



FRONDITHA CARE CLAYTON **RESIDENT & RELATIVE UPDATE February** **2015**

Welcome to the resident & relative newsletter for the aim of which is to keep you all informed of the happenings here at Fronditha Care Clayton. I would like to take this opportunity to thank all the Residents & families of Fronditha for your support and assistance over the past year.

With so many positive things happening in our Facility, it is important that we, at times, take stock of what we have done and reflect on our achievements and ambitions. Hopefully you feel we have shared some of that with you through this newsletter.

RELATIVES AND FRIENDS MEETINGS: We continue to keep our Residents relatives and friends informed of what is happening at Fronditha Care. These meetings provide an avenue for questions & discussions. They are also a time to share ideas. These meetings are scheduled 3 monthly, and are held in the Board Room. The dates and times will be displayed on notice boards. We encourage family involvement & welcome discussions.



The next Resident / Relative Meeting is on **Friday 27TH February 2015 at 1.30PM**

EMAIL MAILING LIST: Thank you to those who have joined this list. If anyone wishes to subscribe, please supply Georgia in reception with your email contact details, or email me at jayson.vinod@fronditha.org

BUILDING RENNOVATIONS at CLAYTON: We can provide you with an update on the progress of the building works here at Clayton.

Building works are going as per schedule. We are looking forward for stage 1 completion by the end of this year. Due to ongoing complaints from the neighbours here at Welwood Court, I would request all families/visitors to park their vehicles on Springs Road and not on Welwood Court. If anyone wants to park their vehicle on Welwood Court, they need to park only on the left hand side when entering from Springs Road. This will also ensure that there is safe access for the delivery vehicles while delivering.



The waste containers are located at the rear car park (Galini). **Please note there is NO PARKING of vehicles in this Car Park area at any time.**

All Administration offices have been relocated to Head office. Manager & Support Services have been moved to the first floor at the head office. Clinical Care Coordinator's office is located in the Memory Support Unit. All the contact numbers for the offices and units will remain the same. There have been no changes with them.

I understand and apologise in advance for the inconvenience that this project will cause. I ask for your patience and support so we can achieve the outcome of a new and improved nursing home. Please do not hesitate to contact me if you have any queries

PHONE CONTACT LIST: Please make yourself aware of the contact numbers for the facility.

Pronia	9552 4108/9552 4134
Galini	9552 4116/3552 4136
Administration	9552 4100/9552 4115
Manager	9552 4146
Fax	9552 4138

COMPLIMENTS, SUGGESTIONS, IMPROVEMENTS, CONCERNS & COMPLAINTS: Fronditha encourages & values input & feedback from all stakeholders, so please do not hesitate to complete a green Feedback Form and forward to Management. We have also had this Feedback Form translated into Greek, and they are now available for use. I have an open door policy and welcome your visit; alternatively, you can call me on 9552 4146 or contact me via email. We can also provide you information on external complaints mechanisms should we not be able to resolve your concerns.

To help care recipients, their families, friends and representatives from culturally and linguistically diverse (CALD) backgrounds to raise a concern, the Aged Care Complaints Scheme (the Scheme) has translated a video about complaints into 17 languages. This 15 minute video, with language subtitles is designed to inform care recipients and their families in their own language about the importance of raising any concerns about the care and services they are receiving. If issues cannot be resolved within a service, the video explains other

options that can help including contacting the Scheme via the free Translating and Interpreting Service.

Ref: www.agedcarecomplaints.govspace.gov.au/i-have-a-concern

VISITING HOURS: Fronditha Care Clayton is the residents 'home', so like many in their own homes, we don't have 'set' visiting hours. However, should you be visiting later in the evening, you may find the doors locked for security. Please feel free to ring ahead & advise staff of your visit, or ring the door bell upon arrival.



This facility is a home for many residents, some of whom may be more frail than your loved one. We ask that you be mindful of this when visiting others, and request that you afford the same courtesy you do others when visiting them in their homes. We thank you for your cooperation with this matter.

Please also note that we also offer activities 7 days a week. Should you be visiting and sitting in a communal area such as larger lounge or activity room, we ask that you be aware that there are activities in progress. Should you wish for a little privacy, or a quieter area, we have several smaller lounge areas which you should feel free to utilise.

BIRTHDAY CELEBRATIONS: Birthdays are an extremely important celebration. Here at Clayton we celebrate our resident birthdays with a birthday cake & afternoon tea, music & dance. This celebration occurs on the last Wednesday of each month. Everyone is welcome to attend & help celebrate these events.



ACTIVITIES ENJOYED BY OUR RESIDENTS: We have an activities flyers on display in each area, and celebration flyers that go out to the units. There are a number of noticeboards throughout the facility which display these events. We celebrate the special days of many cultures, host morning & afternoon teas, numerous planned events, celebrations & visiting entertainers.

CHRISTMAS CELEBRATIONS: This Christmas celebration was held on Saturday December 20th 2014. And as usual, Fronditha Care Clayton celebrated in style. All in attendance enjoyed the festivities. The event was very well attended and feedback was overwhelmingly positive! Well done & thank you to all involved in the planning of such an event.

Also, on behalf of all our staff we would like to give a huge THANK YOU to those Residents & family members who gave us gifts of cakes, chocolates, biscuits and drinks (all those wonderful Christmas treats we all love and regret immediately that we've eaten too much!!) - We had a great staff Christmas Lunch! Well onto 2014...looking forward to a very positive year ahead.

INFORMATION BROCHURES: Fronditha Care has several Information brochures. One brochure contains 'site specific' information, another contains information on Residential Care Procedures & Accommodation Bonds, and there is also the new Fronditha Care Resident Handbook. Copies of these brochures are available from the Manager or reception. Fronditha Care's privacy policy is underpinned by the organization's commitments to both respecting the privacy of personal information and to complying with legislation. Fronditha Care is bound by a set of National Privacy Principles and Victorian and NSW Health Privacy Principles that establish the benchmark for how personal information should be collected and managed. These principles have been embraced in Fronditha Care's policy and as a part of standard operating procedures. The position of Manager Human Resources carries the responsibility of Fronditha Care's Privacy Officer.

FOOD: Our residents have been involved in the planning of their menu's here at Clayton. Suggestions have been sought and included in the Menu. The menu gets reviewed by a Dietitian & a balanced meal plan is implemented. This menu is a 4 weekly rotating menu.

Fronditha Care understands the importance of specific foods, whether they be for cultural or festive reasons. To meet these specific requests, we have policies & procedures in place. We ask that you be aware of these and when bringing in food for your loved one, you please advise staff. As a Residential Aged Care Facility, we are required to keep a register of food, so any food item not from our Menu must be recorded in the Food Register in each unit. We thank you for your co-operation with these matters.

GENERAL HOUSEKEEPING: For the benefit of all, especially those residents & families who are new to Fronditha Care, may I take this time to point out a few housekeeping reminders.....

- Please do not forget to sign in & out when you visit;
- Please remember to sign your relative out & back in on return, and inform staff when coming & going
- Items brought into the facility require electrical testing if not covered by the warranty of the product;
- For Safety reasons, we do not allow the use of any double adaptors, but power boards with separate switches for each plug are acceptable.
- We have installed a new hands-free color video intercom.(AIPHONE) for after hours. The new intercom is located on the Exit door opposite maintenance/Laundry.

THANK YOU: