

# *Inside* **AGED CARE**

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## RESIDENTIAL SERVICES NEWS

WINTER | 2021



Aged Care





## MESSAGE FROM THE NATIONAL DIRECTOR

The Salvation Army Aged Care has twenty-one residential aged care centres located across Australia catering to residents living in our inner cities as well as those in our regional areas. These centres support our purpose as an organisation which is to promote a unique experience of choice, lifestyle and belonging for all people as they age.

I'm so proud of the passion and dedication shown by our staff members whose support is tailored to the needs of our residents. Their skilled and compassionate care embodies the mission, vision and values of The Salvation Army. I would like to take this opportunity to show my appreciation to all those who support our residents and representatives and to wish you the best over the coming Winter months.

**Stephen Macliver**





## DEVOTIONAL FROM OUR MISSION AND CHAPLAINCY MANAGER

June already, we are rapidly approaching the halfway point of the year. I'm sure this year has not been all we hoped it would be. We thought we would have COVID-19 behind us and may have by now been living in some semblance of normal.

Sadly, as the experience in Victoria demonstrates, we don't have the impacts of the pandemic behind us. This, in spite, of having several alternative vaccines now readily available. With the roll out of vaccinations well advanced in some countries and progressing steadily, albeit not as rapidly as we would like in our own.

Even so, I think we can look back with some sense of achievement that those things we put in place as a nation, individually and as an aged care provider have had good success in limiting the harm.

I would like to say thank you to everyone. Your cooperation with, at times, rapidly changing restrictions. The adaption to online means of communicating and new ways of staying in touch.

To further improve communication, we have introduced this newsletter. I trust you find it beneficial.

John in writing his Gospel shares the Word of Jesus **"I have told you these things, so that in me you may have peace. In this world you will have trouble. But take heart! I have overcome the world."** (John 16:33, New International Version).

Meanwhile, the year rushes on.

God bless you.

**Steven O'Neill (Major)**



## MESSAGE FROM THE GENERAL MANAGER, RESIDENTIAL SERVICES

Welcome to our inaugural edition of Inside Aged Care – Residential Services News

We are excited to have this opportunity to connect with you on a quarterly basis to highlight some of the key improvements and projects that are occurring within the residential services area of The Salvation Army Aged Care and also to share some good news stories coming through from some of our Centres.

It has been a very busy year so far with several big announcements: the Royal Commission released their recommendations to the industry, the Federal Budget was released, and we continue to respond to the ever changing environment of the COVID-19 pandemic in the Aged Care space.

With all of this movement and conversation in the industry, our Centres have continued to implement and collaborate on several projects and organisational changes. We will expand on these within this newsletter and look forward to your feedback on the areas you would like further expanded on or added in our upcoming editions.

**Samantha Jukes**



# 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 editions to date from the following links:

January 2021 | February 2021 | March 2021 | April 2021 | May 2021

# FEDERAL BUDGET

The Federal Government has a website where you can find out more about:

- + The Australian Government’s comprehensive response to the Royal Commission’s final report.
- + The Australian Government’s aged care reform package.
- + The five pillars of reforms, which show how the Australian Government will deliver services within a 5-year period, across 5 key pillars.
- + How the reforms will impact you.

Click here to find out more.



Australian Government

# 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.

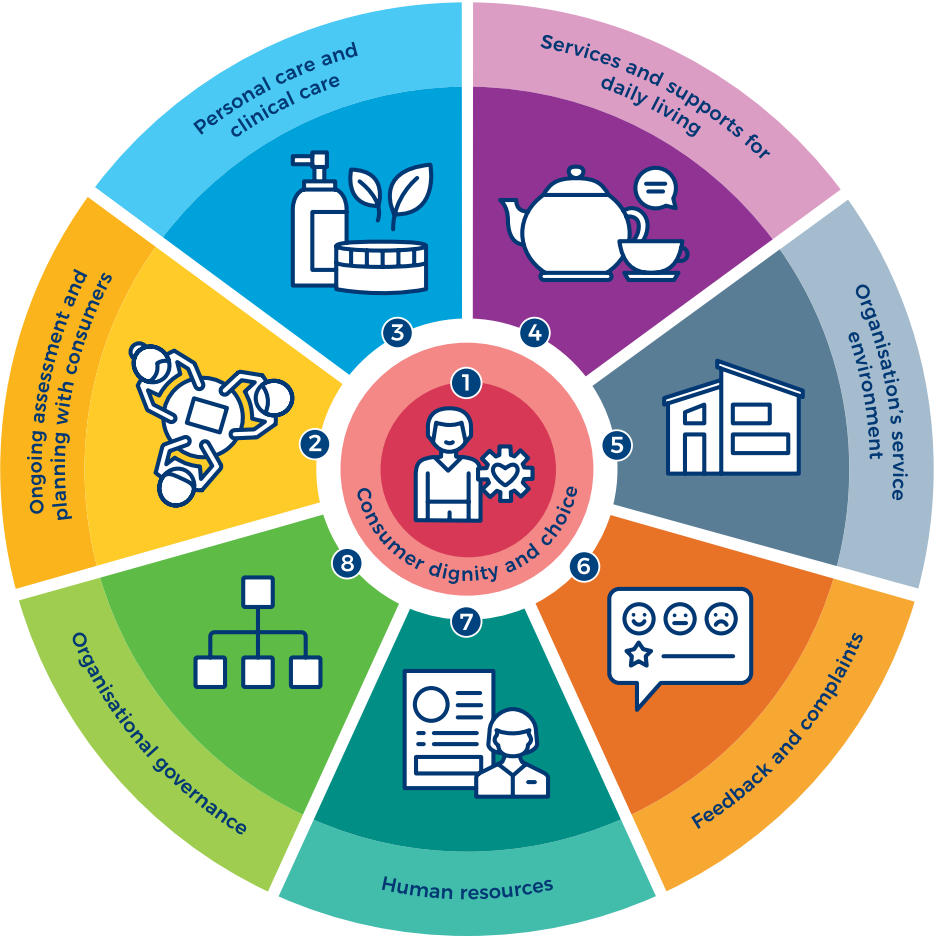
The Quality Standards are made up of eight individual standards:

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

[www.agedcarequality.gov.au](http://www.agedcarequality.gov.au)



## RISK FORUM MINUTES – HIGHLIGHTS

The purpose of The Salvation Army National Aged Care Risk Forum is to review operational risks in The Salvation Army's Centres and Services to ensure compliance with related State and Federal legislative requirements.

The Risk Forum reports its assessment, recommendations and associated actions to the Aged Care Executive Team. These ensure that action plans to address any high risk areas are in place as well as additional strategies to mitigate risk. Examples of recent Risk Forum discussion items are included below:

### Serious Incident Response Scheme

The General Manager, Care Quality and Compliance, updated the Risk Forum on SIRS ("Serious Incident Response Scheme"). SIRS involves new compulsory reporting topics and the first stage went live on 1 April 2021. In the interim, we redesigned the whole incident categorisation framework to be able to capture this information and accurately be to able to feed that back up to The Salvation Amry's Board which is a requirement.

Education has been implemented for staff to have a good understanding of SIRS. The updating of forms will be completed as legislation is further modified and as this information comes to hand. The Salvation Army Aged Care's existing reporting system is adequate in the interim.

### Communication of Risk

The General Manager, Residential Services, advised that there has been feedback from the Aged Care Quality and Commission in terms of having an avenue for our Centres and residents to escalate areas of risk. In addition, this communication loop needs to come back out to residents and staff to be closed. A solutions-based report has been presented and will continue to be built out.

This report will be presented at each future Risk Forum meeting based on feedback from the Centres in terms of the risks that need to be escalated for discussion. The Risk Forum discussed the multiple systems to which this information should be added, and communication to staff members will be sent regarding this as required.

### National Aged Care Mandatory Quality Indicator Program

The Risk Forum was advised of upcoming changes to the National Aged Care Mandatory Quality Indicator Program wherein two additional items will need to be reported on a quarterly basis. These are Medication Management and Falls / Major Injuries. The go-live date is 1 July 2021.

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### Complaints and Advocate Officer

The General Manager, Care Quality and Compliance, advised that a new Aged Care Advocate and Complaints Coordinator has been appointed at The Salvation Army Aged Care commencing on 21 June 2021 who can be contacted on **[agedcareadvocate@salvationarmy.org.au](mailto:agedcareadvocate@salvationarmy.org.au)**





# 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 (PCI) 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 PCI by sharing an update against one or more improvement ideas:

## Improvement Idea: Review the Systems and Processes of Residential Aged Care Centres' Plans for Continuous Improvement

**Applicable ACQSC Standard:** Standard 6 – Feedback and complaints

**Source of Idea:** Policy

**Risk before Intervention:** High

**Role Responsible:** Manager, Care Assurance / Residential Services Leadership team

**Date to be Completed:** 30 May 2021

**Status:** On track

**% Complete:** 90%

**Summary:** This improvement idea focuses on the need to standardise the PCI template across The Salvation Army’s Centres and Services by reviewing all Centre and Service PCI’s and providing support to update the document. A process has been established to review the PCI monthly..

A standardised template was implemented in early 2020. In March 2020, an audit across The Salvation Army’s Residential Aged Care Centres was conducted, which resulted in gaps being identified between the understanding of the role of a PCI as compared to an Action Plan. Education was provided to enhance the knowledge of the Centre Manager and provided support to update or develop the Centres’ PCIs.

By May 2020, reviews of three additional Centres were completed resulting in improved efficiency of the management of their PCIs. In July 2020, a new PCI template was drafted, leveraging key stakeholder feedback obtained from the General Manager, Residential Services, the Area Managers, the General Manager, Community Care, and the Operations Manager, Retirement Living. The new PCI template was endorsed and provides;

- i) improved reporting and analysis
- ii) congruency with the Aged Care Quality and Safety Commission recommended PCI
- iii) an action plan to enable the monitoring of compliance. This new template was released in mid-July 2020.

In September 2020, a comprehensive review was conducted and by October 75% of Centres’ PCIs had been completed. In May 2021, the Care Quality and Compliance Team and Residential Services met to discuss the review schedule for the Centre PCIs. Additionally, a new compliance model will allow for the Care Quality and Compliance Team to have allocated Centres to assist with the monitoring and review process on an ongoing basis.





## People first Safety Always

### WHS AND SOLVSAFETY NEWS

You may have seen two new posters in place at our Centres and Services which we encourage you to familiarise yourself with and use or engage with as required.

The first displays two QR codes to easily report an Incident and Injury and Hazard/Near Miss to Work Health and Safety. It simply requires the code to be scanned to make a report.

The second is about the Management of Actual or Potential Aggression (MAPA)<sup>®</sup> Foundation Course, in which participants learn how to manage disruptive behavior before it turns into a crisis.



Workplace Health and Safety

#### SolvSafety Reporting QR Codes

Scan the relevant code below to report an incident.  
*WHS is for Incident and Injury and Hazard/Near Miss reports.*



PLEASE SCAN THIS CODE IF YOU  
ARE REPORTING A WHS INCIDENT  
AND INJURY REPORT



PLEASE SCAN THIS CODE IF YOU  
ARE REPORTING A WHS HAZARD/  
NEAR MISS REPORT

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Workplace Health and Safety

#### Management of Actual or Potential Aggression (MAPA)<sup>®</sup> Foundation Course

MANAGING DISRUPTIVE BEHAVIOUR **BEFORE** IT TURNS INTO A CRISIS

##### FOR THOSE IN YOUR CARE MAPA<sup>®</sup> WILL

- **MAINTAIN** their dignity at all times
- **PROVIDE** a positive and respectful environment
- **GUIDE** them towards making positive behaviour choices
- **DEVELOP** their coping skills for difficult situations

##### FOR YOUR STAFF MAPA<sup>®</sup> WILL

- **BOOST** their confidence to defuse potentially challenging situations
- **EQUIP** them with the skills to appropriately physically intervene
- **REDUCE** the risk of physical injury and accidents
- **STRENGTHEN** the relationships between colleagues and those in your care

##### WHAT IS A CRISIS?

A crisis can be defined as a moment in time when an individual in your charge loses rational, and at times even physical, control over his or her own behaviour. This can be very challenging and anxiety producing for those responsible for intervening. Due to the chaotic, unpredictable nature of a crisis, it is vital that team members stay calm and proceed with a plan. These crisis moments do not sprout into being without roots; there are almost always warning signs that let you know an individual's behaviour is escalating.

MAPA<sup>®</sup> Training has been developed by the Crisis Prevention Institute (CPI). CPI is an international training organisation that specialises in the safe management of disruptive and assaultive behaviour. Since 1980, more than six million professionals have participated in CPI's training programs. MAPA<sup>®</sup> programme delivers comprehensive training that teaches management and intervention techniques to cope with escalating behaviour in a professional and safe manner. MAPA<sup>®</sup> training focuses on proven strategies for safely defusing anxious, hostile, or violent behaviour at the earliest possible stage. Following the training, you'll notice a host of positive changes in your workplace, its culture and the relationship between your staff and those they are supporting.

Vocational Training Stream  


People first Safety Always



Aged Care



### CELEBRATING OUR NURSES AND OUR HEALTH AND CARE WORKERS

The World Health Organization (“WHO”) declared 2020 as the International Year of the Nurse and the Midwife. These workers, “play a vital role in providing health services,” says the WHO. “These are the people who devote their lives to caring for mothers and children; giving lifesaving immunizations and health advice; looking after older people and generally meeting everyday essential health needs. They are often, the first and only point of care in their communities.”

This year has been designated as the International Year of Health and Care Workers by the WHO, “in appreciation and gratitude for their unwavering dedication in the fight against the COVID-19 pandemic.” The year-long campaign, “highlights the urgent need to invest in health workers for shared dividends in health, jobs, economic opportunity and equity,” says the WHO.

In recognition of the dedication and hard work of all nurses and health and care workers working with The Salvation Army Aged Care, we featured a number of exemplary staff members on our website and social media channels in 2020 and we are continuing with this theme in 2021. Articles about what inspires these staff members and the essential care and support they provide are accessible here: [agedcare.salvos.org.au/news/](https://agedcare.salvos.org.au/news/)



## COMPLIMENTS. COMPLAINTS. COMMENTS. YOUR MATTERS MATTER.

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 and Complaints Coordinator

You can fill and submit the online form on our website: [agedcare.salvos.org.au/feedback/](https://agedcare.salvos.org.au/feedback/)

A paper version of this form is also available at the reception and common areas of our aged care centres, retirement villages and in all Community Care welcome packs. You can give the completed form to a member of your support team. or drop it in the feedback box at the reception or common areas in any of our aged care centres, villages. Or, you can post it to: Aged Care Advocate and Complaints Coordinator, PO Box A435, South Sydney NSW 1235.

## VISITORS CODE OF CONDUCT

Did you know that The Salvation Army Aged Care has a Visitors Code of Conduct? We ask all our visitors to abide by this Code in order to respect our residents, staff and other visitors.

## Visitors Code of Conduct

**Welcome to our residents' home. We ask that you respect our residents, staff and other visitors by adhering to the following:**

Respect the rights of others to enjoy the services and facilities of this Centre

Comply with The Salvation Army Aged Care's policies, signage and lawful direction of staff

Keep noise to a minimum so as not to disturb others

Support our "smoke free" environment and refrain from smoking while on the premises

Not to consume alcohol on the premises

Respect our property and that of our residents

Be courteous and polite to staff, visitors and residents

Show consideration and respect for the dignity and privacy of other residents

Support our commitment to our staff to provide a safe and respectful workplace so they can safely care for all residents

Do not act aggressively or violently towards staff, visitors and residents

Not to visit if you are sick.

**Where management believe visitors behaviour to be improper, staff may:**

Request visitors to behave in accordance with this Code of Conduct

Request visitors to leave the centre.





STAFF MILESTONES

BARRINGTON LODGE

Alem Alemu	5 yrs
Jennifer Stewart	5 yrs
Mamitsho Budiongo	5 yrs
Rosebel Tayaba	5 yrs
Banchu Atalay	10 yrs
Beverley Copleman	10 yrs
Jo Maher	10 yrs
Julie Panting	10 yrs
Sandra Bresnehan	10 yrs
David Figg	10 yrs

BETHANY

Elaine Glendinning	5 yrs
Lisa Nardella	5 yrs
Sarita Heath	5 yrs
Doris Phillips	10 yrs
Michael Wilson	10 yrs
Carmen Doyle	10 yrs
Enrique Acuna	10 yrs
Gail Stoker	10 yrs
Harriet Cook	10 yrs
Lorna Murphy	10 yrs

BETHESDA

Widgee Chen	10 yrs
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CARPENTER COURT

Thandi Baker	5 yrs
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ELIZABETH JENKINS PLACE

Bindu Bastakoti	5 yrs
Binu Lamicchane Subedi	5 yrs
Lhakpa Dolma	5 yrs
Miriama Cama	5 yrs
Shiva Sherchan	5 yrs
Kunchok Kunchok	5 yrs
Ngawang Dolkar	5 yrs
Tsering Dolma	5 yrs
Ujwala Dangol	5 yrs

GILL WAMINDA

Bec Ness	5 yrs
Jasmine Aylott	5 yrs
Lolit Mantilla	5 yrs
Erin Webster	15 yrs
Margaret Hayward	15 yrs
Susanne Hart	25 yrs

JAMES BARKER HOUSE

Meron Gebreselassie	5 yrs
Dean Thornton	5 yrs
Em Nguyen	5 yrs
Felipe Gonzalez Giraldo	5 yrs
Rose Alemu	5 yrs
Tuluomatagi Seulupe	10 yrs

LINSELL LODGE

Sandra Osang	5 yrs
Scott Toye	5 yrs
Timika Passmore	5 yrs
Kitty Liu	10 yrs
Kristine Smallwood	25 yrs

MACQUARIE LODGE

Radhika Sapkota Pandey	5 yrs
Bill Li	10 yrs
Manoj Abraham	10 yrs
Kavita Chand	15 yrs
Yuan Tian	15 yrs

MAYBANKE

Juliet Sheku	5 yrs
Max Vozzo	10 yrs
Lee Richards	25 yrs

MONTROSE

Trudi Clinton	5 yrs
Angela Horvath-Verdis	5 yrs
Kazi Hossain	5 yrs

MOUNTAIN VIEW

Josin George	5 yrs
Nyanrol Kir Deng	5 yrs

MOYNE

Jodie Thompson	5 yrs
Leanne Flannery	10 yrs
Evelyn Gillham	20 yrs

QUEENSLAND DIVISIONAL HEADQUARTERS

Carolyn Trigg	5 yrs
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RIVERVIEW GARDENS

Anoopa Cheenikkal Sunny	5 yrs
Giboy Joseph	5 yrs
Jade Moody	5 yrs
Ledua Tilagucaguca	5 yrs
Suzan Poni	5 yrs
Ana Martinez	10 yrs
Wendy Root	10 yrs
Genelyn Ramos	10 yrs
Stacey Everding	10 yrs
Diane Desmond	15 yrs

ROSEDURNATE

Phil Snow	5 yrs
Laurice Veper	15 yrs

SEAFORTH GARDENS

Rebecca Wel	5 yrs
Angela Filla	5 yrs
Archana Rajamma	5 yrs
Lynette Lee	5 yrs
Isabelle Huber	10 yrs
Gaye Parkin-Rendtorff	10 yrs



Helen Randi, who is marking 30 years of service, sitting with resident Janice Rapp at Woodport.

THE CAIRNS

Hua Bu	5 yrs
Julliet Amara	5 yrs
Banita KC	10 yrs
Joanna Nan	10 yrs

WEEROONA

Elizabeth Kamanda	5 yrs
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WOODPORT

Richard Harvey	5 yrs
Hayley Stephens	5 yrs
Lisa Jeffrey	5 yrs
Rebecca Pankhurst	5 yrs
Rob McBride	5 yrs
Rod Longe	5 yrs
Shelley Pearce	5 yrs
Ranu Porter	10 yrs
Jason Stables	10 yrs
Helen Randi	30 yrs





## STAFF SPOTLIGHT - PENNY PALMER

Penny is the Lifestyle Coordinator at Riverview Gardens Aged Care Centre in Queensland and has done a substantial amount of training in dementia care. She's completed online courses and courses outside of work to understand dementia, and she thinks that it's really helped her understand the residents with dementia a little bit better.

"I think it's important to have people that understand what dementia is about, because you need to be a person who has a lot of patience," she says. "I love being in the dementia unit. I find it very rewarding. I just think that if I can give the residents with dementia something to make them feel valued in the day then I feel that I've done something, and I've achieved my job."

There are three sections to Riverview Gardens Aged Care Centre and Penny explains that dementia residents reside in each of them; the nursing home, the hostel and the dementia care wing which is the most secure unit given that its residents are more advanced in their stages of dementia.

There is also a dedicated team of expert staff working with Riverview Gardens Aged Care Centre. "At the Centre, we have our nursing staff," Penny says. "We also have the clinical staff. We have our RN's ("Registered Nurses"), we have chaplains that visit, the physiotherapists and the volunteers. There are a lot of people who have input in their day-to-day life."

Breakfast and daily activities tend to fill up the mornings at Riverview Gardens as well as staff-guided walks around the Centre for those in the dementia care unit. In the afternoon, the residents who want to rest participate in "Twilight." "It's more of a downtime," Penny explains of the multi-sensory light that illuminates the ceiling. "It has little lights and flickering patterns, but it's a soothing song, musically, like soothing, relaxing music. Penny also explains that the has a therapy dog who visits the residents too.

"I love working with dementia residents," Penny says. "Just because they have dementia and they forget the day to day things, they don't ever lose their feelings and emotions." She says that seeing the joy on a resident's face when they do something that they enjoy, or when they see a family member or hear music or a song that brings back a memory for them is so rewarding. Penny has been working at the Centre for 21 years now and we are so appreciative of her service.

