

# *Inside* **AGED CARE**

## RESIDENTIAL SERVICES NEWS

AUTUMN | 2022



Aged Care







## DEVOTIONAL

It's not hard to see that Easter is approaching. There are Easter eggs, chocolate rabbits and hot cross buns everywhere you look. There's excitement and anticipation on children's faces as they wait for the Easter Bunny to leave them something special or to enjoy an Easter hunt for eggs in the garden, that's always a favourite at my house but beyond the chocolates and bunnies there is so much more.

For me Easter comes with many emotions as I think of what it represents. On Good Friday there is **sadness** at the suffering of Jesus at the cross, an innocent man who was sent to save our world and yet treated as a criminal. There is **pain** as I reflect on the suffering and grief of those who loved Jesus but also, I have a **grateful** heart for the Sacrifice of God who sent His son for each one of us. But there's more...

As Sunday approaches light appears and we see the miracle of the resurrection. The Tomb is empty as Jesus has risen from the dead. My emotion shifts and I'm filled with **Joy** as I celebrate the resurrection and the promise of an eternal life spent with Him. I feel incredible **Love** for His gift bringing me freedom from sin and I feel great **Hope** in knowing that He is with me always guiding, directing, and holding my future.

I am always amazed when I think that God loved us so much that his son Jesus gave his life for us.

This Easter I pray that as you reflect, you too will be filled with joy, love and hope as you accept all God has for you.

**Major Cheryl Kinder**  
**Mission and Chaplaincy Manager**

## CONGRATULATIONS STEPHEN MACLIVER AM, NATIONAL DIRECTOR

The Salvation Army Aged Care's National Director, Stephen MacIver, has been recognised as a Member (AM) of the Order of Australia for 'significant service to the law, to human rights and to the community' and has shared the following about his achievement in his own words:



"There is perhaps no higher professional calling for members of the legal profession and the judiciary than service to the community, facilitating access to justice and maintaining the rule of law. In recognition of that profession of service, the Australia Day 2022 Honours List is an occasion to celebrate the national and international impact of the dedicated work of judges and lawyers who have made a positive difference.

I am conscious that there are many other people who are so worthy, but do not receive recognition, and so I am incredibly honoured to have been recognized as a Member (AM) of the Order of Australia for 'significant service to the law, to human rights and to the community'.

No one person ever stands alone, and so my heartfelt thanks goes to all of the colleagues I have had the privilege of working alongside over many years – especially those at the International Bar Association – also to those who have joined in this work and the many who have inspired my journey."

Further information about the Order of Australia is available on the Governor-General of the Commonwealth of Australia's **website**.



## KEEPING CONNECTED

We understand the importance of keeping our residents close to friends and family, especially during the pandemic. In early 2020, The Salvation Army Aged Care (“TSAAC”) introduced its WindowConnect program to maintain the safety and wellbeing of those we care for and support.

During periods of reduced visitation as directed by the various State and Territory Governments and Public Health Units, WindowConnect facilitates connection between our residents and their representatives. Our resident representatives are provided with chairs at a designated outdoor area outside the Centre and a phone, pending the building design and window location, so that they can see and speak with their loved ones.

In addition, we facilitated training for our staff members to connect our residents with their representatives through video conferencing platforms such as VSee. Video calls have also enabled connection with representatives who live faraway, and otherwise would not have been able to visit regularly, to connect in meaningful ways.

Our intergenerational program, GrandPals, invites students to exchange letters and drawings with our residents.

Further details about these initiatives are available on our website. Please contact our Centres directly to make a WindowConnect or virtual visit booking ***via the COVID-19 page on our website.***



# OUR RISK FORUM MINUTES – HIGHLIGHTS

## Repositioning of the Risk Forum

Executive Manager – Business Improvement updated the group in relation to the intention to reposition the Aged Care Risk Forum such that it deals largely with higher level risks, including the enterprise risks outlined on The Salvation Army Aged Care (“TSAAC”) Enterprise Risk Register. The aim is that the more operational risks should be dealt with outside of the Risk Forum with appropriate escalation as relevant. The Risk Forum could then focus on the more significant enterprise, clinical and operational risks.

## COVID-19 Working Group

TSAAC’s approach to reporting continues to focus on issues and policy rather than reporting of daily figures. All COVID-19 cases in aged care as related to residents and staff are reported to the Department of Health and are published in their weekly report on their website.

One issue arising is that of supply issues in relation to RAT. General Manager – Enterprise Development advised that her team is addressing the shortage of RAT kits with The Salvation Army’s COVID-19 Advisory Group. It is continuously being followed up in all Public Health Unit meetings attended by TSAAC’s Enterprise Development team on behalf of Residential Services. Visitors are required to wear masks upon entry and during the time in the Centre and unvaccinated visitors are required to provide a negative RAT result prior to entry as per TSAAC’s “COVID-19 Visitor Access and Resident Leave Directive.” Due to RAT kit supply constraints, there have been some instances where the ability to provide a negative test per TSA directive could not occur.



## Systemic Risks

Manager - Governance Systems and Practice Excellence advised the recent implementation of QPS Benchmarking Data, which has improved TSAAC's ability to analyse, assess and report on risks across the organisation, provides additional focus on falls and injury, restrictive practices, skin tears, dementia care and aggressive episodes, and infections. There are currently 9 action items being addressed within working groups.

General Manager – Residential Services (Interim) advised that the initial stage was focusing on tracking data, and that actions taken on the data are now being implemented with a uniform approach. TSAAC have engaged with both HealthStrong and The Salvation Army's Quality and Safeguarding team to assist with training.



# OUR ORGANISATIONAL PLAN FOR CONTINUOUS IMPROVEMENT - HIGHLIGHTS

## “What is continuous improvement?”

Continuous improvement is a systematic, ongoing effort to improve the quality of care and services. It:

- + considers the needs of a provider’s consumers and may involve them in improvement activities;
- + is part of an overall quality system that assesses how well a provider’s systems are working and the standard of care and services achieved; and
- + is a results-focused activity demonstrated through outputs and outcomes.

To be effective, continuous improvement must be a provider’s central focus, be understood at all levels and accepted by all management and staff.”

*SOURCE: <https://www.agedcarequality.gov.au/providers/assessment-processes/continuous-improvement>*

Plans for Continuous Improvement are in place at each Residential Aged Care Centre as well as at an overall Organisational level. Each quarter we intend to provide insight to The Salvation Army Aged Care’s Organisational Plan for Continuous Improvement by sharing an update against one or more improvement ideas:

## Improvement Idea: Implement a Visitor Access Management System throughout Residential Aged Care Centres

**Applicable ACQSC Standard:** Standard 5 – Organisation’s service environment

**Source of Idea:** Policy

**Risk Before Intervention:** Medium

**Role Responsible:** General Manager – Information Technology

**Date to be Completed:** 15 February 2022

**Status:** On track

**% Complete:** 95%



Summary: To mitigate the risk of COVID-19 and to improve the visitor and staff experience, an electronic pre-screening visitor access management system has been implemented across Residential Services Aged Care Centres.

This project commenced in early 2021 and was placed on hold as a new General Manager – Information Technology considered next steps. From July through September 2021, system demonstrations were scheduled with multiple vendors. These demonstrations were followed by proposals for system implementation, and the Executive team reviewed and approved the chosen system in October. The Pitney Bowes system was deployed to Centres in January 2022 with training held for key staff.

A working group consisting of Work Health and Safety, Property, Business Improvement, and Information Technology is finalising the customisation of visitor page-flow to cater to specific user needs and policy requirements. The project team is working towards mid-February completion.



## CURRENT AFFAIRS AT MACQUARIE LODGE

Every Tuesday from 10:30am to 11:30am, residents at Macquarie Lodge Aged Care Centre get together for the Current Affairs program. This event, on the Centre's activity calendar, is facilitated by the Centre's Lifestyle Assistant,

Thanga Vaiphei, and run by Bob, who assumed the role of the

Current Affairs resident host from a previous Lifestyle Coordinator, Richard. "I used to challenge Richard all the time when he came up with different stories for the program and, when he left the Centre, he asked if I would take over for him," Bob says. "He thought to get back at me, but I actually enjoy doing it."

Every morning, Bob explains that he reviews all the different news feeds looking for stories. "Not necessarily the news stories you see on the television, or listen to on the radio, because they're more about car crashes or a house fire, and stuff like that," he says. "I do the research and write it down in a notebook, like the earthquake in New Zealand or the South China Sea - all that sort of thing; all different stories."

On Tuesdays when the residents meet, Bob sits and talks to them about these stories, and when they met face to face, he'd encourage those joining the activity to challenge him or interject, "to say whatever they like." This has been made more difficult by the Current Affairs group meeting virtually. Before the pandemic, residents met in the Centre's Chapel but, due to physical distancing requirements, the number of people who could gather was limited.

To keep the activity going, Thanga set up screens around the Centre for two or three people to sit in front of. "He does a real good job of it too, I might add," Bob says. There are two laptops, one for each floor, and the Lifestyle team has three additional tablets, with two residents using their own iPads. "In the Dementia Support Unit, one resident also uses the tablet they received from Dementia Support Australia," Thanga states. He was inspired to host Current Affairs virtually by a Bible Study group he





attended via Zoom. “It popped into my mind that we could also hold Current Affairs via Zoom or Teams and, after speaking with Bob and the Centre Manager, we moved the program online.”

Initially, two or three residents found it hard to adjust to the digital program in terms of using tablets and laptops. The Internet at the Centre is slow, which is one of the drawbacks, and Thanga assists with the discussions themselves by un-muting the devices for the residents which he says can be disruptive. “It can’t be compared with the activity hosted in the Chapel, but the residents are getting used to it, and it’s much better than nothing,” Thanga says.

There are about 15 residents who participate in the activity, with six or seven of them being regulars, and an attendee from Macquarie Lodge’s co-located retirement village. A journalist from Adelaide who resided at the Centre also participated in the activity. “When we’re together in the Chapel, we get a few more people than just those ones that were mentioned; the most we’ve had was 18 people one day – it was a big crowd!” Bob explains further: “It’s better for the residents when it’s together but we have to use digital because of COVID-19 and it’s working.”

He also says that he usually ends the weekly Current Affairs program by mentioning a “little something” – things like fish and chips in newspaper or milk bottles with silver tops – “to see if we can bring back some memories from the old days too.” Thanga has been working at the Centre for three years, and Bob grew up in Sydney and says he’s had a great life, “the best life anyone could ever have so it’s nice to be able to put something back in to help people in the community that I live in.”



## RESIDENTS GET CREATIVE AT CARPENTER COURT

Deanne Newland's dad moved to The Salvation Army's Carpenter Court Aged Care Centre in Merewether four years ago and to help settle him in to his new home, she spent quite a bit of time there. Being an artist and tutor, Deanne soon enquired after Carpenter Court's art teacher and found herself volunteering for the job. "After the first session, which everyone really liked, we continued," she says of the two-hour fortnightly sessions which take place in the Chapel or the dining area.

"It's the best facility and the staff are just so beautiful," Deanne says of the Centre and its "amazing" location which is a stone's throw from the beach. "We see pods of dolphins and people walking their dogs. It's just such a great outlook." Recently, her grandmother moved to Carpenter Court, so she has two relations living there now.

During Deanne's classes with the Centre's residents, she introduces them to different mediums so that they have an understanding and experience with them all. "We draw and paint," she says. "We've dabbled with a bit of clay, which is great fun, and collage. We've used oil pastels, water colour and acrylic paint. I try and get them to do expressive artwork, as well. Sometimes there's a bit of realism, and sometimes we do cartooning."

There is always music on during the classes and everyone has a turn to put on a song, Deanne says. "We have fabulous conversations, too." Between six and twelve residents join, she explains, but not everyone always wants to participate in creating themselves, so they'll sit and chat with the group instead. "It's actually about building confidence," says Deanne. "For the next class, if you put something in front of them, they'll give it a go because they've watched what's happened previously. They've built up the skill and confidence to give it a go."





At Carpenter Court, some of the portraits produced by the residents attending her art classes adorn the Centre's walls. "I got them to use really bright, happy colours and think outside the square of what they were trying to portray in the actual portrait," Deanne says. "They were really beautiful in the end." Whilst Deanne's art classes were put on hold due to the lockdowns in New South Wales this year, the Centre and Deanne look forward to resuming them again.

It's important for the residents to be able to express themselves and to enjoy socialising as well as learn new skills and hand-eye coordination, Deanne says. "It's about achieving goals and outcomes, and just having a relaxing, fun time with the other residents." She tries to develop the programs to suit individual skills and skill level. "When we first started, no one had created in the group and they really did not feel confident," she says. "But after three sessions, they were producing amazing things. It's been fantastic to watch; to see it grow and develop."

Deanne's work with aged care residents and NDIS participants was recently acknowledged by the Lake Macquarie Council, and she has also been involved in an art recovery program for stroke victims at the John Hunter Hospital which builds upon her Bachelor of Visual Arts and her Diploma in Education as well.





## STAFF SPOTLIGHT – ROHINI PRASAD

My name is Rohini, and I am a Care Service Employee. I have been working in this role at Weeroona Aged Care Centre for more than three decades. I love taking care of elderly people, listening to their stories, and keeping them company as part of my work in residential aged care.

I normally enjoy every part of my role; however, I also enjoy listening to stories told by residents and how they lived their life. During my tenure, I have noticed that many elderly people want someone's company most of the time. I love spending time with them and making them feel valued.

I find the most rewarding part of my job is being present and available for assisting elderly residents when they require help and support and in return when they thank me from the heart. Additionally, when it is recognised by senior management or a family member and they tap my shoulder stating, "Well done, we are proud of you for what you do for the residents," - this is also a rewarding part of my job.

At work, I talk to the residents and their family members about what I love doing in my spare time. At home I love cooking and spending time with my family.

If you are looking to come and work in an aged care centre I would say that you need to be true to yourself, be proud of what you do and remember job satisfaction is the key. If you are not happy with what you do, speak up and let everyone know how we can improve. Leave stress, ego and negative attitude outside the workplace and come to work with a beautiful smile, honesty and enthusiasm. The residents deserve more, and we can give them more.



STAFF MILESTONES

BETHANY		Anita Uprety	10	THE CAIRNS	
Lesley Nancarrow	10	Premila Prokopenko	10	Elvira Cinco	5
BETHESDA		Mae Pangandaman	10	Henry Okonkwo	5
		Srijana Malla	5	THQ REDFERN	
Emma Graham	5	MAYBANKE		Judy Avila	5
Sushma Shrestha	5	Meseret Zigota	5	WARRINGAH PLACE RETIREMENT VILLAGE	
JAMES BARKER HOUSE		RIVERVIEW GARDENS		Richard Leibius	15
Riza Santos	10	Kodzo Agbaleti	5	WEEROONA	
Huan Nguyen	5	Lidia Pardo	5	Rohini Prasad	30
Danuta Laverick	5	Donna Wise	5	Gerald Japitana	10
LINSELL LODGE		Mary Bol	5	Arnaldo Magsino	10
Glyn Hillier	20	Krystal Papa	5	Thu Dang	10
Namrata Pravasi	10	SEAFORTH GARDENS		Dina Msimuko	5
Silvana Voncina	10	Lydianne Francis	15	Regina Juana	5
Tina Tetevi	5	Peter Rist	15	WOODPORT	
Lylie Roach	5	Jalma Jacob	10	Michelle Ross	10
Abhishek Sachdeva	5	Simrat Kaur	10	Leilanie Sagun	5
MACQUARIE LODGE		Rebecca Mogridge	5		
Shahdev Bhetuwal	10	Sibina Suresh	5		
Filimaina Wann	10				





## THE AGED CARE QUALITY AND SAFETY COMMISSION

The Aged Care Quality Bulletin is the Commission's newsletter for Australian aged care providers, sharing the latest information to support their vision of a world-class aged care service. You can subscribe to the newsletter to receive regular updates from the Commission or access the latest editions from the following links:

**September 2021 | October 2021 | November 2021 | December 2021 | January 2022 | February 2022**

## OPAN

The Older Persons Advocacy Network ("OPAN") is a national network comprised of nine state and territory organisations that have been successfully delivering advocacy, information and education services to older people in metropolitan, regional, rural and remote Australia for over 25 years.



Older Persons Advocacy Network organisations can assist with a range of free Advocacy, Information and Education services. Each state also operates an information and advice line available between 6am-10pm 7 days a week. Free Call: 1800 700 600. Your call will be answered by the Older Persons Advocacy Network organisation in your state/territory.

Alternatively, you can complete the general enquiry form and the Older Persons Advocacy Network organisation in your area will follow up your request.

More information is available on the OPAN website **[open.org.au](https://open.org.au)**

# QUALITY STANDARDS

Organisations providing Commonwealth subsidised aged care services are required to comply with the Aged Care Quality Standards (Quality Standards).

Organisations will be assessed and must be able to provide evidence of their compliance with and performance against the Quality Standards from 1 July 2019.

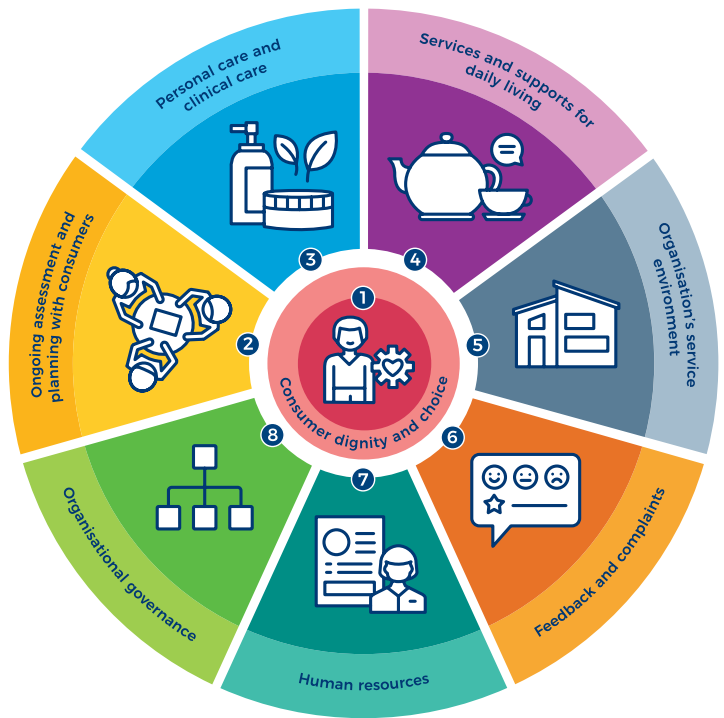
The Quality Standards focus on outcomes for consumers and reflect the level of care and services the community can expect from organisations that provide Commonwealth subsidised aged care services.

The Quality Standards are made up of eight individual standards:

- |  |  |
|--|--|
| <b>1. Consumer dignity and choice</b>                    | <b>5. Organisation's service environment</b> |
| <b>2. Ongoing assessment and planning with consumers</b> | <b>6. Feedback and complaints</b>            |
| <b>3. Personal care and clinical care</b>                | <b>7. Human resources</b>                    |
| <b>4. Services and supports for daily living</b>         | <b>8. Organisational governance.</b>         |

*Source: Aged Care Quality and Safety Commission*

You can learn more about the Quality Standards on the Aged Care Quality and Safety Commission's website [agedcarequality.gov.au](https://agedcarequality.gov.au)



# Your Matters *Matter*

## COMPLIMENTS, COMPLAINTS, COMMENTS. HELP US IMPROVE OUR SERVICE.

The Salvation Army Aged Care is committed to providing high quality care and services that meet your needs and personal preferences. Your feedback helps us know what we are doing well and what we can improve on.

There are different ways you can give us feedback.

### 1. Talk to a staff member

You can speak to the staff or manager of the service. This is often the fastest and most effective way to have your feedback addressed.

### 2. Submit your feedback directly to your Aged Care Advocate

You can fill and submit an online form via our website [\*\*agedcare.salvos.org.au/feedback\*\*](https://agedcare.salvos.org.au/feedback)

### 3. Email our Aged Care Advocate

You can email your feedback directly to our Aged Care Advocate via [\*\*agedcareadvocate@salvationarmy.org.au\*\*](mailto:agedcareadvocate@salvationarmy.org.au)











Aged Care

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