

Inside **AGED CARE**

RESIDENTIAL SERVICES NEWS

WINTER | 2022



Aged Care





DEVOTIONAL

What's in a name? Your name may have been given to you as it holds great family tradition, it may have been chosen for you because of its meaning but sometimes there is no other reason than your parents loved the name.

As I move throughout my day I love to speak with people and always do my best to recall their names but at times my memory fails me. For me being called by name helps me to feel that I am known, that someone cares enough to remember and acknowledge me, and build a connection.

Growing up I remember a theme song on TV that says,

Sometimes you want to go where everybody knows your name, and they're always glad you came, you want to be where you can see our troubles are all the same, you want to be where everybody knows your name.

Unfortunately, in our busy world this is not always possible, and we often feel isolated and lonely and that we don't have people who we can connect with. I want to leave with you a passage that assures you that even when you feel that there is no one around, God has promised that he knows your name, will never forget you and is always with you.

I will not forget you. See, I have inscribed you on the palms of My Hands. Isaiah 49:15b-16.

Father, thank you for knowing my name.

Major Cheryl Kinder
Mission and Chaplaincy Manager



CELEBRATING OUR NURSES AND HEALTH CARE WORKERS

International Nurses Day is celebrated around the world every May 12, the anniversary of Florence Nightingale's birth. The day offers an opportunity to say thank you to all our nurses and health and care workers for their work in caring for and supporting our much-loved older Australians, but also to show our appreciation to all staff who work on The Salvation Army Aged Care's frontline.

We continue to be grateful for our staff prioritising their work in our Aged Care Services and Centres and their commitment to The Salvation Army, particularly throughout the pandemic, and we take pride in the continuity of care that they provide to our residents. Our staff have adhered to strict Personal Protective Equipment and vaccination requirements and abide by the various State and Territory Public Health Directives put in place to protect our residents and their colleagues.

The theme for 2022 is Nurses: A Voice to Lead - Invest in Nursing and respect rights to secure global health and we are pleased to share this short video of thanks with you: Thank you Salvos Aged Care nurses!



COVID-19 VACCINATION

Safe. Effective. Free.

COVID-19 WINTER DOSE & FLU VACCINATIONS

The Australian Technical Advisory Group on Immunisation (“ATAGI”) recommends an additional booster dose of COVID-19 vaccine to increase vaccine protection before Winter for population groups who are at greatest risk of severe illness from COVID-19 and who have received their primary vaccination and first booster dose. These groups are:

- + Adults aged 65 years and older
- + Residents of aged care or disability care facilities
- + People aged 16 years and older with severe immunocompromise
- + Aboriginal and Torres Strait Islander people aged 50 years and older

ATAGI recommends that the rollout of the additional booster dose for these groups starts from April 2022, coinciding with the rollout of the 2022 influenza vaccination program. Those eligible for the Winter dose can access their vaccination through:

- + a residential aged care on-site vaccination program
- + general practitioners
- + pharmacies
- + State and Territory vaccination clinics.



RISK FORUM MINUTES: HIGHLIGHTS

Continued Repositioning of the Risk Forum

Two new initiatives were introduced to The Salvation Army Aged Care's Risk Forum, including a process to identify and select an appropriate risk management software solution, and the development and rollout of Key Risk Performance Indicators ("KRPIs").

The former is expected to facilitate the ongoing management and reporting of key risks across Residential Services and the rest of The Salvation Army Aged Care, with 2 potential vendors having been identified as suitable options. They will be rated, and stakeholders will be engaged to review options.

The latter is anticipated to provide a means of measuring and assessing how effective The Salvation Army Aged Care is at achieving its risk objectives across the organisation. Rollout of KRPIs will follow the re-rating of the risk register.

COVID-19 Working Group

Reflecting the period of December 2021 through to March 2022, restrictions in various States and Territories are easing, for example, from 18 February 2022, the Tasmanian QR check-in code requirement ended, and similarly in NSW, with The Salvation Army Aged Care using its own systems to record visitors for contact tracing purposes. Further, as of 26 February 2022, there are no public health mandated visitor restrictions for Residential Aged Care Facilities ("RACFs") in the Australian Capital Territory. RACFs can implement their own visitor policies in response to their specific circumstances (except face masks and visit locations).

Additionally, all individuals aged 16 years and over are to receive a COVID-19 vaccine booster dose to maintain an "up-to-date" status 3 months after the last primary dose, called the 'due date'. A person will be considered "overdue" if a booster has not been received within 6 months of completing their primary schedule. Being "overdue" means a person will not be able to generate a current COVID-19 vaccine digital certificate.

Rapid Antigen Test delivery delays were expected in Queensland due to adverse weather with peak body LASA advising that providers experiencing an outbreak or exposure are encouraged to discuss any concerns with the Commonwealth Case Management team.

Issues with Centres experiencing high levels of clinical waste due to the excess use of PPE during outbreak periods have now settled. Some Centres received extra bins; others used box trailers to temporarily hold excess waste. A new provider will support Centres in managing any further issues.

The Coronavirus Business Continuity Plan has been updated with actions to take during the first 24-hours of a COVID outbreak. This was communicated to frontline staff via the Monday Mail communications channel.

Crisis Response

To mitigate risks in a crisis situation, Crisis Response Teams have been formed, in addition to The Salvation Army Aged Care's COVID-19 Working Group. Emergency Management Plans have been updated and implemented, COVIDSafe plans have been reissued, and COVID-19 registers have been consolidated and centralised across The Salvation Army.

TSAAC Risk Register

A flight risk register and succession plans are under development to support the stability of The Salvation Army Aged Care's workforce. Value propositions are also being defined and embedded. Recruitment plans for identified roles are also being developed, and a three-year Human Resources plan has been drafted that considers The Salvation Army Aged Care's workforce strategy and the impact of the Royal Commission on structural changes within the industry.



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: Consider using the Emprevo platform to fill staff shifts across Residential Aged Care Centres

Applicable ACQSC Standard: Standard 7 – Human Resources

Source of Idea: Business Improvement

Risk before Intervention: Medium

Role Responsible: Executive Manager (EM) - Business Improvement

Date to be Completed: 31 July 2022

Status: New Item

% Complete: 5%

Summary: To better engage staff and to help manage the costs associated with staffing across Centres, the EM Business Improvement is working together with the GM Residential Services and their team to assess the use of a technology platform called Emprevo. This system acts as an auctioning platform - communicating available shifts to potential personnel and capturing details of staff having accepted work shifts.

The benefits of the Emprevo platform are an increased level of certainty and engagement for The Salvation Army Aged Care's staff, deep workforce insights for use by the Scheduling team, and a series of cost savings to support the Centres' operations. These benefits would strengthen recruitment and retention, which would support TSAAC's operations and position the organisation to be able to meet residents' ongoing needs and standards of care.

This project commenced in April 2022 with conversations held with the team at Emprevo, as well as internally amongst key stakeholders. Demonstrations of the system were conducted and there was engagement with an Emprevo reference client – a large Australian Aged Care Provider – to understand their experience implementing and using the platform. The Salvation Army Aged Care's Scheduling team was engaged and posed a series of questions to the Emprevo team, including to their Client Success Manager and to their CEO. Having been satisfied that the team could operationalise the system, it was agreed in principle that a 30-day pilot program would be a useful next step to be able to prove up a business case.

The EM Business Improvement, is currently writing a recommendation paper for the benefit of the Executive team. Three Centres have been identified for participation in the pilot, which will be closely followed by a formal business case and, if approved, rollout of the platform across the footprint of Centres. It is anticipated that the pilot program would be concluded towards the end of July 2022 and that a short implementation period would follow.



IN THE NEWS:

Food Presentation

The Catering and Hospitality Manager is working on enhancing the catering services for the residents, for example, by focusing on special events such as food made for St. Patrick's Day, the Easter weekend and Anzac Day. The Marketing Manager, who judged the St. Patrick's Day meals, determined the winner to be Chef Ambika and his team from James Barker House Aged Care Centre.

They commented that, "The stew looks good, and I like the way it comes in a separate dish rather than poured on top of the mash, and the bangers and mash, though simple and hearty, look quite premium!" The team also shared photos of their texture-modified food, which was a highlight.

Woodport Aged Care Centre was commended for their Mint Slice: "It must have been a lot of work to create those green candy strands as toppers and who doesn't like a chocolate mint slice biscuit stuck as a bonus on a mint slice! I like the idea of experiencing separate flavors and textures within a single dessert." Riverview Gardens Aged Care Centre was also recognised as their catering staff created a colourful stew with a variety of vegetables and a simple rosemary garnish. Bethesda Aged Care Centre and James Barker House Aged Care Centre were awarded top prize for their Good Friday and Easter Sunday meals, and Linsell Lodge was awarded first place for their meal on Anzac Day. James Barker House Aged Care Centre, Kubirri Aged Care Centre, The Cairns Aged Care Centre and Barrington Lodge Aged Care Centre were commended for their efforts also.



Salvos on Sunrise

Television presenter James Tobin and cameraperson Mark filmed their live weather cross for one of their February weather crosses on the Sunrise morning show on Channel 7 at Macquarie Lodge Aged Care Centre and Retirement Village.

Commissioner Earle Maxwell, a resident of the Village, was interviewed by James, as was The Salvation Army's Public Relations Secretary, Major Bruce Harmer. Centre Manager Milly Prokopenko and Centre resident Bob also spent time talking with James on live TV about a Lifestyle activity called Current Affairs which Bob runs for the residents with support from Centre staff.



STAFF SPOTLIGHT:

CHEF JASON ON MANAGING MEALS IN RESIDENTIAL AGED CARE

One of the best aspects of Chef Jason's work is the positive feedback he receives about his food. "Walking through the Centre, some residents will say, 'loved the lunch' or 'loved the dinner,'" he explains. "It's always a very good thing to hear that the food that you're making is being enjoyed. Getting the positive feedback can then spur you on to perfecting your craft."

Chef Jason's role as Chef Manager at The Salvation Army Aged Care's Collaroy Campus includes managing food provision for two residential aged care centres, Elizabeth Jenkins Place and Pacific Lodge, as well as Warringah Place Retirement Village. "The campus is the largest catering facility amongst all of our Aged Care Centres and Services and it's a really tough gig," Lainie Lynch, The Salvation Army Aged Care's Catering and Hospitality Manager, says.

An average day for Chef Jason includes not only ordering food and other incidentals such as plates and crockery, administrative work, making sure that rosters are met to ensure the service runs smoothly and liaising with clinical nurses and other staff members for any other resident-related requirements that may come up. Chef Jason also cooks the food four days a week.

"Before each meal service, I run through what the meals are, because I write down what some of the special requirements are for each house, and basically describe how to present them on the plate," he explains. "This is to show that some effort and thought has gone into making sure that not only is the food cooked and tastes good, but hopefully is a positive experience for the residents when they have their meals."

Chef Jason began his career in 1997 at a restaurant in Cremorne, a suburb of Sydney in New South Wales, before working overseas at hotels in Scotland. He decided to return to Australia and embarked on a job with The Salvation Army Aged Care after working in cafes and also the Navy canteens on the base in Sydney's Potts Point.

“Jason has a passion for getting the food right for our residents,” says Lainie. “He’s gone over and above to also be very proactive in reaching out and making sure that residents are actually being prescribed the right food before he even gets to cook it.”

At the Centres, there is a five-weekly menu. “Lunch is the main meal of the day,” Jason explains. “So, we’ve got two choices for lunch, with either hot meals, a vegetarian choice, or salads and sandwiches, and at dinner there is a single choice. There are also residents with special dietary requirements.”

Additionally, The Salvation Army Aged Care offers texture modified choices, or minced or smooth pureed food, should a resident not be able to swallow. “We’ve done a lot of training on texture modified meals,” Lainie states. “We’ve put out the self-directed learning packages, which our Chef Managers, and Jason as well, were really involved in rolling out to all of our staff.”

Chef Jason says there’s not enough time in the day usually. “It can be pretty flat out most of the time.” Lainie agrees: “It’s really fast paced in the kitchen and if one thing goes wrong in the kitchen, it can throw the whole day out.” That might mean the difference between Jason getting to the floor and talking to the residents around mealtimes, for example, and having to prepare for a service.

Growing up in South Australia, Chef Jason was inspired to work as a chef through his Mum’s cooking. He also admires the work of Chef Keith Floyd. “I think his attitude, his humour, and his passion for it steered me to the hospitality industry.” Jason says passion is integral to working as a chef. “You’ve got to have a feel for what you’re making that comes across in the final product and how it tastes.”





RESIDENT SPOTLIGHT: JOYCE SHARES ADVICE FOR THE YOUNGER GENERATION

Joyce, who is a resident of Macquarie Lodge Aged Care Centre in Arncliffe, NSW, was born in Oxford. “It’s a beautiful place,” she says of her hometown in England. “My mind goes back there quite often.” Joyce has lived in Sydney for 25 years now, having initially moved to New Zealand before emigrating to Australia. “My son came over and met an Australian woman and decided to stay,” Joyce says. “So, I decided to move here to be closer to him.”

She represents the Macquarie Lodge Aged Care Centre residents each week at the Centre’s Head of Department meeting which she was asked to attend. “After that, I sort of allowed myself to be pushed to doing different things,” she says with a laugh and of the meetings which involve listening to the other Heads of Department. She then goes and chats with the residents to find out if they have an opinion or a feeling about what was discussed in the meetings. “I try to find ways of communicating and what their wishes are, which is difficult. We need to be an inclusive society, not an exclusive society.”

Joyce also participates in “Current Affairs,” a weekly Lifestyle activity program run by a fellow resident, Bob. “He goes through all the papers and news articles, and he brings up items from behind the news; he comes in from all different angles and he really makes you think, and we have a good chat,” she says of the activity. “It’s very good because it keeps the brain cells ticking over.”

She initially worked with an accountant in England but then “took any job that I could find” to support her son, and her daughter who was disabled, to work around her daughter’s disability. “I’ve washed dishes; the big baking mixing bowls – huge ones, and all sorts of different types of washing up. I worked in Inland Revenue for a while, the taxation office, and then moved to working in accounts in Centrelink. I enjoyed that work,” she says. “I’ve even done welding!”

For the younger generation today, Joyce says that her advice is: “to be grateful for what you’ve got; honour your mother and father and do the best in life that you can; always keep a sense of humour and always have a laugh. Turn the situation, however bad it may be – there is always something in it that you can laugh about. Humour has helped me a lot,” she explains.

STAFF MILESTONES

BARRINGTON LODGE

Rungrudee Richards 10

JAMES BARKER HOUSE

Josephine Escano 5

Keryn Fox 10

Massiny Ng 20

LINSELL LODGE

Lylie Roach 5

Abhishek Sachdeva 5

Sukhpreet Singh 10

Silvana Voncina 10

Patricia Montgomery 10

Namrata Pravasi 10

MACQUARIE LODGE

Neetika Basnet 5

Shahdev Bhetuwal 10

Filimaina Wann 10

Anita Uprety 10

Premila Prokopenko 10

Mae Pangandaman 10

MAYBANKE

Meseret Zigota 5

MOUNTAIN VIEW

Cheryl Cregan 5

RIVERVIEW GARDENS

Mary Saeed 5

Krystal Gayle Papa 5

Tiresa Pomate 15

Christine Ellis 15

Kerry Petley 20

Marina Mati 25

SEAFORTH GARDENS

Jessy Joseph 5

Simrat Kaur 10

THE CAIRNS

Emily Richards 5

Hallom Tuba 5

Michelle Revell 15

WEEROONA

Gerald Japitana 10

Arnaldo Magsino 10

Thu Dang 10

WOODPORT

Reynaliza Luarez 5

Leilanie Sagun 5

Paula Chappelow 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:

[December 2021](#) | [January 2022](#) | [February 2022](#) | [March 2022](#) | [April 2022](#) | [May 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 and territory 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 opan.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.

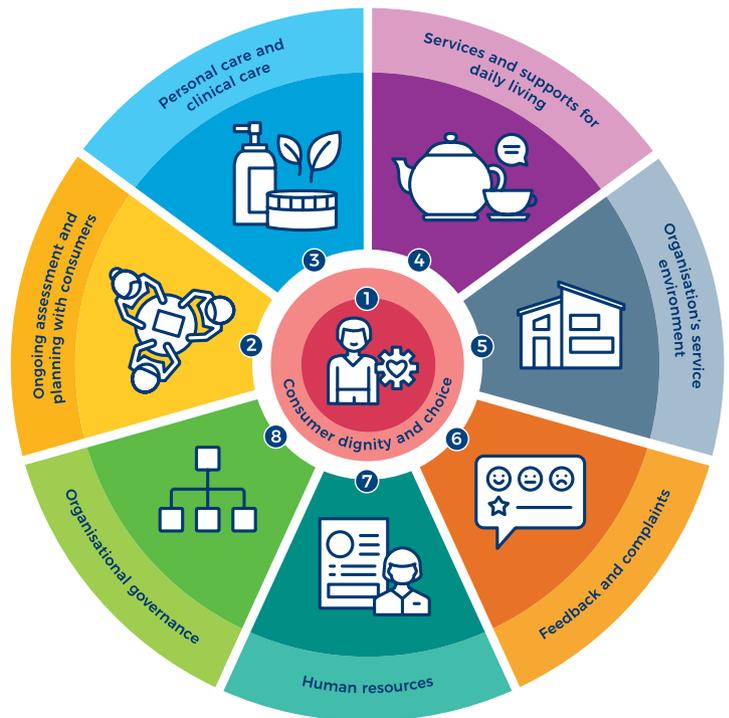
The Quality Standards are made up of eight individual standards:

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

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



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 complete and submit an online form via our website 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





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