHDAY'S

### September

Lloyd Thompson	4 <sup>th</sup> Sep
Wendy Fraser	8 <sup>th</sup> Sep
Geraldine Cook	11 <sup>th</sup> Sep
Shirley Russell	11 <sup>th</sup> Sep
Lionel Schmidt	12 <sup>th</sup> Sep
Esma Spresser	13 <sup>th</sup> Sep
Antun Hrosc	19 <sup>th</sup> Sep
Desmond Anderson	21 <sup>st</sup> Sep
Travor Grandin	26 <sup>th</sup> Sep
Dianne Alpers	26 <sup>th</sup> Sep
Vera Bryan-Brown	27 <sup>th</sup> Sep
Josephine Di Rosa	29 <sup>th</sup> Sep

### October

Idris Frattini	3 <sup>rd</sup> Oct
Phillip Sewell	3 <sup>rd</sup> Oct
Loui Marosy	6 <sup>th</sup> Oct
Kathleen McGrath	7 <sup>th</sup> Oct

Ian Pocock	13 <sup>th</sup> Oct
Gilda Gray	15 <sup>th</sup> Oct
Kathleen Borchert	16 <sup>th</sup> Oct
Mary Van'twout	20 <sup>th</sup> Oct
Jeanette Brotherton	21 <sup>st</sup> Oct
Leslie Geebung	23 <sup>rd</sup> Oct
Wendy Wynne	25 <sup>th</sup> Oct
Doreen Raabe	29 <sup>th</sup> Oct

### November

Desmond Navie	2 <sup>nd</sup> Nov
Marta Hentzl	4 <sup>th</sup> Nov
Aileen McCarroll	8 <sup>th</sup> Nov
Ursula Batajic	11 <sup>th</sup> Nov
Anne Rose	15 <sup>th</sup> Nov
Leslie Wynne	18 <sup>th</sup> Nov
Richard Jenkyn	21 <sup>st</sup> Nov
Alison Jeckells	24 <sup>th</sup> Nov
Elizabeth Gaiter	26 <sup>th</sup> Nov

**The Diversional Therapy Department wish all of these residents a very Happy Birthday!**





# FOOD INFORMATION

This is a reminder for all family members to be aware of the procedures for bringing food from home or from outside of the facility. Any food brought in should be served to the resident at the correct temperature. This is if the food is to be served cold then it must be below 5 degrees or if the food is to be served hot then it must be over 60 degrees. Food served between these temperatures is classed as dangerous and can cause food poisoning. If food is to be stored in the fridge in the kitchenettes then it must be labelled with the supplied stickers with name and date. Any food kept in a resident's own fridge in bedroom will only need a use by date. This is requirement of the Australian Food Standards Code. Do not share the food you bring in with other residents. It is prohibited to provide other residents with food you have brought into the facility. When you bring food into an aged care facility for a relative or friend it is you and not the staff who take responsibility for its safety.

Residents wishing to keep extra food in their rooms are welcome to do so, but it must be kept in airtight containers and the container must be labelled with expiry date of the food or the date the item was cooked. Perishable foods must be kept in the refrigerator in marked containers with name of resident and the date the item was cooked or purchased. If the food is not dated it will be thrown out. This is a food safety, health requirement. A brochure regarding this regulation can be obtained from administration should you require more information.

**Food must be labelled. The label will be attached to the fridge. The information required is:**

**Name of resident**

**Food received from**

**Food description**

**Date received**

**Discard**

**Do you cook and bring food to an elderly relative or friend in an aged care facility?**

This fact sheet has been kindly sponsored by Compass Group (Australia) as a service to aged care facilities.



It's really nice to show you care by cooking special favourite meals for the resident of an aged care facility - perhaps culturally specific food or a family favourite which is not normally available in that facility. But if you do, you really wouldn't want to make them sick, so there are some things you need to know. Our immune systems get weaker as we get older. Also our stomachs produce less acid which makes it easier for harmful germs to get through the digestive system and invade our bodies. If elderly people do get food poisoning, they are also likely to suffer more severe consequences. These can range from mild dehydration to neuromuscular dysfunction or even death. Older people also take longer than most of us to recover from food poisoning. There are some foods that pose a higher risk than others, particularly of passing on a Listeria infection which is dangerous for the elderly.

**What are the higher risk foods?**

Cold meats Cooked or uncooked, packaged or unpackaged e.g. roast beef, ham etc. Cold cooked chicken Purchased whole, portions, sliced or diced Pate Refrigerated pate, liverwurst or meat



spreads Salads Pre-prepared or pre-packaged fruit, vegetables or salads e.g. from salad bars, retail outlets etc. Chilled seafood Raw or smoked ready-to-eat e.g. oysters, sashimi or sushi, smoked salmon or trout, sandwich fillings, pre-cooked peeled prawns such as in prawn cocktails and salads Cheese Pre-packaged and delicatessen soft, semi soft and surface ripened cheeses e.g. brie, camembert, ricotta, feta and blue Ice cream Soft serve Other dairy products Unpasteurised dairy products e.g. raw goats milk, cheese or yoghurt made from raw milk For full details please refer to the pamphlet 'Listeria and food' on the FSANZ website, <http://www.foodstandards.gov.au/srcfiles/Listeria.pdf> Foods made with raw egg such as home-made egg mayonnaise, hollandaise sauce, uncooked cakes and desserts and eggnog can also be dangerous for the elderly.

The elderly person may also have special dietary requirements or restrictions of which you are unaware. Please check with the staff before providing food to an elderly resident.

### **What precautions should I take when preparing foods?**

There are no special rules for cooking for elderly people – you just need to be even fussier than normal. If you plan to take chilled or frozen food you have cooked yourself, make sure that the food is cooled quickly in your refrigerator: never at room temperature. Always wash your hands well under running water using soap and dry thoroughly before handling food. You can get information on preparing food safely from the fact sheet 'Protecting Tiny Tummies and Sensitive Systems' and other fact sheets on the Food Safety Information Council website, [www.foodsafety.asn.au](http://www.foodsafety.asn.au).

### **How can I transport food safely for an elderly person?**

You will need to transport your food to the aged care facility so take care that it is protected from contamination during transport and, if it is chilled food, it is kept cool or if you are taking it hot, you keep it hot during the journey. Food should be kept at 5 degrees Celsius or cooler or, for hot food, at 60 degrees Celsius or hotter. Between 5 and 60 degrees is known as the temperature danger zone because harmful bacteria multiply to dangerous levels in food when it is kept between these temperatures. Put cold food into a cooler with ice packs when travelling to visit your relative or friend. Don't pack food if it has just been cooked and is still warm. Coolers cannot cool food they can only keep cold food cool. Always cover pre-prepared foods securely and pre-chill them, for example, keep in the refrigerator overnight. Other perishable foods and drinks, such as deli products, cooked chicken and dairy products must also be cold when put in the cooler. Hot food is difficult to keep hot and is best avoided if you are travelling long distances. It is best to chill the food overnight and reheat it at the residence. If you must take hot food on a longer journey, an insulated jug, preheated with boiling water before being filled with the steaming hot food, can be used. If you are unsure whether the jug will keep the food above 60 degrees Celsius, try filling it with water at 90 degrees Celsius, seal and test the water temperature after the length of time you expect your journey to take. If it is still above 60 degrees then you can use the jug. You will need a food thermometer to do this test. If any perishable food you bring is not eaten immediately, make sure it is refrigerated before you leave.

### **Reheating food**

Different aged care facilities will have different rules about reheating food provided by friends or relatives. In some, staff will reheat the food, in others, staff are not permitted to do so. In some facilities, the elderly person can reheat the food themselves, in others the person providing the food must do the reheating. Check with the staff to find out the rules in that facility. Make sure that staff know that you have brought in food and ask them how to go about re-heating it. Food



needs to be reheated to a minimum of 75 degrees Celsius or 70 degrees Celsius for two minutes to kill any bacteria or viruses that might be present in the food.

### **Reheating food in a microwave oven**

If you are reheating food in a microwave, you need to be especially careful that the food is heated evenly. Food heated in a microwave oven does not heat uniformly and unwanted germs may survive in portions of poorly heated food. Manufacturers recommend standing times to help alleviate the problem of uneven heating. Many microwaveable meal packs carry the instruction to stir the food part way through the cooking process. Items such as lasagne that can't be stirred should be allowed standing time to allow the whole product to reach a uniform temperature. How evenly the food will heat will also depend on the thickness of portions and on the composition and moisture content of the food. Frozen food needs to be completely thawed before reheating. If you are reheating a commercially prepared food, read and follow all the manufacturers' microwaving instructions.

### **Storage of the food you bring in**

If any perishable food you have provided is not eaten immediately, tell the staff and ask them about storing the food in a refrigerator. Some elderly people like to keep extra food in their rooms in drawers or bedside tables for eating later. While this is okay for shelf-stable foods like cakes, biscuits and chocolates, this can be very risky with perishable food such as cold meats, custard or cream filled cakes and cooked vegetables and meat dishes. Leaving perishable food in the temperature danger zone for too long before eating can result in food borne illness. Food which can cause food poisoning may not look or taste spoiled. Sometimes elderly people can also forget how long the food has been there. If you bring commercially prepared food make sure the elderly person is aware of any 'best before' or 'use by' date on the food. **Make sure you tell the staff if the elderly person has some perishable food in their room.**

### ***Remember:***

If you are cooking for an elderly person, please check the fact sheet 'Protecting Tiny Tummies and Sensitive Systems' under 'publications' on the Food Safety Information Council's website [www.foodsafety.asn.au](http://www.foodsafety.asn.au) for more information on preparing food safely.

### **Food Safety Information Council**

The Food Safety Information Council is a non-profit group with representatives of State and Federal governments, food industry and professional associations. Membership is open to any organisation with an interest in promoting safe food handling practices for consumers. We aim to reduce the over five million cases of food poisoning in Australia each year by educating consumers to handle food safely from the time it leaves the retailer until it appears on the plate. We organise Food Safety Week each November as part of our campaign to pass on simple messages to improve consumers' knowledge of how to handle, store and cook food safely. **For more information** Telephone Project Co-ordinator: 0407 626 688 (mobile)  
Email: [info@foodsafety.asn.au](mailto:info@foodsafety.asn.au) Website: [www.foodsafety.asn.au](http://www.foodsafety.asn.au)

Relatives are able to order a lunch time meal. The price is \$5 and must be paid to Aimee or Tina at Reception. The meal must be ordered two days before. Orders can be phoned into the facility on the facility number. If at any time the resident wishes to make a change to the meal preference or inform the kitchen of your dislikes, please see the Registered Nurse or Therapy staff to have the kitchen speak with you.

### The process for suggestions on improvements is as follows.

- 1) To make a suggestion or inform management of a problem an improvement log is completed.
- 2) The forms are located on iCare under Policies and Procedures. They are also located at Reception, in the Frangipani Internet Café and the Diversional Therapy team has forms for residents to complete.
- 3) Forms are completed and returned to the Nursing Care Manager (NCM) office.
- 4) The suggestion or problem are reviewed and if urgent, acted on immediately.
- 5) A bi monthly meeting is held consisting of management to discuss improvement logs. The actions are discussed and if able evaluations made.
- 6) If evaluations are effective the improvement log is closed out.



### Facility Mechanism for Complaints

We would like to advise residents / relatives of the facilities mechanism for handling complaints.

- (a) We encourage residents/relatives to bring any concerns or complaints to the attention of the Nursing Manager or Administration. Relatives/Visitors **Do Not** take complaints to the RN or other nursing staff please. Follow the policy on making a complaint, if you are a relative or resident the procedure is different. A resident can make a complaint to the RN but visitors or relatives must make the complaint to the NCM/CN at BLNH and RSM/N&DC at AL. The visitor or relative is able to make an appointment with these staff during working hours or make the complaint in writing. If the complaint is urgent and after hours then contact the Team Leader on duty who can phone the NCM/CN at BLNH or RSM/N&DC at AL. Post or drop the written complaint under the managers locked door. Alternatively, you can also put it into the letter box at the front of the facility. Emails may also be sent to the following:

NCM (Nursing Care Manager Bundaleer Lodge)	<a href="mailto:bundaleerlodge@bigpond.com">bundaleerlodge@bigpond.com</a>
RSM (Residential Services Manager)	<a href="mailto:rsm@alvesterlodge.com">rsm@alvesterlodge.com</a>
Human Resources Officer	<a href="mailto:hr.bundaleer@bigpond.com">hr.bundaleer@bigpond.com</a>
Director	<a href="mailto:lmsd@bigpond.com.au">lmsd@bigpond.com.au</a>

- (b) All complaints are investigated and processed and the person advised of the outcome.
- (c) Each resident/relative has the right to exercise their right, provided it does not infringe on the rights of other people.

The mechanism for grievance and complaints is through:

- (1) Raising the issue at the resident committee meeting.
- (2) Advising the Nursing Care Manager at BLNH, RSM at AL or Administration.
- (3) Completing P256 Complaints Form or Continuous Improvement Form found at the sign in desk. Ask a staff member to show you where the forms are held and how to complete the form. The response to the problem will either be recorded in the Continuous Improvement Form or you may be spoken to directly, depending on the confidentiality of the complaint.
- (4) If after speaking to the NCM at BLNH or RSM at AL you are still not satisfied you can direct your problem/grievance/complaint to the Administrator or Director of the Nursing Home.
- (5) Residents / relatives should also be aware that they have the right to bring complaints to the Department. If the grievance/complaint cannot be solved or suitably attended to, you can



make a complaint to The Department of Health. A brochure outlining the Departments Complaints mechanism is given on admission and extra copies are located at reception.

(6) There address is as follow:

Aged Care Quality and Safety Commission  
G.P.O Box 9819  
Brisbane Qld 4001  
Tel: 1800 951 822

Log a complaint online at [www.agedcarequality.gov.au](http://www.agedcarequality.gov.au)

Every effort will be made by staff and management to solve grievances and complaints.

## LAUNDRY INFORMATION

It is important when new clothes or shoes are purchased, it is labelled with the residents name before using. This will ensure lost clothing items are minimized. Laundry Staff and Nursing Staff will automatically remove clothing which is worn, needs repair, is stained, or no longer fits. Relatives will be informed via phone that there is clothing in the office to be collected. If clothing is not collected within 2 weeks it will be placed in a Life Line Bin.

It is the responsibility of the relatives / guardians to ensure that there is an adequate supply of suitable clothing. All items are to be clearly marked using name tags sewn onto clothes or heat press machine labels. It is not permitted to use a marking pen to mark resident's clothes on a permanent basis. After numerous washes the name fades off and then the clothes are unnamed and become lost. **CLOTHING MUST HAVE SEWN LABELS OR HEAT PRESS MACHINE LABELS.**

Management can order cloth labels at a reasonable price if requested. The labels take approximately 1 week to arrive once ordered. The admin staff can arrange for the labels to be machine heat pressed onto the resident's clothes. If the admin staff are to organize the label application the clothing must be handed to the administration staff. There is a small cost and this covers labelling of all items of clothing and any additional items during the resident's stay until all the labels have been used. Please consult with administration staff, the Nursing Manager or management if you would like to order labels, and/or have labels heat pressed onto the resident's clothing.

Ensure that shoes and slippers are clearly marked as well as hats or beanies. If supplying a bedspread or knee rug have a label on to identify the item. All new articles of clothing purchased after admission must be labelled. Ensure relatives are aware of this especially when clothes are given as gifts. **NO WOOLEN CLOTHING TO BE SUPPLIED.**

1. It is recommended no woollen jumpers or woollen jackets be brought as clothing, due to the laundry washing and drying at very high temperatures, which causes the items to shrink.
2. The turnaround time for clothing to be returned from the laundry is approximately 4 days, it is important to ensure the resident has a sufficient number of clothing to cover this period.
3. Whilst all care is taken with washing and drying of residents clothing, the Management will take no responsibilities for the loss or damage of clothing.





## RESIDENT STORAGE INFORMATION

A reminder that when a resident leaves the Facility, their personal items will be held for 24 hours ONLY, due to lack of onsite storage. The Facility cannot offer longer storage options for residents' personal items. If the items have not been collected within 24 hours of permanent departure from the Facility, the items will be donated to a charity and a fee charged. No responsibility will be taken for the residents' personal items while awaiting pick up during the 24 hours; it is up to the resident or family members to ensure the security of these personal effects.

Residents and Relatives are reminded to ensure items are stored securely. There is a locked draw in every room, please use this for those items of importance or sentimental value. Should residents require even more security it may be advisable to purchase your own safe and move this into your room. Another alternative is to leave the items with relatives who can store them in a secure place. It is not advisable to leave precious items with residents in the secure unit. Residents in this unit may not be able to remember where they placed items of importance; they may even accidentally discard them. If you bring your own wheel chair or shower chair into the facility you must ensure the item is labelled with the residents' name, it is also useful for you to photograph any items owned by residents to ensure they can be identified if they go missing. If the items are stolen you can use these photographs for the police report and your personal insurance claim if you have taken out insurance. Relatives should also check and clean all personal knickknacks and precious items every time they visit so they can be found quickly if they are missing. The Facility cleaners do not clean/dust personal items brought into the facility. If you notice any residents' equipment missing let the NCM and all your relatives know, in case one relative has taken home items for safe keeping and others do not know. If the item continues to be missing let the NCM know so the police can be informed as soon as possible. The nursing home takes no responsibility for lost personal property.



## RESIDENT PERSONAL ITEMS CLEANING

It is important to remember that the electric razors do require professional cleaning and replacement of cutting blades every 6 months. This is the resident's responsibility. A resident refrigerator in the resident's room must be kept clean and all food discarded if not labelled or in date. This is the responsibility of the resident or resident's family. The staff of the Facility will not clean these refrigerators. All other personal furniture and knickknacks brought into the facility are the responsibility of the resident or resident's family to dust and keep clean. The Facility cleaners do not clean or dust personal items brought into the facility. If you need assistance getting a cleaner for these personal items please ask the NCM (Nursing Care Manager) and a cleaner can be organized and billed to the resident. If you want our cleaner to clean behind resident's personal furniture then the resident or resident's family must organize the moving of the furniture and have booked a time with the NCM for our cleaners to clean behind these items. The NCM can also assist to organize movers to move the furniture and the cost billed to the resident.

