

# *Inside* **AGED CARE**

## RESIDENTIAL SERVICES NEWS

SUMMER | 2021-2022



Aged Care







## DEVOTIONAL

As I sit down to write the devotional for this issue of *Inside Aged Care* it is already early November. Reading through my friends posts on social media, one has already started the countdown to Christmas.

It was a very different Christmas in 2020. I trust for Christmas 2021 we will be enjoying more freedoms as the vaccination rates around Australia continue to climb.

Personally, I love Christmas; happy memories of Christmas spent with my parents, my brother and sisters, that sense of excitement of waiting for the big day. Also, something of that same sense of wonder as we approached Christmas with our own children growing from babies, toddlers, childhood and the teen years until they leave home. Whenever it was possible, they came back for Christmas as a family.

Yes, there is excitement on Christmas Day of gifts and food and family and friends. But as much a part of Christmas is the preparation, the lead-up. Writing and sending cards, decorating the house, setting up the tree. These are things that we can all look forward to even if we don't have family or friends close by.

I trust as you begin your Christmas preparations this year you will think back to that first Christmas, to the birth of the Christ Child. In a humble setting, the King of Glory came as a baby, his home a stable, his first bed an animal feed trough.

His early followers wrote, 10 ... the angel said to them, "Do not be afraid. I bring you good news that will cause great joy for all the people. 11 Today in the town of David a Savior has been born to you; he is the Messiah, the Lord. 12 This will be a sign to you: You will find a baby wrapped in cloths and lying in a manger." (Luke 2:10-12 NIV).

Now here is news worth getting excited about. God bless you and those you love this Christmas.

**Steven O'Neill (Major)**  
**Mission and Chaplaincy Manager**

## HOME IS WHERE THE HEART IS

Whilst it has been a difficult period for many people living in the context of the COVID-19 pandemic, and under conditions that few would have experienced in their lifetime, The Salvation Army Aged Care has much to be thankful for despite this.

Recently, we asked some of our clients, residents and staff members across Australia to share some of the things that they appreciate in short videos with us, which we are pleased to now share with you.

Thank you for supporting our work in the community and The Salvation Army Aged Care during this time. We are grateful for our staff members who promote a unique experience of choice, lifestyle and belonging for all people as they age, and for those we care for and support, too.

Video Link: <https://www.youtube.com/watch?v=3WJPxXPmBX8>



Aged Care

Home is where the *Heart* is





**Safe. Effective. Free.**

## **A COVID-19 UPDATE**

### **Mandatory Vaccination Requirements**

A primary course (2 doses) of an approved COVID-19 vaccine is currently mandatory for Residential Aged Care workers in Australia, and The Salvation Army Aged Care continues to operate in alignment with the relevant State and Territory public health Orders.

### **COVID-19 Boosters**

As you may be aware, the Australian Government has announced that COVID-19 boosters are now available for people who have completed their primary course (two doses) of a COVID-19 vaccination more than six months ago, in conjunction with recommendations by the Therapeutic Goods Administration ("TGA") and the Australian Technical Advisory Group on Immunisation ("ATAGI").

At this writing and according to the Department of Health, people who have had two doses of a COVID-19 vaccine are fully vaccinated and therefore well protected against serious illness, hospitalisation or death from COVID-19. The Department states that a booster dose will boost a person's immune response and provide an additional layer of protection to them and others. COVID-19 boosters are not mandated for Residential Aged Care workers at this time.

### **Additional Doses of COVID-19**

The Department of Health advises that a booster vaccination is different to a third dose. ATAGI has recommended only people who are severely immunocompromised should receive a third dose as part of their primary course. If someone has been assessed by a General Practitioner as requiring a third dose because they are severely immunocompromised, they should receive a third dose as soon as possible. At this writing, ATAGI has not issued advice on whether people who require a third dose will need a booster.

# 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 of The Salvation Army Aged Care’s Residential Aged Care Centres 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: Rollout of COVID-19 Vaccination Program throughout Residential Aged Care Centres

**Applicable ACQSC Standard:** Standard 3 - Personal care and clinical care

**Source of Idea:** Government Directive

**Risk Before Intervention:** High

**Role Responsible:** GM - Residential Services

**Date to be Completed:** Ongoing

**Status:** Complete

**% Complete:** 100%



**Summary:** Vaccination against COVID-19 is now mandatory for Residential Aged Care workers and recommended for consumers in a Residential Aged Care setting.

Coordination of the vaccination program began in early February 2021. In March, per Department of Health guidelines, Residential Aged Care Centres prepared for the rollout of the vaccination program to ensure vaccinations were available to all eligible and consenting staff and residents of The Salvation Army Aged Care. Monitoring of the Australian Department of Health website, as well as State or Territory Department of Health sites, continued as vital sources of information. All our Centres were formally advised about vaccinations on 18 February 2021 and the Department of Health's consent form was issued with the letter on that date.

The internal COVID-19 Working Group meetings supported the rollout with continuous communication to provide updates to our residents, representatives and staff. By July 2021, more than 80% of our residents were fully vaccinated, with 13% refusing the vaccine and 7% either partially vaccinated or awaiting vaccination.

The rollout continued through August and 98% of our staff were booked in for their second dose of vaccination by 17 September 2021. As of October 2021, 99.9% of our Residential Services staff had received their first dose of vaccination with 85.7% being fully vaccinated. With our staff now being fully vaccinated, and 87% of residents in our Centres now fully vaccinated, the initial rollout of The Salvation Army Aged Care's COVID-19 Vaccination Program is complete.

The Australian Department of Health adds:

***"Each facility must follow the New Resident Entrance Protocol on COVID-19 vaccination to protect new and existing residents."***

***"Every resident in aged care facilities was offered a COVID-19 vaccination through the Commonwealth's aged care vaccine roll out."***

***"Residents who are not yet vaccinated should be supported to access a COVID-19 vaccine as quickly and safely as possible. Residents can receive a first or second dose vaccine at your facility's COVID-19 booster clinic. Alternatively, residents can receive a vaccination by a visiting GP to your facility. Talk to your Primary Health Network if you require assistance."***



SOURCE: <https://www.health.gov.au/initiatives-and-programs/covid-19-vaccines/information-for-aged-care-providers-workers-and-residents-about-covid-19-vaccines/residential-aged-care-service-providers>

# OUR RISK FORUM MINUTES – HIGHLIGHTS

## Replacement of Broken Hospitality Equipment

An improved process for approving replacement of failing equipment was provided to The Salvation Army Aged Care's Risk Management Forum. Previously, for example, in a situation where an oven failed there was an unsatisfactorily long wait time to receive approval for a replacement. This presented various operational and Work Health and Safety risks, and a new and expedited approval process has been agreed on by the Forum with future equipment needs to be more quickly addressed by the Finance team.

## COVID-19 Frontline Briefing Meeting

A briefing meeting for frontline Managers of The Salvation Army Aged Care across all our Residential Aged Care Centres, Retirement Villages and Salvos Home Care continues to occur every week to cover COVID-19 restrictions, vaccinations, and reporting processes as well as to provide an opportunity for frontline Managers to raise any concerns or feedback. This is part of The Salvation Army Aged Care's effort to minimise the risk of a COVID-19 outbreak and to plan for that possibility to ensure the safety of residents, clients and staff, as well as ensure all staff members continue to be well informed given the rapidly changing pandemic landscape.

## Serious Incident Response Scheme ("SIRS")

The Forum was advised of the SIRS obligation to report Priority 2 incidents applying from 1 October 2021. SIRS is a national framework for incident management and reporting of serious incidents in Residential Aged Care. It imposes obligations on Residential Aged Care providers to manage and report on specific incidents and expands the powers of the Aged Care Quality and Safety Commission ("ACQSC").

SIRS imposes two main requirements on Residential Aged Care providers/services:

- + Incident management system: from 1 April 2021 the SIRS required every Residential Aged Care service to have an effective incident management system in place. An "effective incident management system" means "a set of protocols, processes, and standard operating procedures that staff are trained to use."
- + Compulsory reporting obligations: from 1 April 2021 the SIRS required every Residential Aged Care service to report certain "Priority 1 serious incidents" to the ACQSC and sometimes to the police as well. From 1 October 2021, services must also report certain less serious "Priority 2" incidents.



## Royal Commission Response

The monitoring of legislation relating to the Royal Commission continues to occur, with the Aged Care and Other Legislation (Royal Commission Response No. 2) Bill 2021 before Parliament at this writing.

The Aged Care and Other Legislation Amendment (Royal Commission Response No.2) Bill 2021 will amend the Aged Care Act 1997 (Aged Care Act), the Aged Care Quality and Safety Commission Act 2018 (Quality and Safety Commission Act), the Aged Care (Transitional Provisions) Act 1997 (Transitional Act), and other Acts to implement nine measures in response to recommendations of the Royal Commission into Aged Care Quality and Safety ("Royal Commission").

These legislative amendments deliver the second stage of aged care reform developed to respond to the Royal Commission's Final Report: Care, Dignity and Respect (final report). The nine measures include amendments relating to:

- + residential aged care funding
- + screening of aged care workers, and governing persons
- + code of conduct and banning orders
- + the extension of incident management and reporting
- + governance of approved providers
- + information sharing
- + the use of refundable accommodation deposits and bonds
- + the Independent Health and Aged Care Pricing Authority
- + restrictive practices



# CENTRE MILESTONES

## Woodport Aged Care Centre

On 21 October 2021, Woodport celebrated its 30th Anniversary. Whilst the Management teams decided to postpone an official event because of the New South Wales COVID-19 restrictions in place at the time, they wore the commemorative pin and cupcakes were ordered for residents and staff, and the foyer was decorated with red and white balloons.

The Centre and Village Chaplain also led residents and staff members in prayer and acknowledged some of the “original” residents and staff at Woodport. These include four residents who moved to Woodport in 1991, one with his mother as there was no institution or alternative accommodation that could accommodate this resident with his mother at the time.

Helen Randi, an Enrolled Nurse at Woodport Aged Care Centre and Woodport’s longest serving staff member, was presented with a service recognition certificate for her 30 years with The Salvation Army Aged Care on the day.

Dr. Hayley Charters was also acknowledged for her loyalty and valuable contribution to Woodport over the last 30 years. She started following up residents both in the Centre and the Village in the latter part of 1991 and joined those on-site to mark Woodport’s anniversary this year too.





## Bethesda Aged Care Centre

On 24 August 2021, Bethesda Aged Care Centre residents and staff members came together in the Centre gardens to celebrate 35 years of opening as an Aged Care Centre.

Bethesda's Centre Manager gave a speech about the history of the Centre before a prayer was dedicated by the Chaplain

and the cutting of the birthday cake took place. Staff members from across the country also joined the celebration via a video link facilitated by the team on-site.

Prior to caring for its Aged Care residents, the site Bethesda Aged Care Centre now occupies initially held Glenties Rescue Home beginning in 1902 to support young pregnant girls and babies awaiting adoption, becoming known as Glenties Mothers' Hospital in 1924, Bethesda Hospital in 1939, and Bethesda Hospital – Hostel in 1968.

In 1986, Bethesda started operating as an Aged Care Centre, called Bethesda Senior Citizens Hostel, to facilitate "low care" support and over the years, the Centre gradually came to support more "high care" residents as their needs changed.

One of Bethesda's first residents is still with the Centre today and he had the honour of cutting the cake to commemorate the Centre's anniversary, and Bethesda's Centre Manager from early 1999 to early 2002 is a current resident too.



## STAFF SPOTLIGHT - LAINIE LYNCH

Lainie Lynch has worked as The Salvation Army Aged Care's Catering and Hospitality Manager for the last eight years with oversight of our 21 Residential Aged Care Centres across Australia as well as Burrangiri Aged Care Respite Centre in Rivett ACT. She frequently travels to our Centres and is warmly greeted as "the food lady" by some of our residents. Indeed, her infectious smile and warm demeanour are appreciated by residents and staff alike.

Lainie is a chef by trade and qualified Food Safety Auditor, and her experience in the Aged Care industry spans 18 years and in various roles, including Regional Hospitality Manager, Regional Operations Manager, Laundry Specialist Advisor, as well as various Quality roles.

"The role I fill at The Salvation Army Aged Care allows me to make a difference for our residents by offering the best possible services available in the hospitality space," she says. "What brings me most joy is building relationships and rapport with our residents and ensuring that they feel comfortable sharing their personal experiences with food in our Centres." This occurs either one-on-one or in the Food Focus Forums held every three months.

In addition to managing catering and hospitality for The Salvation Army Aged Care, Lainie has created a suite of recipes that meet the Food First concept of supplementation which replaces commercial supplementation in our homes to manage weight loss across our Centres.

She says that our vegetarian residents are also well looked after with a vegetarian meal choice being available every day on the 5-week cycle menu. "All the meals at our Centres are created from recipes that meet the aged care nutritional requirements," Lainie says.

Since joining The Salvation Army Aged Care's Residential Services team, Lainie has represented the organisation as a speaker at the Institute of Hospitality conference on three occasions to speak about the dining experience and Food First High Energy High Protein, the recipe suite utilised in our Centres, and on the Dementia Dining experience.

“My passion for Aged Care originates from personal experience,” Lainie says. She was raised by her grandparents in her early years, and watched her grandmother develop Parkinson’s disease and then Parkinson’s-related dementia.

When she is not working, she spends time in her garden or at the beach. She also enjoys travelling with her partner and seeing her twin sons and her grandchildren. “Coming home to my big, beautiful three pooches always puts a smile on my face too,” Lainie says.





STAFF MILESTONES

BARRINGTON LODGE

Louise Albury	10
Sandra Groom	10
Samantha Ekert	5
Monalisa Bumford	5
Aimee Taskunas	5

BETHESDA

Desiree Roberts	5
-----------------	---

CARPENTER COURT

Leanne Stewart	5
Kylie Roberts	5

ELIZABETH JENKINS PLACE

Ashwini Sharma	5
Anjali Shrestha	5
Sonam Tsering	5
Phuntsok Lamdon	5

GILL WAMINDA

Melissa Chamberlain	20
---------------------	----

JAMES BARKER HOUSE

Radka Taskov	15
Alene Alemayehu	15
Therese Melki	5
Abebawork Mendaye	5

LINSELL LODGE

Navneet Kaur	10
Sheena Vithayathil	5

MACQUARIE LODGE

Lourdes Alaca	15
Jubeda Bibi	15
Li Tan	10
Runglawan Bagley	5
Lan Gao	5
Michael Datuin	5

MONTROSE

Guangfeng Cai	10
Emeline Mafi	5

MOYNE

Libo Wu	5
---------	---

PACIFIC LODGE

Sajana Rajbhandari	5
--------------------	---

RIVERVIEW GARDENS

Adrian Tyrrell	5
Anastasia Alo	5
Lauren Dobbie	5
Tamra Steele	5

ROSEDURNATE

Beverley Jordan	15
-----------------	----

SEAFORTH GARDENS

Leah Peeters	5
Jeanette Nisperos	5

THE CAIRNS

Natasha Godbold	10
Janet Crosby	10
Lukas Pipe	5
Levi Najarro	5
Craig Clayton	5
Kina Bragg	5

WEEROONA

Pamela Drago	5
--------------	---

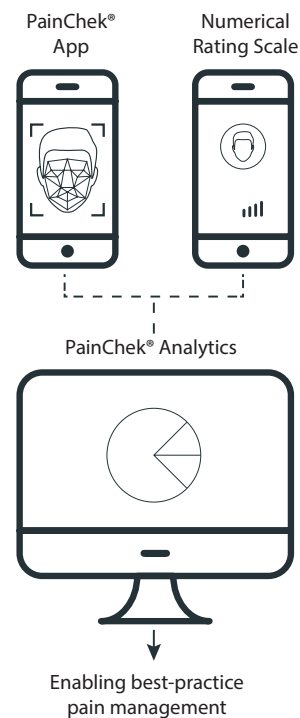
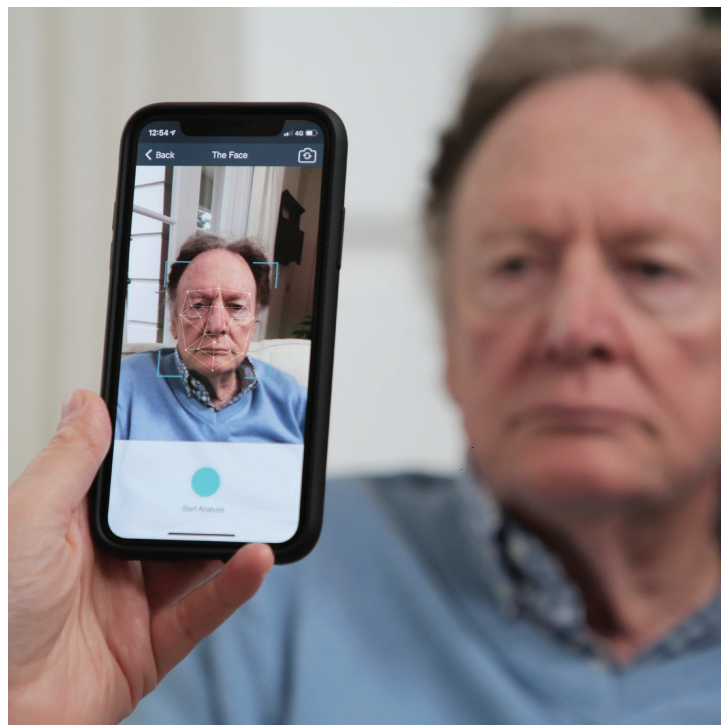
WOODPORT

Hannah Smith	10
Olena Vladkyo	5
Tenzin Palzom	5

## PAINCHEK

PainChek, a Pain Assessment Solution enabling best-practice pain management, launched at our Residential Aged Care Centres across Australia in November 2021 to assist our care and nursing staff to better recognise and manage pain in those we care for. PainChek Champions were nominated at each Centre to assist our care staff and nursing teams with PainChek Training and support so that we can better incorporate this pain management solution into our care planning.

PainChek is non-invasive software that may be particularly beneficial for residents who are unable to verbalise feelings of pain or for our residents living with dementia or cognitive impairment. It also supports our care and nursing staff to accurately assess and manage pain in an environment familiar to our residents and supports healthcare providers to improve their quality of life.





## 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:

**June 2021 | July 2021 | August 2021 | September 2021 | October 2021 | November 2021**

## 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.

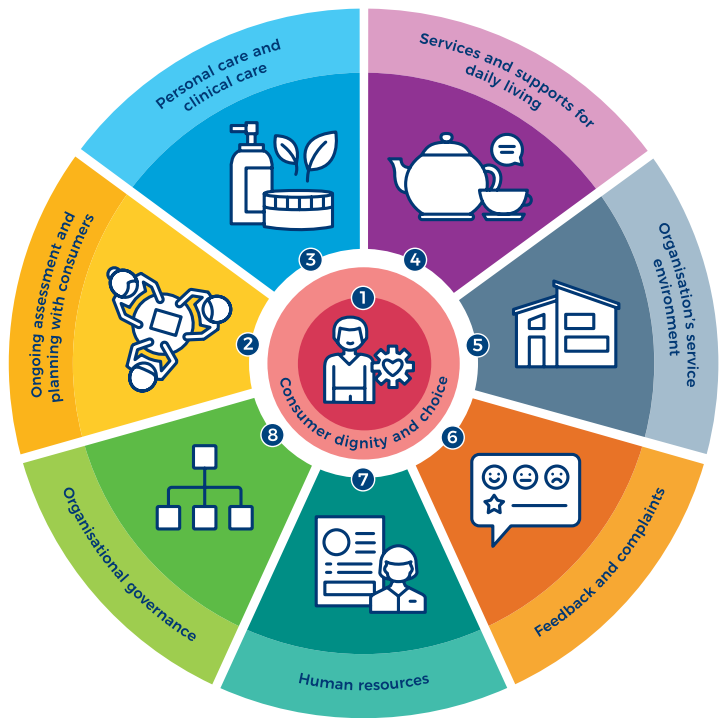
The Quality Standards are made up of eight individual standards:

- |  |  |
|--|--|
| <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

[agedcare.salvos.org.au](http://agedcare.salvos.org.au) | 1300 111 227 |  [facebook.com](https://facebook.com) |  [linkedin.com](https://linkedin.com)