



BUNDALEER LODGE NEWSLETTER

**AUTUMN EDITION
MARCH – MAY 2025**

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



FROM YOUR DT'S WHAT WE'VE BEEN UP TO...

As we welcome the new year, our residents have been having a blast trying out new activities and keeping the fun rolling! This month, many have enjoyed a few exciting pastimes, from the fast-paced thrills of Aussie Bob to the friendly competition of Bingo – there's always something to keep everyone entertained.

This month our residents have been treated to some amazing live performances that have brought so much joy and excitement! From lively music to toe-tapping tunes, our concert experiences have been a highlight for many.

And with Summer in full swing, staying hydrated is key! Our hydration trolley has been making its rounds, ensuring everyone has plenty of refreshing drinks to stay cool and energized. It's been a perfect way to beat the heat and keep everyone feeling their best.

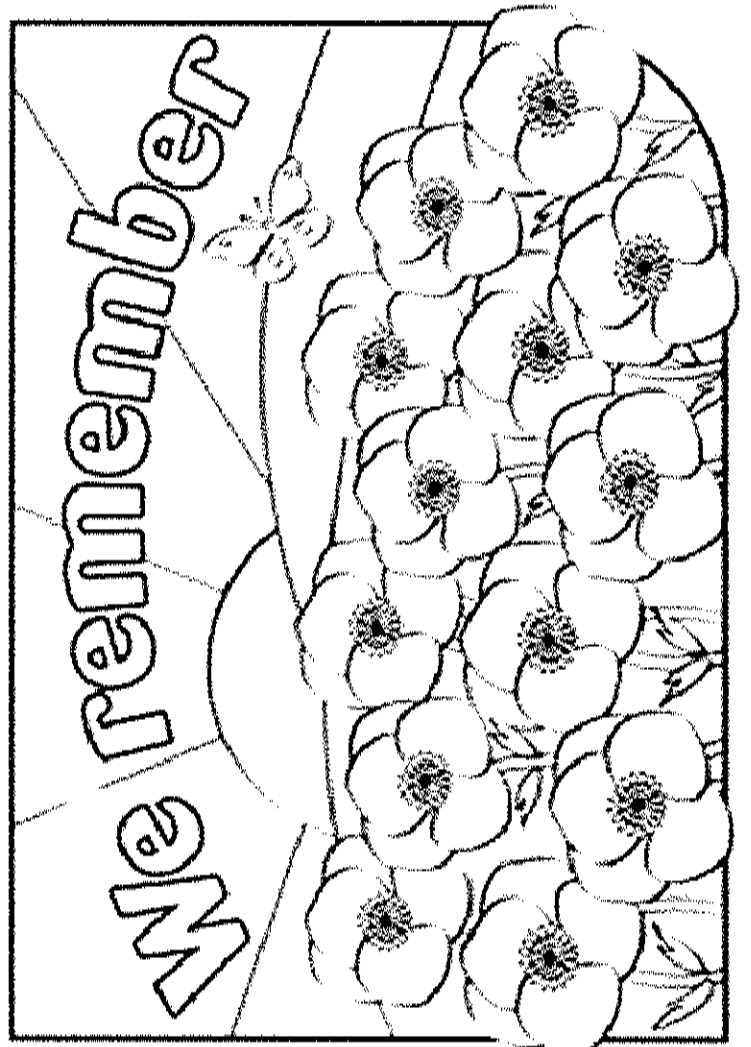
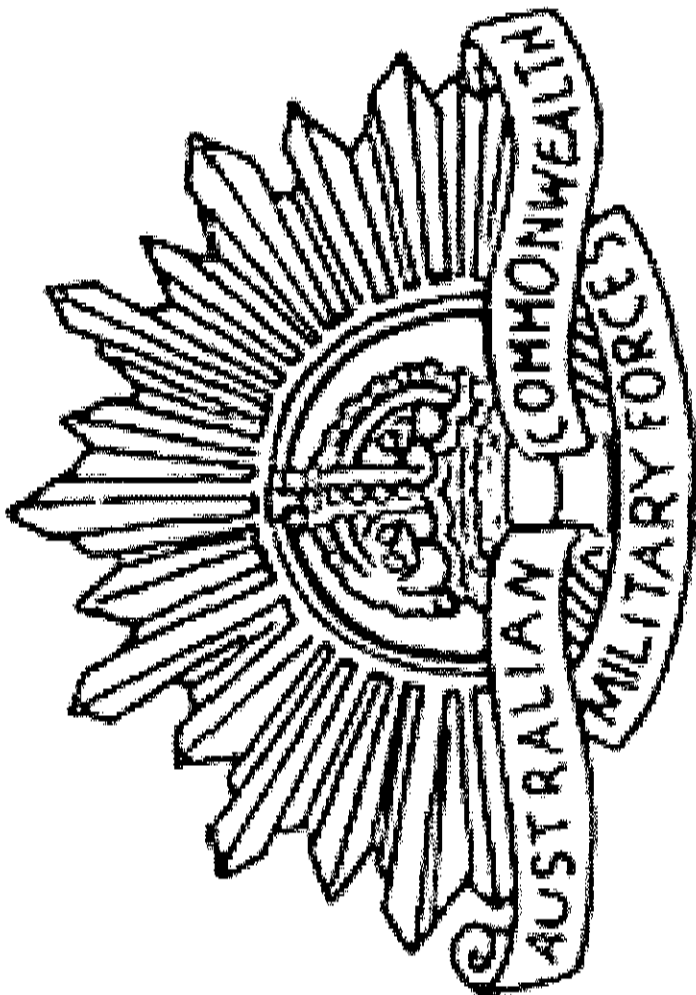


As always, we love getting out and about! Each month, we organize an outing, and every resident is welcome to join in. Last month, we headed over to Mi Hi Tavern for a delicious lunch, and everyone had a fantastic time.



Looking forward to another month full of fun, laughter, and memories! Stay tuned for more upcoming activities and outings.

Stay hydrated and have fun!
From the Diversional Therapy Team



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4		1	2	9		7	5
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Easter Word Search

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

Basket
 Bonnet
 Bunny
 Candy
 Chicks
 Chocolate
 Daffodil
 Decorate
 Ducks



Dye
 Easter
 Egg Hunt
 Eggs
 Family
 Flowers
 Grass
 Happy
 Jellybeans

Lily
 Parade
 Peeps
 Rabbit
 Spring
 Sunday
 Tradition
 Tulips



KITCHEN UPDATE

We have some exciting news to share with everyone...We have been selected to take part in the Maggie Beer Foundation Trainer Mentor Program. Over 12 months, one of the foundation chef trainers will be working closely with management and staff to elevate the dining experience for our residents. Together, we'll focus on enhancing our skills to create delicious, nutritious meals that bring joy and goodness to every bite.

The first step in this program is a menu appraisal. We have already provided a copy of our menus and photos of the meals and are now waiting for the appraisal to be completed by a Dietician. We will then have a meeting with the Dietician to discuss the findings. We also received a phone call just this week informing us that we are scheduled to start our training etc in May. Whilst this is still a couple of months away it will be here before we know it.

In January we trialled chicken carbonara ravioli for lunch and this was an absolute hit with nearly all of the residents. As a result, we have since added this to our regular menu as well as a beef meatball ravioli, so keep an eye out for these new additions.



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

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

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

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 November.

December:

- Residents are still happy with the hairdresser. Reminder to all new residents that if you wish to get your hair cut/coloured you need to write your name in the book outside the hair salon.
- Discussion held regarding some current and possible new food items on the menu. Feedback received regarding Danish and cream. We are also looking at trialing ravioli in the coming months so keep an eye out for this.
- Discussed with residents the "getting to know me" sunflower. Showed them what this page looks like and that it can be found in the purple folder in their bedroom. Some residents requested to have theirs updated.

Upcoming meetings: Please see the monthly activities calendar

BIRTHDAY'S

March

Robert Milfull	3 rd Mar
John Chalmers	4 th Mar
Christeen Graham	6 th Mar
Delwyn Gardiner	14 th Mar
Lynette Walker	14 th Mar
Sylvia Goodwin	15 th Mar
Janice Govan	16 th Mar
Gail Diets	25 th Mar
Margaret Roberts	26 th Mar
Judith Wright	28 th Mar

April

Manfred Bender	2 nd Apr
Hilary Pocock	2 nd Apr
Peter Cooke	5 th Apr
Deanna Iribarnegaray	9 th Apr
Barry Fail	10 th Apr
Colin Butler	12 th Apr
Leonard Zeidler	14 th Apr
Ivy Pocock	20 th Apr
Jose Price	21 st Apr
Bert Sinclair	22 nd Apr

Margaret Brandt	24 th Apr
Gerald Hambleton	25 th Apr
Betty Bloxham	29 th Apr
David Welch	30 th Apr

May

Karen Hall	5 th May
Lionel Schultz	5 th May
Norman Dabelstein	10 th May
Gloria Mattingley	11 th May
Lorraine Jones	14 th May
Patrick English	15 th May
Paul Reid	18 th May
Trevor Wode	20 th May
Selwyn Foelz	21 st May
Warren Smith	23 rd May
Ian Lorenzen	26 th May
Cyril McGill	26 th May
Linda Stansfield	28 th May

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 January. The key points of discussion were around residents' personal preferences and the information sheets we use to gather and share this information with staff.

We went through the getting to know me flower which we implemented when residents move into the facility to highlight residents' preferences, hobbies and history they wish to share. We also went through resident's profile page which gathers information on likes/dislikes, daily routine information and family/friends' details.

Both of these documents as well as other information we gather as we get to know you is shared with staff in a number of ways. For instance, we have diet lists which highlights residents' dietary needs, allergies etc; we have shower lists which highlights your preferred shower day and time, and we have information stored in your purple folder in your room and we have information within your resident file.

It is really important to us that we know you well and that this is at the centre of the care we provide. I have attached a copy of the profile template page and getting to know me flower should anyone wish to share any information that is important to you. If you need help, please ask a member of your DT team to support you to fill these out and any completed copies can also be given to the DT staff.

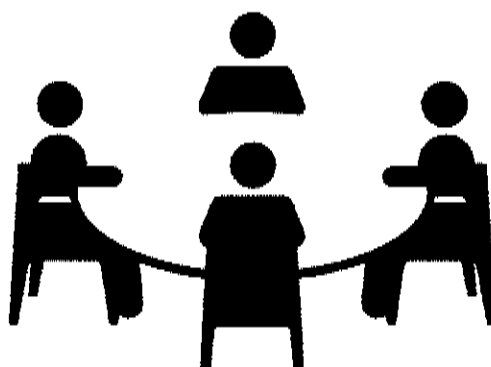
A summary of the meeting goes into a report for the Quality Care Advisory Body who can then identify further quality improvements from this feedback. Thank you once again for those who participated, we find this feedback very useful and use it for future planning.

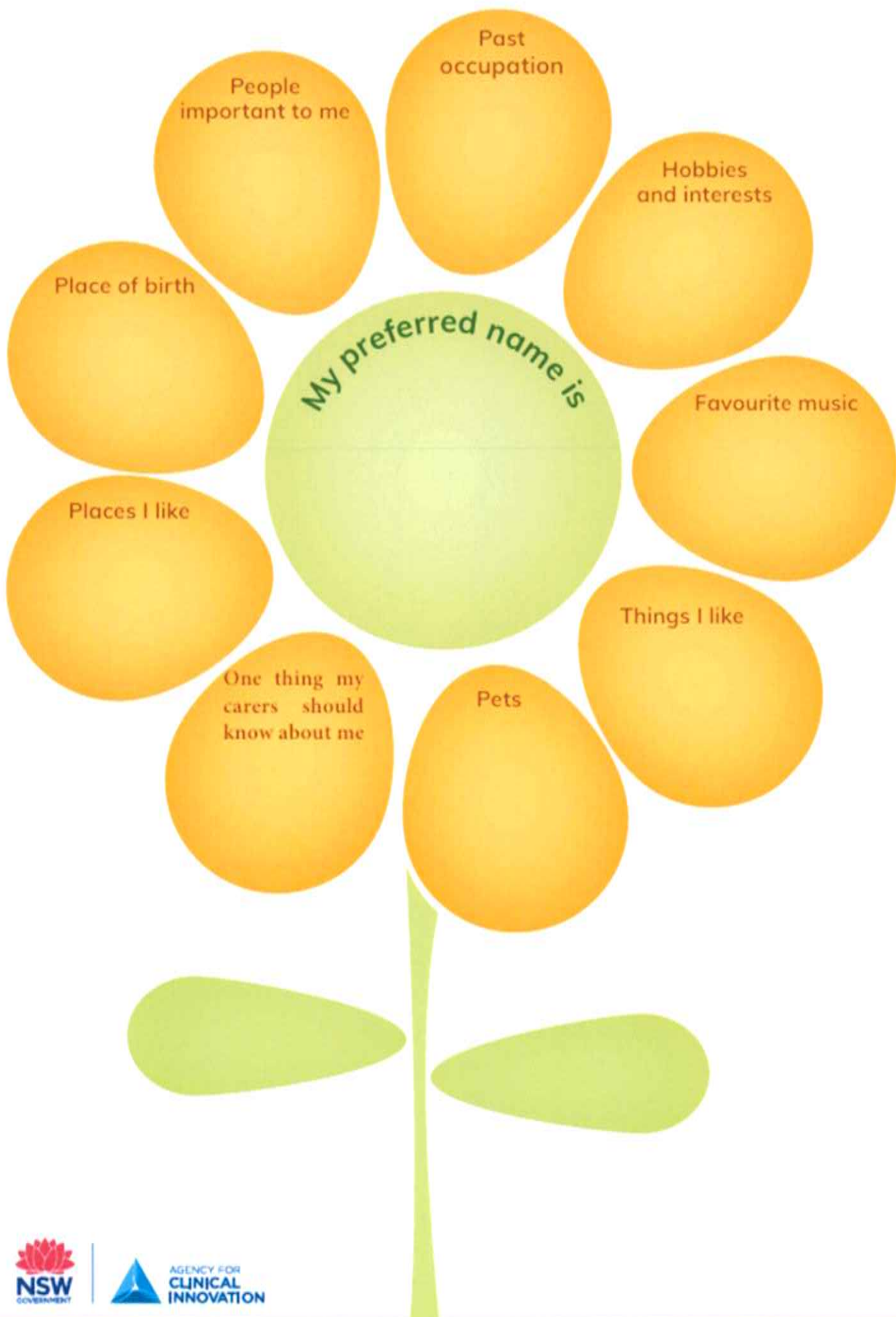
Should you wish to attend the next meeting, it will be held;

- Bundaleer Lodge – 7th April @10.30am in the Therapy Room
- Algester Lodge – 9th April @ 10.30am in the Opal Therapy Room

Morning Tea will be provided and remember your friends or family are also welcome to attend.

Please confirm your attendance by seeing our friendly Therapy staff or contacting them on 07 3711 4711 (Algester) or 07 3201 8772 (Bundaleer).





Guide to completion

The purpose of this sunflower is to support the provision of person centred care for hospitalised older persons with cognitive impairment or dementia. It can be completed with the person, their family, carers or both.

The centre of the sunflower identifies the person's name or what they like to be called. Each petal is designed to collect important individualised information about the person. Below is a general guide to what can be included.

People important to me

List the first name of important family members or friends.

Past occupation

List the main or most important occupation of the person.

Hobbies and interests

List interests or hobbies which have been or are still important to the person e.g. Golf, fishing, gardening, football, knitting, watching TV, listening to the radio etc. If the person has a particular TV program they enjoy, this can also be listed here.

Favourite music

Hearing familiar music can be reassuring and settling. List any music the person particularly enjoys. If music is important, the family can be asked to bring some music in to play.

Things I like

List anything of particular importance to the person. E.g. 'my slippers' or 'my dressing gown'.

Places I like

This can include places the person enjoys reminiscing about, such as places they remember having lived or holidayed at in the past.

Pets

It is important to know if the person has a particular pet they are attached to. People can often miss the closeness and familiarity of their pet. Knowing the pet's name and talking about the pet can be reassuring for the person and support your communication with them. You can also ask the family to bring in any photos of the pet they may have.

Place of birth

Where the person was born.

One thing my carers should know

This petal can be used to add any other important information. Things to think about include: Is there anything else we should know about the person? Is there anything they don't like? Is there anything that upsets them?



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Sunflower. Sydney: Agency for Clinical Innovation; 2022.

Available from: aci.health.nsw.gov.au/_data/assets/pdf_file/0008/285380/ACI-Agedcare-CHOPs-Sunflower.pdf

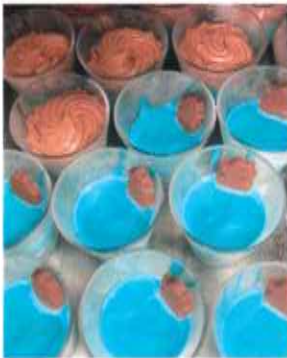
RESIDENTS PROFILE PAGE TEMPLATE

Residents Name:	
My Preferences	
My Hobbies	
My Likes/Dislikes	
My Relatives/Friends	
My Daily Routine	

LETTER FROM MANAGEMENT

Australia Day Celebrations

Australia Day was celebrated at Bundaleer Lodge with a traditional BBQ with a few twists.



Parking

To alleviate parking issues for visitors, we moved the facial recognition machine for staff sign in and one iPad to Acacia staffroom. All staff must now sign on and off in Acacia staffroom (as we used to before COVID). There should be no need for staff to park outside Reception.

For any visitors you are parking at Reception, please be mindful **not** to park on the right-hand side of the road (near the bush) or around the cul-de-sac at the end of the street as this is a no standing zone. Parking in these spots may result in a parking fine if seen by the Council. It also makes it difficult for the neighbours to get in and out of their driveways so please also be considerate of them. You can however, park on the left-hand side of the road (outside the houses) as long as you do not park across any driveway.

Staff may park in the carparks underneath Acacia, Banksia and Nandina or the carparks on the righthand side of the exit driveway. Staff are not to park on Holdsworth Road or outside Ambulance Bay 2. These parks are for visitors.

Lillypilly

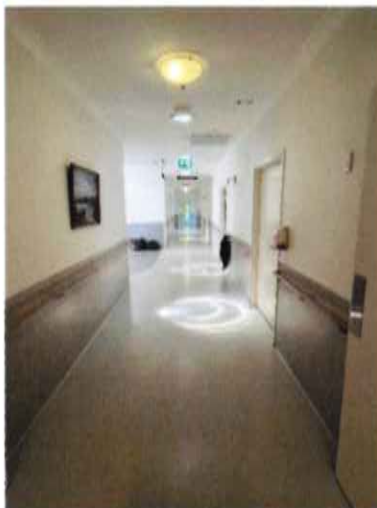
The unrenovated 13 rooms, lounge room and nurses' station in Lillypilly Unit are currently being renovated. The old lounge room and nurses station will becoming a dining room with kitchenette.



Old Nurse Station & Lounge Room Dec 2024



Old Nurse Station & Lounge Room (becoming a dining & lounge room Feb 2025)



Hallway Dec 2024



L87 Bedroom & Bathroom Dec 2024





Hallway Feb 2025



L87 Bedroom & Bathroom Feb 2025



The Lillypilly residents have moved into newly renovated rooms either in Lillypilly or other areas. As part of the previous renovation, we built a new Nurse Station and lounge room.



Office Moves

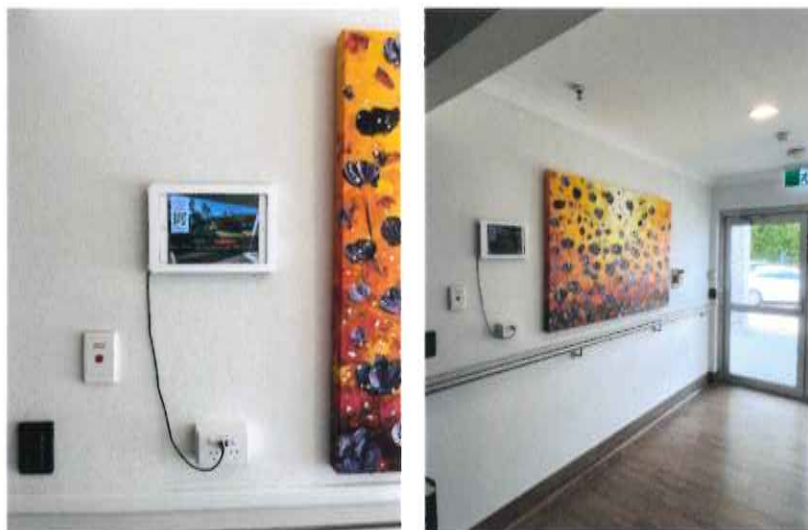
There have been some changes to our plan over the past couple of months. Conny, our Clinical Manager, will be moving to the new office in Lillypilly when it is renovated. The Physiotherapy Office will remain in Acacia Unit near our Doctors Clinic. This same area has Acacia Nurse Station, Acacia Treatment Room, Hairdressing Salon and the Chapel. Clinical Nurse Raj will soon be moving to an office in Waratah. Clinical Nurse Iris is currently located in an office in Banksia.

Insurance for personal items

Residents may wish to consider taking out your own insurance for personal items. Items such as your own hearing aids, prescription glasses and other personal items can be covered by your personal content's insurance. These items are not covered by the facility insurance.

Visitor Sign-out

Visitors no longer have to come through the front reception when leaving after visiting. They can sign out on the iPad mounted on the wall near Ambulance Bay 2.



Jasmine Exit door

A new green button is on the wall near the Jasmin exit doors to the reception area. If departing after hours you will no longer have to find a staff member to let you out.



Peacocks visit Bundaleer Lodge

Three beautiful peacocks are often seen around the facility. They are wild and come and go as they please.



We have recently noticed that the peacocks have had babies which is lovely to see.



Sharing Spaces Programme

Residents from Bundaleer Lodge Nursing Home and Guardian Childcare and Education from Brassall have been participating in an intergenerational learning programme. This partnership programme with Guardian Childcare and Education and Bundaleer Lodge Nursing Home involves children travelling to Bundaleer Lodge to enjoy a morning of activities and fun the with residents. The children are coming to join in with activity stations. Some of the residents are setting up small activities and the residents are running these activities with the children. The Diversional Therapy staff will be there to assist. Bundaleer Lodge residents interact with the children from the school through story time or craft activities. This programme will run fortnightly from 10-11am. If you would like to participate, please speak to your Diversional Therapy staff.





TWO BEE'S CAFE



The Two Bee's Café is open at Bundaleer Lodge Nursing Home. It is open 9am – 1pm Tuesday to Friday (No Public Holidays). If you wish to pre-place an order for pick-up, you can phone ahead to the facility on 07 3201 8772 and they will transfer you to the café.

A sample menu on offer includes:

Sandwiches, toasties & wraps

Variety of hot meals

Croissants

Muffins

Variety of cakes and slices

Scones with jam and cream

Milkshakes, thick shakes & frappes

Specialty tea and coffee including iced tea

Chips and lollies

Residents can purchase from the coffee shop and have it added to the petty cash so they don't have to worry about carrying cash. EFTPOS is also available at the Café.



Our old Maintenance Arnie Libbis dropped into the Two Bees Café for a visit. It is lovely to see his face around the place every now and then.

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 past several 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.

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.

COVID19 is still circulating in the community so see your Doctor about a booster. Ask your health professional about the Singles vaccination and is it would be an advantage to you.

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.

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 nurses 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.

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/>

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:



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
ACQI-COC-913

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.



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 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 September 2024. 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

BUNDALEER RENOVATION HISTORY

Driveway Renovations

Renovation work has been taking place in the driveway area near Lillypilly. The gardens have now been added and the area is really starting to come to life. We are now just waiting for some painting to be completed.



April 2024



May 2024



July 2024



Lillypilly Renovations

There are 8 bedrooms currently being renovated in Lillypilly. The renovation will also include a new nurses' station and treatment room in the area. We look forward to seeing the work completed. This work was completed in December 2024 and residents and staff have moved into the newly renovated area.



Bedroom 76 May 2024



Bathroom 76



Bedroom 77 May 2024



Bathroom 77



Lillypilly Lounge Room

May 2024



Bedrooms 73 & 75



Bedroom 73 July 2024



Bathroom 75



Bathroom 76 July 2024



Bathroom 77



Lillypilly Lounge Room

July 2024



New Nurses Station



Old Bedroom 76
Now L05 Bedroom
November 2024



Old Bathroom 76
Now L05 Bathroom
November 2024



Old Bedroom 73
Now L01 Bedroom
November 2024



Old Bedroom 75
Now L03 Bedroom
November 2024



New Nurse Station
December 2024



New Lounge Room
December 2024

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.

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.

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.

