



FRONDITHA CARE CLAYTON **RESIDENT & RELATIVE UPDATE May 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.

RELATIVES AND FRIENDS MEETINGS: These meetings provide a friendly environment to keep residents, relatives & friends informed of what is happening at Fronditha Care. They provide a chance to ask questions or to discuss incidents. They are time to work together to find solution to rectify a problem. They are also 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 with Unit coordinators, CCC, SSC & me.



The next Resident / Relative Meeting is on ***Friday 29TH May 2015 at 1.30PM***

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

RESIDENTS AGREEMENTS, RULES OF RESIDENCY & RESIDENTS CHARTER OF RIGHTS: These documents are given to residents upon admission, but can be provided to any resident upon request. They contain a wealth of information including prescribed services, fees charges, your rights & responsibilities, complaint processes and details on the day to day operations for Fronditha Care.

ACCREDITATION: You may be aware that we will be undergoing Accreditation in July 2015. We continue to receive support contact from the quality agency at least annually. Fronditha Care fully supports and welcomes these visits and work with the quality agency to ensure that care provided to residents is compliant with aged Care standards.

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 there vehicles on Springs Road and not on Welwood Court. If anyone wants to park their vehicle on Welwood Court they need to park it only on the left hand side when entering from spring's road. This will also ensure that there is safe access for the delivery vehicles while delivering. **Parking tickets have been issued to people who have parked on the nature strip or blocked driveways along Welwood Court.**



The waste containers are located at the rear car park (Galini). **Please do not park your vehicles in that Car Park at all times.**

All Administration offices have been relocated back to the facility. The Manager & Support Services have been moved to Pronia. Entrance is from rear car park. 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/ 9552 4136

Administration 9552 4115

Manager 9552 4146

Fax 9552 4138

After hours Registered Nurse number: 9552 4133

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 frailer 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. Fronditha Care's lifestyle programme is packed full of wonderful ideas. , and being able to share them with others within the organization was a beneficial experience. We are always looking for exciting ideas, so if you have a suggestion, please share it with us.

CELEBRATIONS: Last month has been incredible month. We had a suggestion from few of the residents who wanted to do some gardening. We organized raised garden beds for the residents. Residents helped to install the garden beds. A working bee was organized where all residents' staff & volunteers came together to do gardening. It was a great experience.

Outings: Maintaining social contact and interaction with others in the community is a very important part of living independently for most of people. For various reasons, some residents may no longer be able to maintain this contact. This is where Fronditha can assist. By promoting & providing the means for residents to attend social outings, they can continue to engage in activities of choice within the wider community, more specifically the Greek Community, and enable socialisation, enjoyment & a sense of self worth.

ENTERTAINMENT BOOKS: Help us continue to raise funds for Aged Care. You can purchase an entertainment book with 20% of your book purchase going to Fronditha Care. The book is filled with many up to 50% off and 2-for-1 offers for the best restaurants, cafes attractions, hotel, accommodation, travel & much more. Selling at only \$65 each, you'll receive over \$15,000 value that you can start using immediately. The more we sell, the more we raise, so please forward this offer on to others.

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: We set ourselves many goals over a year, but first and foremost, is to continue to do what we do best....provision of dedicated care & support to your loved one. Our staff does a wonderful job in looking after, caring for and entertaining our residents & I thank them all for their commitment to Fronditha Care. Your ongoing assistance in making Fronditha care a "home" for our residents is extremely important to us all.

Thank you, Jayson.