



# **BUNDALEER LODGE NEWSLETTER**

**SPRING EDITION  
SEPTEMBER – NOVEMBER 2023**

**BUNDALEER LODGE NURSING HOME  
114 HOLDSWORTH ROAD  
NORTH IPSWICH 4305  
PH: 07 3201 8772  
FAX: 07 3201 7926**







Welcome to all our new residents and families since the last newsletter. The activity department has once again been having all the fun facilitating activities each month for residents to participate in. Our activities aim to encourage physical movement, social connection, inclusion and entertainment.

In June Serina from the Aged Care Advocacy made a visit to Bundaleer to provide information about their available services. Both residents and relatives were invited to attend the morning session. Serina will be back every six months for anyone interested to attend. Keep a look out on the coming activities calendar.

National picnic day was held in June. This day encouraged residents to celebrate togetherness, our beautiful surroundings in nature and the simplicity of an outdoor picnic.



Residents were encouraged to show off their cooking skills recently. Pancakes and mars bar slice were a bit hit amongst the crowd. We had many eager participants to taste test the batches however, they seemed to all disappear before it was time to wash up!





Happy hour has had a revamp. The courtyard is the place to be on these days. You will find beer, wine, and soft drink along with a bite to eat. Last happy hour, the residents were surprised with pizza to complement their beverage. Everyone had positive comments to follow. Keep an eye out on the activity calendar for the next one. This is a time when residents can come together in a relaxed environment to enjoy socially interacting with one another, meeting new people and trying different foods and drinks.

Ekka week has been our latest big event. A lot of our residents here had fond memories of visiting the Brisbane Exhibition each year in the past with their loved ones. The Diversional Therapy team took much pride and time in bringing all the favourites from the Ekka to the residents to enjoy here at Bundaleer. These activities were spread out over a week with something for everyone!

Monday residents were able to visit the activity room to have a cuddle with animals from Old MacDonalds Farm. Some of the animals included chickens, llamas, piglets, ducks, lambs and goats.



Of course, we could not forget the Dagwood dogs, strawberry ice creams, fairy floss and showbags! Some of the staff and residents participated in Ekka themed dress up day. Our staff winner was Courtney (AIN) and resident winner Laurel. Both were presented a prize for their wonderful efforts.





Sideshow alley was brought to the courtyard on Wednesday. Residents spent the day trying their luck on all their favourite games. A big thankyou to a relative of our residents who donated a lot of the soft toy prizes used for the day.







Residents were invited to attend a special morning last week with the Women's Ministry Goodna. We had 9 ladies from the Church attend and perform songs and dances. They also provided a morning tea feast for all to enjoy.

Coming up in the following months for Spring we have Fathers' Day, World Alzheimer's Day, day outings, World Physical Therapy Day, Halloween and Melbourne Cup just to name a few.

Activity calendars are usually handed out during the last week of the month for the following month. We have also started to leave spare calendars at reception for visitors to take if they wish.

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

### Trivia:

1. What type of music has been shown to help plants grow better and faster?

A: \_\_\_\_\_

2. What celebrity has their dog cloned – twice?

A: \_\_\_\_\_

3. What is the painting 'La Gioconda' more usually known as?

A: \_\_\_\_\_

4. What is the most expensive home in the world?

A: \_\_\_\_\_

5. Which mammal has no vocal cords?

A: \_\_\_\_\_

### Sudoku:

					8		4	9
5		3						
	8				7	2	1	
	5		1		3	8		6
	2	6		7		3	9	
3		8	4		6		5	
	3	4	2				6	
						1		5
8	1		7					





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# SPRING WORD SEARCH

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



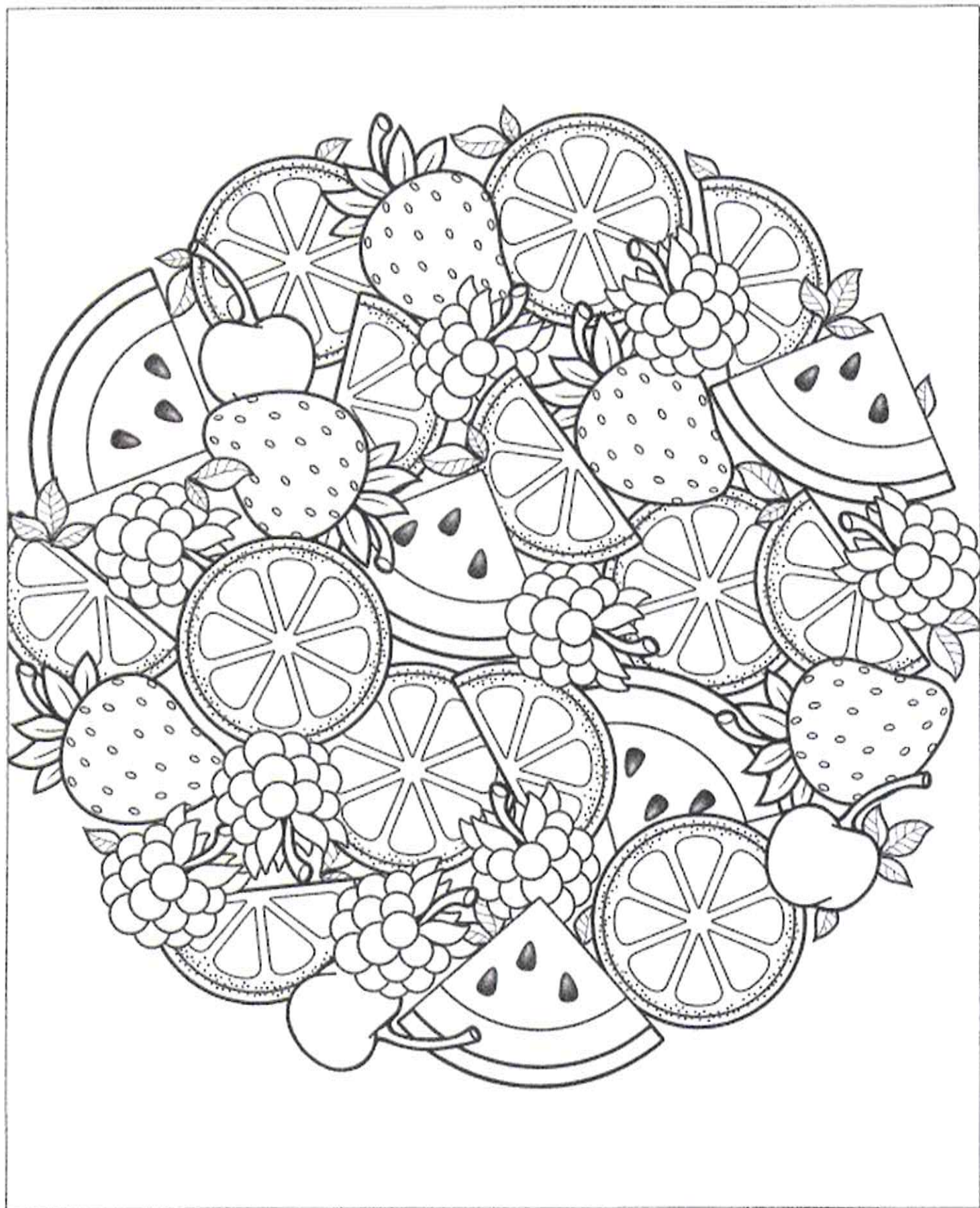
BLOSSOM  
BLUEBIRD  
BOOTS  
CHICKS  
DAFFODIL  
FLOWERS

GARDEN  
GRASS  
GREEN  
KITE  
MUD  
NEST

RAIN  
SEEDS  
TULIPS  
UMBRELLA  
WARM







# TREVOR GRANDIN'S THIS IS YOUR LIFE (PART 1)

Trevor John Grandin was born to Lesley and Jack Grandin on the 26<sup>th</sup> September 1946 at the Myrtleford Bush Nursing Hospital.

Myrtleford is a small country town on the Ovens Highway and adjacent to the Hop growing Gardens of Victoria.

The Ovens Highway goes east for approximately 60kilometers from Wangaratta to the very popular tourist town of Bright and passes through the small villages of Tarawingee, Eurobin and Porepunka.

Tarawingee is located just along the Ovens Highway and not far from Wangaratta.

Myrtleford, Eurobin, Porepunka and Bright are located at the foot of the Mount Buffalo Plateau which is covered in snow during winter.

Wangaratta is renowned by it's locality to the small village of Glenrowan, located several kilometers south of Wangaratta, on the Hume Highway.

The only building remaining in Glenrowan is the Hotal which has a statue of The Bush Ranger, Ned Kelly, outside of it.

At the age of 5, Trevor, his younger brother and sister, Norman and Jill and their parents, moved to the Wangaratta suburb of Yarrunga where Trevor continued his primary education at the Yarrunga Primary School.

Six years later, Trevor graduated from the Yarrunga Primary School as one of the school's top students.

At the age of 12, Trevor started his secondary education at the Wangaratta Junior Technical School.

Trevor's good marks and exemplary conduct continued through four years as a student with the Wangaratta Junior Technical School and at Graduation, his achievements were recognized by way of the award of a Best Citizen Certificate, and his achievement of 100% in Solid Geometry was also recognized.

Trevor was also Prefect at the school.

After Trevor's secondary education at the Wangaratta Junior Technical School, he then started his Tertiary education at the Wangaratta Senior Technical School and graduated from that school after two years with an Intermediate Technical Certificate (Diploma Entrance Standard).

At the age of 18, Trevor relocated to Melbourne to continue his studies with the Caulfield Technical College for a Diploma of Civil Engineering.



Trevor Graduated from the Caulfield Technical College with a Diploma of Civil Engineering on the 15<sup>th</sup> July 1970 and started his working life with the Waverley City Council (Waverley is a suburb of Melbourne).

Trevor's second job was a Civil Engineer with the Moe Shire Council (Moe is a town in Gippsland, Victoria).

Trevor married Jeanette Ashley on the 24<sup>th</sup> May 1969 and with two children, Wendell and Sharyn, they moved to PNG in February 1974, where Trevor commenced his third job as a Civil Engineer with the Consulting Engineers, Willing and Partners, in their office in Boroko (a suburb of Port Moresby).

*To be continue to subsequent newsletters...*

**Trivia Answers:**

1. Classical
2. Barbara Streisand
3. Mona Lisa
4. Buckingham Palace
5. Giraffe

**Sudoku Answer:**

2	7	1	6	3	8	5	4	9
5	4	3	9	1	2	6	8	7
6	8	9	5	4	7	2	1	3
4	5	7	1	9	3	8	2	6
1	2	6	8	7	5	3	9	4
3	9	8	4	2	6	7	5	1
7	3	4	2	5	1	9	6	8
9	6	2	3	8	4	1	7	5
8	1	5	7	6	9	4	3	2

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# KITCHEN UPDATE

We have a five-week rotating menu with alternatives for both lunch and dinner. We have recently conducted a full review of the menu including meals offered and the layout. This will be an ongoing process for some time yet as we work through all of the different components of the menu. You will notice that the layout of the menu has changed a bit making it easier to understand what options are available for each texture.

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). Due to manufacturers no longer making some varieties, some other soups, such as thick veg, spring veg and celery will be removed over the coming months.

The kitchen has 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. As per feedback from residents, we have just started to serve lemon with the fish on a Friday.

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



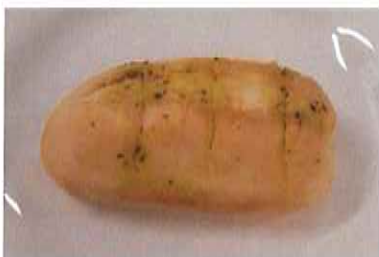
Battered Fish & Wedges



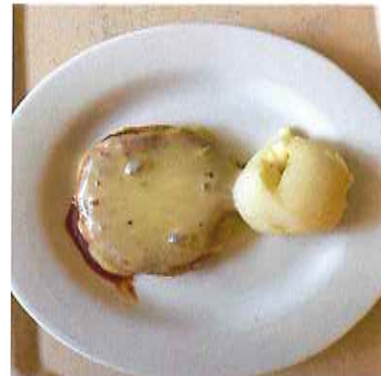
Coleslaw



Milkybar Mousse with Flake



Garlic Bread



Chicken Parmigiana



# RESIDENT MEETING UPDATES

Resident meetings are held bi-monthly in the activities room or Acacia courtyard followed by a special morning/afternoon 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 topics that have been discussed since June.

## June:

- The Hairdresser visits the facility every Wednesday and Thursday. If you would like a hair cut or colour please make sure your name is in the book hanging on the salon door.
- Increased number of lost property. Residents and families are reminded to hand any unnamed clothes to Reception for labelling.
- Discussed the various updates to the menus. Residents are finding the menu much easier to read and are enjoying the new items.
- Residents in Jasmine requested for the door to the deck and small courtyard to be unlocked. This has been arranged and both doors are now unlocked from 10am to 2pm each day for residents to go outside whenever they wish. Outside of these hours, residents can ask the RN to open the door for them.

## August:

- Discussed ongoing updates to the menu and individual meal preferences.
- Residents commented that they thoroughly enjoyed the recent visit from the Women's Ministry Goodna and would love to see the ladies visit on a regular basis.
- Residents provided suggestions for monthly outings. DT staff will take these into consideration.
- Residents thanked all the staff (RN, AN, kitchen, cleaners and laundry) for their wonderful work.

**Upcoming meetings:** Please see the monthly activities calendar

# BIRTHDAY'S

## September

Klaus Hagendorf	3 <sup>rd</sup> Sep
Una Cushing	4 <sup>th</sup> Sep
Alan Willett	9 <sup>th</sup> Sep
Geraldine Cook	11 <sup>th</sup> Sep
Margaret Kovacic	11 <sup>th</sup> Sep
Keith Sutcliffe	13 <sup>th</sup> Sep
John Dixon	19 <sup>th</sup> Sep
Kerry Strahan	19 <sup>th</sup> Sep
Desmond Anderson	21 <sup>st</sup> Sep
William Thurgate	23 <sup>rd</sup> Sep
Erika Kelly	24 <sup>th</sup> Sep
Trevor Grandin	26 <sup>th</sup> Sep
Shirley Perrett	28 <sup>th</sup> Sep

## October

Ernest Meldrum	2 <sup>nd</sup> Oct
Lynette Burley	7 <sup>th</sup> Oct
Kathleen Borchert	16 <sup>th</sup> Oct
Breffni Heit	16 <sup>th</sup> Oct
Pamela Hohenhaus	18 <sup>th</sup> Oct
Mary Van'twout	20 <sup>th</sup> Oct
Jeanette Brotherton	21 <sup>st</sup> Oct
Wendy Wynne	25 <sup>th</sup> Oct
Graham Bell	27 <sup>th</sup> Oct
Kevin Voigt	31 <sup>st</sup> Oct

## November

Lionel Lovelace	4 <sup>th</sup> Nov
Maria Schweitzer	9 <sup>th</sup> Nov
Mercy Snider	11 <sup>th</sup> Nov
Richard Jenkyn	21 <sup>st</sup> Nov
Johannes Van Duuren	21 <sup>st</sup> Nov

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





# THE RESIDENT ADVISORY BODY

Thank you to the residents who participated in the Resident Advisory Body Meetings held at each facility in June. The key points of discussion were around food and the dining room experience.

A number of prompting questions were asked, such as;

- Is there something you would like added to the menu?
- Is there a snack you would like available any time of the day?
- If you could wave a magic wand, what would you do to improve the food or the dining room experience?

The feedback received was very useful and we have made some changes already such as increasing the variety of biscuits available, increasing how many times garlic bread is served and serving lemon with the fish. We also were able to put some kitchen notifications through for individual preferences noted during the meetings.

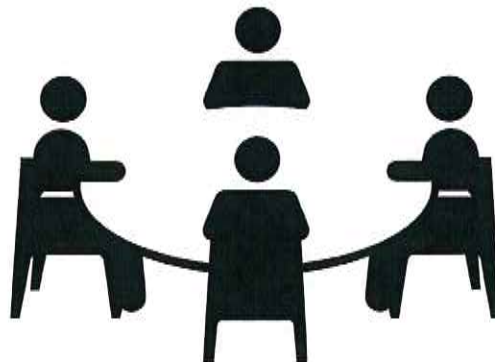
A summary of the meeting also goes into a report for the Quality Care Advisory Board who can then identify further quality improvements from this feedback. Thank you once again for those who participated, we find this feedback very useful and use it for future planning.

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

- Bundaleer Lodge – 9<sup>th</sup> Oct @10.30am in the Therapy Room
- Algester Lodge – 11<sup>th</sup> Oct @ 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 07 3711 4711 (Algester) or 07 3201 8772 (Bundaleer).



# LETTER FROM MANAGEMENT

Aged Care Employee Day was on 7<sup>th</sup> August and this celebrated the workers who provide care to the elderly. Each area of the facility were given cupcakes and sandwich and wrap platters to help celebrate the occasion. We wish to thank all our wonderful staff who provide care to the elderly. It takes an extraordinary amount of skill, patience and heart to care for the aged individuals living through their twilight years.



We have two new mobile telehealth trolleys which can be taken to the resident and consultation performed remotely.

We have a new radio advertisement on River949 where we also advertise on their website. We hope that you enjoy our new signature jingle. Our new on hold messaging is also being installed on our phone system.

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.



As part of our recent change in unit structure we have also set up a new nurse station in Waratah.



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  
March/April 2023



Banksia Hallway



Old Admin Office



Banksia Dining Room  
July/August 2023



Banksia Hallway



New Sitting Area  
July/August 2023

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 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.

## *Burdabeer 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.



## *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.

# *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:



**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](http://agedcarequality.gov.au)  
Write Aged Care Quality and Safety Commission  
GPO Box 9819, in your capital city

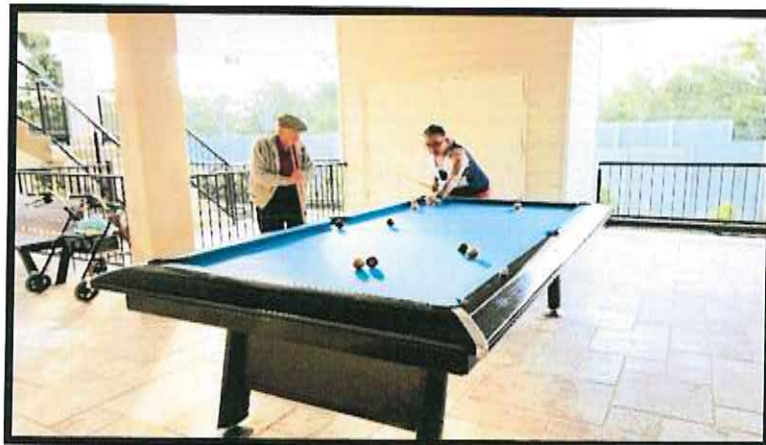


If residents or residents families wish to hold a function for a resident in the facility please book with the Diversional Therapy staff. This will ensure a suitable location for the size of the function is not double booked. Speak to the Therapy staff about what locations are deemed suitable. As other 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 1<sup>st</sup> 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 20<sup>th</sup> March 2023. 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 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 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)

### 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)	<a href="mailto:rsm@bundaleerlodge.com">rsm@bundaleerlodge.com</a>
RSM (Residential Services Manager Algester)	<a href="mailto:rsm@algesterlodge.com">rsm@algesterlodge.com</a>
Human Resources Officer	<a href="mailto:hr.bundaleer@bigpond.com">hr.bundaleer@bigpond.com</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 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](http://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.

