

BUNDALEER LODGE NEWSLETTER

**WINTER EDITION
JUNE – AUGUST 2023**

**BUNDALEER LODGE NURSING HOME
114 HOLDSWORTH ROAD
NORTH IPSWICH 4305**

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activities at Bundaleer...

Bundaleer residents spent time participating in a craft group for St Patricks Day. Residents make decorations for their rooms or 4-wheel walkers/ wheelchairs.



Residents enjoyed an informative visit from the Ipswich Library recently. We learnt all about "seniors on the web". We first learned about internet safety before having a bit of fun checking out all the old pictures of Ipswich using Ipswich Library online. Residents also had the chance to bring their personal devices for some assistance with learning all that they have to offer. Some residents have also spent time with the activity staff looking on google maps. We have spent time reminiscing and taking a look back on places people lived, where they went to school and holiday destinations.

The ladies snuck out for a shopping day which was a big hit. All involved "shopped 'till they dropped" at Booval Fair.



Nandina's sensory courtyard is coming along nicely. We were able to use the rosemary for the early Anzac Day service. The residents of Nandina have worked as a group to brighten the garden area with handmade windchimes, making furniture gardens and sprucing up faded pots for a pop of colour!



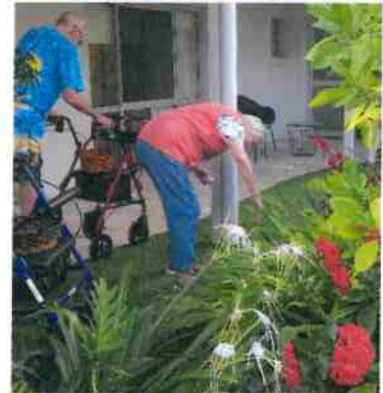
Hydration and Nutrition week was acknowledged in March. The residents were treated with some healthy food and beverages.



Our sharing spaces program sent us a lovely surprise for Easter. The Pre Kindy worked hard to make little Easter treats for some of the residents. We were lucky enough to have a visit from the Easter Bunny that delivered all the goodies.



Residents got active with an Easter egg hunt in the courtyard. Their names were then put into a hat for a chance to win a special prize. Kath was our lucky winner.



Our men visited the railway museum and chose to have fish & chips for lunch.



Our Mothers were invited to a high tea morning. Each person who attended received a special gift which was donated by a community member.



The local CSI has a melodies morning with free entertainment on a Thursday so we thought we would check it out.



The Australian Light Horse troop have been visiting us for quite some time now to offer residents individual pet therapy. Most of our residents look forward to their visit. Each time the Diversional Therapy department make a small donation for their time on behalf of Bundaleer. We were pleased to find out that our contributions have made it possible from the troop to purchase a bell tent.



We hope to see lots of faces, new and old at all our upcoming activities!

From the Diversional Therapy Team
Tash, Easter, Alisha, Rhiannon & Brittney

ACTIVITIES

Jokes:

Q: What do snowmen call their kids?

A: Chill-dren.

Q: What did the icy road say to the car?

A: Want to go for a spin?

Q: What falls in the winter but never gets hurt?

A: Snow.

Q: Knock, knock.

A: Who's there? Icy. Icy who? Icy you!

Q: What do you call it when a snowman throws a temper tantrum?

A: A meltdown.

Q: What do you call a snowman in summer?

A: A puddle.

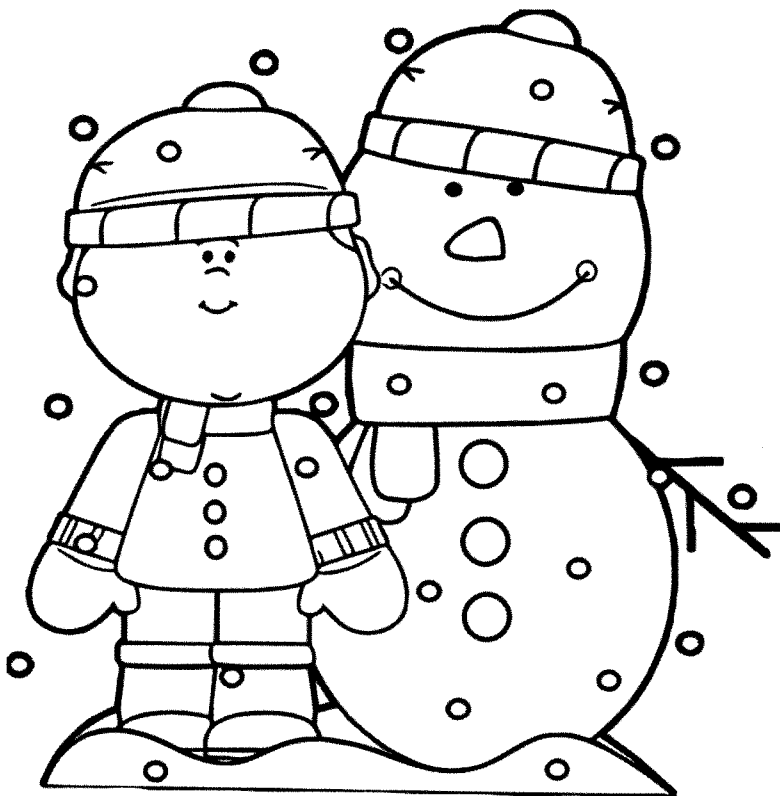
WINTER WORD SEARCH



E	T	C	G	B	W	T	B	X	E	S	S	Y	H	I
T	N	A	H	Q	L	W	I	K	Q	E	N	T	O	J
A	Y	E	H	I	I	I	A	U	V	F	O	S	L	T
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O	I	W	T	O	F	L	L	Z	I	W	G	R	D	E
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H	S	N	E	E	R	T	E	N	I	P	D	J	S	S
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A	V	U	C	R	U	G	U	L	N	D	D	C	E	N
C	P	Y	I	J	U	U	L	S	U	Q	S	I	Y	G

WORDS TO FIND:

BLIZZARD	BOOTS	CHILLY
COLD	FIREPLACE	FROSTY
FROZEN	GIVING	GLOVES
HAT	HOLIDAYS	HOTCHOCOLATE
ICE	ICESKATE	ICICLE
MITTENS	PINETREE	SCARF
SNOW	SNOWBALL	SNOWFLAKE
SNOWMAN	SNOWSUIT	WIND
WINTER		



Winter **WORD SCRAMBLE**

WSNO

TNIEWR

CEI

IEDLDSGN

FRZENO

OFTSR

ICE SAINGTK

WNDI

OSWN ABLL

LODC

OHT OACOC

CAEPLIFRE

WAOMNNS

OFKLEWNAS

OVSSEL

ATH



KITCHEN UPDATE

We have a five-week rotating menu with alternatives for both lunch and dinner. Management are currently in the process of doing a full review of the menus including meals offered and the layout. You will notice that the menu's have recently been tidied up a little bit to make it easier for everyone to read and understand what the options are. Over the coming months, we are also going to trial having separate menu's for each texture so that residents do not get confused as to what options are available to them.

One of the changes that we have already made is that we have displayed all of the cereal options available for breakfast on the menu each morning. We have also taken onboard resident feedback from meetings and surveys by removing some of the chunky soups and adding more smooth soups (i.e. tomato and pumpkin soups).

The kitchen have also changed the way they make the coleslaw and pasta salad as these were very bland and hard to chew at times. Residents also commented that there is too much custard so we have removed some desserts with custard and added some new desserts such as milkybar mousse with flake, sticky date pudding and butterscotch sauce, vanilla slice and jaffa delight to name a few.

We have also added a plate of salad for evening meals which has been a big hit so far. Please also keep an eye out for the other new items such as chicken parmigiana, pork ribs, macaroni beef and garlic bread.

We have included some pictures of a few of the new items for everyone to see. If at any time you have any suggestions or feedback about the menu, please feel free to contact your Therapy Staff or Admin and let them know. Feedback is always welcome.



Ham & Salad



Battered Fish & Wedges



Coleslaw



Milkybar Mousse with Flake



Garlic Bread



Chicken Parmigiana

RESIDENT MEETING UPDATES

Resident meetings are held bi-monthly in the activities room followed by a special morning tea. If residents are unwell or do not wish to attend the meeting but they would like something to be discussed they can tell the DT staff beforehand and they can discuss on their behalf. All residents and families are welcome to request a copy of the minutes from the DT staff at any time.

We have also provided a brief outline on some of the main issues that have been discussed since February.

February:

- The handrails in Frangipani, Acacia and Jasmine have all been replaced with new stainless-steel ones. These look wonderful and will hopefully look new for a long time.
- Some residents mentioned some maintenance issues in their bedrooms. Informed residents to ask nursing staff to write these in the maintenance book so that they can be fixed.
- Residents thanked all the staff (RN, AN, kitchen, cleaners and laundry) for their wonderful work.
- Residents have been enjoying the monthly outings. They were also reminded that they can suggest new activities or outing locations to DT staff at any time.

April:

- Some resident complained of missing out on a haircut for weeks on end. Management will discuss with the hairdresser. Residents were also advised to make sure their name is on the list which is on the door of the hairdresser room.
- Residents were informed that from the next week they will start to see plates of salad on the menu for dinner some nights. Residents were happy and thankful for this addition.
- Residents were also asked if there were any particular items they dislike on the menu. Some commented that they dislike the chunky soups and prefer the smooth soups such as tomato and pumpkin soup. These comments were passed on to Management and will be considered when planning the new menus.
- Residents were informed that a member from the Aged Care Advocacy group ADA Australia will be visiting the facility on Monday 29/5/23 at 10.15am. Notices will be placed in each unit closer to the day and all residents are encouraged to attend.

Upcoming meetings: Please see the monthly activities calendar

BIRTHDAY'S

June

Peter Cowan	3 rd June
Alma Jordan	6 th June
Bryan Johnson	7 th June
Beryl Morris	10 th June
Patricia Dunbar	11 th June
Peter McMutrie	12 th June
Wilver Hutton	13 th June
June Wraith	14 th June
Adelina Dutton	19 th June
Barry Wright	19 th June
Dorothy Coultas	24 th June
Doris Wendt	27 th June

July

Sateki Mafi	1 st July
Herbert Langtree	4 th July
Graeme Leigh	10 th July
Warren Walsh	10 th July
Nerida Lord	16 th July
Dorothy Maclot	17 th July
Kathlyn Rolls	17 th July
Denise Thomsen	18 th July
Iris Harris	20 th July

Noel Dyer	21 st July
Roy Miller	21 st July
Bruce Hunter	26 th July
Shirley Bevin	27 th July
Heather Grice	27 th July
Gardy Edwards	29 th July

August

Yvonne Wood	2 nd Aug
Shirley Bounding	4 th Aug
Walter Stallard	5 th Aug
Lyndall Moore	5 th Aug
Jean Cressey	8 th Aug
Pamela Stone	10 th Aug
Nancy Macaronis	12 th Aug
Maree Steinhardt	14 th Aug
Francis Molloy	17 th Aug
Robyn Rush	17 th Aug
Leslie Forsyth	18 th Aug
Maurice Lindsay	18 th Aug
Dennis Elliott	21 st Aug
Barry Harvey	22 nd Aug
Barbara Cameron	28 th Aug
Thomas Madigan	30 th Aug

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



FOCUS GROUP MEETING AND THE RESIDENT ADVISORY BODY

Thank you to the residents who participated in the last focus groups at each facility, where discussions were raised about the new Code of Conduct for aged care.

All questions and discussion points were directly taken from the Code, for example;

- Do you feel the Staff act in a way that treats people with dignity and respect and values their diversity? And;
- Do you feel the Staff act with integrity, honesty and transparency?

Overwhelmingly the feedback was so positive, and it was lovely to hear that on the whole residents feel that staff follow the code well. Further, residents identified that when there are isolated cases of this not occurring, they are comfortable speaking with their RN or Management. Some then used this opportunity to highlight some examples, which Management has followed up on.

Thank you once again for those who participated, we find this feedback very useful and use it for future planning.

Moving forward we are changing the focus group structure a little. Firstly, we are changing the name to the Resident Advisory Body as we feel this better reflects the purpose of these meetings, which is to be a source of meaningful engagement by allowing our residents an opportunity to advise us on key subject matters that directly relate to their care and services.

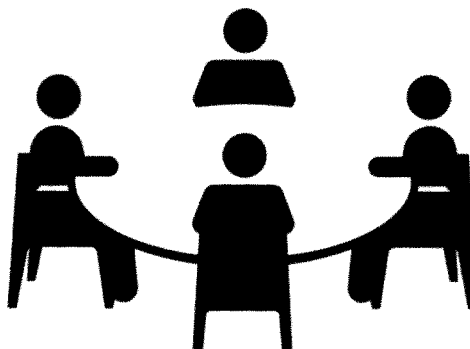
Secondly, we have engaged an independent person to chair the meeting which we feel may help residents to feel confident to speak freely and openly. Thirdly, we are opening these meetings up to residents' representatives; your close family, friends or advocates are welcome to attend should they wish.

Should you wish to attend the next meeting, it will be held;

- Bundaleer Lodge – 10th July @10.30am in the Therapy Room
- Algester Lodge – 12th July @ 10.30am in the Opal Therapy Room

Morning Tea will be provided

Please confirm your attendance by seeing our friendly Therapy staff or contacting them on 37114711 (Algester) or 32018772 (Bundaleer).



LETTER FROM MANAGEMENT

I hope the Easter break allowed everyone to spend time with their families. The coronation of King Charles III was on the 6th of May 2023 watched by many, it was certainly a precision event and quite spectacular.



We have been working on getting the pianola working in therapy, we think there is an issue with the bellows and we are getting a technician to come and look at this. We have so many lovely pianola rolls with wonderful music to play.



We have been working on the menu at Bundaleer Lodge, many may have noticed we have reintroduced a salad back onto the menu. We are looking at other menu changes which you will notice over the coming months. We have to test the recipe in our kitchen to see if it will work with our heated trolleys, sometimes what works on paper does not work when it goes to the distribution stage in the heated trolleys.



Ipswich Hospital Foundation Gala Dinner was held recently to raise funds for mental health research and support in the West Morton Region. The evening raised over \$30,000. Some members of our staff attended this fund-raising event on behalf of Bundaleer Lodge. If you would like to donate to the IHF please look on their website www.ihfoundation.org.au. One in two people in the West Morton Region are touched by a mental health issue. If you or a family member are experiencing a mental health emergency contact 000. If you or a family member or friend needs mental health support contact 1300 642 255 which is available 24/7.



21/39 Gihon, Catherine, Tina, Lynette, Nicole, Renee, Susan, Emma and Tracy- Bundaleer Lodge Nursing Home. IHF Gala Dinner, April 22, 2023

Renovations have been taking place at Bundaleer Lodge, we have been working on the old administration office in Banksia, Banksia Dining Room and the 7 bedrooms in the Banksia hallway leading to Nandina. We also have some new stainless-steel handrails installed throughout the home.



Old Admin Office



Banksia Dining Room



Banksia Hallway

A reminder to not clutter the bedrooms as this is a trip hazard to the residents. If you are visiting and borrow a chair from the dining area please make sure you return the chair to the dining room. Residents use these chairs in the dining rooms at meal times. If you fail to return the chair the residents have nothing to sit on. If you are elderly and you have asked the nurse to bring you a chair make sure you use the buzzer to get the nurse to take the chair back when you have finished with it. If you would like a chair left in the room permanently then please let Vesna from reception know and we will organize a permanent visitor chair for the resident's room.

Thank you to all our residents, staff and visitors for following the health directions around Covid-19. We would particularly like to thank all staff for their dedication and hard work during this time. We would also like to thank all residents and family members for their patience and compliance with following rules set by the Public Health Unit and the Commonwealth Department of Health.

The flu season is nearly here so see your Doctor about the flu vaccination if you have not already done so.

Visiting

When not in outbreak visiting hours are as follows;

9am – 1.00pm Sunday

9am – 3.30pm Monday

9am – 3.30pm Tuesday

9am – 3.30pm Wednesday

9am – 3.30pm Thursday

9am – 3.30pm Friday

If there is a special event or extenuating circumstances and you need to visit outside of these visiting times, please contact the facility prior to coming for instructions.

As always, if you experience any symptoms (i.e. headache, cough, muscle aches, sore throat, vomiting, loss of taste or upset stomach) please do not visit the facility.

Thank you for adapting to the changes over the three years. You should be proud of yourself for the great work you all do for the safety of the residents. We know it has been difficult at times, but you always have been positive and willing to take on the changes.

This pandemic has been a long road for so many of us and we have worked hard to keep our staff and residents safe. Getting boosted and vaccinated is the best way to keep our freedoms and to be able to continue to visit our loved ones.

Looking for Work in Aged Care

Are you, or someone you know, looking to work in the Aged Care industry?

We are always looking for people who have a passion for aged care or the hospitality industry. We regularly recruit for Registered Nurses, Assistant Nurses, and Kitchen staff and are always happy to receive applications for any of these positions.

We also offer volunteering roles which can be used as a stepping stone into future employment opportunities.

If you are interested, please ask reception for an application.

Facebook & Instagram for Bundaleer Lodge

Bundaleer Lodge has a Facebook account and Instagram account. You can keep up with what the residents have been doing on our Facebook account.

Facebook

<https://www.facebook.com/Bundaleer-Lodge-Nursing-Home-169519596581097/>

Instagram

<https://www.instagram.com/bundaleerlodge/>

Website

<https://www.bundaleerlodge.com/>

Sharing Spaces Programme

Residents from Bundaleer Lodge Nursing Home and Pre-Prep students from Ipswich Junior Grammar School used to participate in an intergenerational learning programme called Sharing Spaces. This partnership programme with Junior Grammar Early Education Centre and Bundaleer Lodge Nursing Home involved residents traveling to Junior Grammar EEC to enjoy a morning of activities and fun with the children of the EEC in pre COVID times. Bundaleer lodge residents interact with the children from the school through story time, craft activities, and cooking experiences. We are investigating starting this programme up again.

Round Square Program

The Round Square project partnership formed between Bundaleer Lodge and Ipswich Grammar School is important to our residents. Since the visits to Bundaleer Lodge have been postponed due to Covid19, the boys in year 9 at IGS have sent some written letters to residents instead of the in-person visits. By doing this the IGS boys and residents can still be connect. The photos show the enjoyment these letters give the resident at Bundaleer Lodge. We are investigating starting this programme up again.

Bundaleer Meet & Eat Cafe

The Café has closed during COVID outbreaks. We are looking at opening the café again soon for limited hours. When we have more details we will advise.

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.

RESIDENT RESPONSIBILITIES & 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 case 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 adversely affecting the way I am treated

The NDIS Code of Conduct:

The Code of Conduct requires workers and providers who deliver NDIS supports to:

- Act with respect for individual rights to freedom of expression, self-determination, and decision-making in accordance with relevant laws and conventions
- Respect the privacy of people with disability
- Provide supports and services in a safe and competent manner with care and skill
- Act with integrity, honesty, and transparency
- Promptly take steps to raise and act on concerns about matters that might have an impact on the quality and safety of supports provided to people with disability
- Take all reasonable steps to prevent and respond to all forms of violence, exploitation, neglect, and abuse of people with disability
- Take all reasonable steps to prevent and respond to sexual misconduct.

The Code of Conduct for Aged Care:



Australian Government
Aged Care Quality and Safety Commission

Code of Conduct for Aged Care

Quick guide for consumers

The Code of Conduct for Aged Care describes how **providers and the people providing your care must behave and treat you**. It includes the 8 elements below.



Respect your rights to express yourself and make your own decisions about how you want to live



Act with integrity, honesty and transparency



Treat you with dignity and respect and value your diversity



Take action promptly about matters that may impact on the safety and quality of your care



Respect your privacy



Provide safe care free from all forms of violence and abuse



Provide high quality care in a safe and competent manner



Prevent and respond to all forms of violence and abuse

If you or someone you know has a concern or complaint with your service, contact:

**Older Person Advocacy
Network (OPAN)**
Phone 1800 700 600

Aged Care Quality and Safety Commission
Phone 1800 951 822 Web agedcarequality.gov.au
Write Aged Care Quality and Safety Commission
GPO Box 9819, in your capital city



December 2022
ACQ-COC-013

Aged care
reforms 

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.



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.



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 Residential Services 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.

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 Reception 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.

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.

The lost property is now located at Reception. 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.

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.'

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.



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 Reception during office hours.



Smoke Free Policy operational at Bundaleer Lodge

From the 1st January 2015, it is against the law to smoke at all public and private health care facilities, and for five meters beyond their boundaries. Penalties may apply if you disobey this law. Bundaleer Lodge Nursing Home is committed to provide employees and residents with a healthy environment which encourages high staff morale and productivity and protects the health of all employees and residents. Bundaleer Lodge is a smoke free work place. This policy will help promote the health and safety of all employees and residents. Please speak to the Residential Services Manager (RSM) if you would like some information on ways to quit smoking.

Smoking in the park or the bus shelter near Bundaleer Lodge can result in a fine from the Ipswich City Council.

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.

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 daily fee increased on the 20th March 2023. The rate is set by Department of Health and Aging. This rate changes twice a year on the 20th March and 20th September.

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

Regards
Susan Dreyer & Lynette Dresselhaus

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. The units can also be rented unfurnished. 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

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.

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.

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.

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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 by

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

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 Tummys and Sensitive Systems' and other fact sheets on the Food Safety Information Council website, 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 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 Website: www.foodsafety.asn.au

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 Residential Services Manager (RSM) 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 RSM/CM. 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 RSM/CM. 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:

RSM (Residential Services Manager Bundaleer)	rsm@bundaleerlodge.com
RSM (Residential Services Manager Algester)	rsm@algesterlodge.com
Human Resources Officer	hr.bundaleer@bigpond.com

- (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 RSM or Administration.
- (3) Completing P256 Complaints Form or Continuous Improvement Form found at front reception or in the internet kiosk in Frangipani. 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. The forms can be dropped into the suggestion box in the internet kiosk in Frangipani.
- (4) If after speaking to the RSM 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

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

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 RSM 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 RSM 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 RSM (Residential Services 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 RSM for our cleaners to clean behind these items. The RSM can also assist to organize movers to move the furniture and the cost billed to the resident.

