



FRONDITHA CARE THORNBURY **RESIDENT & RELATIVE UPDATE 5: FEB 2015**

I would like to extend a warm welcome to all and hope you enjoy the latest edition of the Resident & Relative update, Thornbury's internal Newsletter. The aim is to keep you all informed of what special events and happenings take place here, and to also provide you with important reference materials & updates.

It is important for everyone to be kept informed of any upcoming events here at Thornbury. Look out for regular mail outs & Resident Relative Update Newsletters. A reminder to all that we have an open door policy which means, should you wish to see me, just pop in, give me a call or feel free to email me anytime.

Welcome to all new residents, families & friends.....
To those who have come & gone, we are thinking of you...



CHRISTMAS CELEBRATIONS: We trust that you all had a wonderful festive season with your loved ones. Celebrations were in full swing here. Thank you all for making it a wonderful festive season for our residents!



RELATIVES AND FRIENDS MEETINGS: Resident & Relative meetings aim to provide a friendly forum in which to provide a friendly environment to keep residents, relatives & friends informed of what is happening at Fronditha Care. They are a time to work together to find a solution to rectify a problem. They are also a time to share ideas. We aim to hold these meetings 3 monthly. You will be notified in advance. The dates and times will be displayed on each floor & information boards. We encourage family involvement & welcome discussions with staff at any time.

Should you have a concern, you don't need to wait until the meeting to discuss it. I have an open door policy, so please contact me via reception, or directly via phone on 9495 2307 or email renee@fronditha.org By contacting me as close to the time of concern as possible, I can investigate sooner rather than later. Should your concern be of a more personal or confidential matter, you may wish to discuss in private, rather than in a meeting forum. A reminder too, that conduct at these meetings must remain courteous to all.

The next Resident / Relative Meeting is on **Wednesday 25th February 2015 @ 6pm**

INFORMATION EVENING: Prior to the upcoming Resident & Relative meeting we have arranged for an information evening for residents, families & staff.

Presenting will be Renske Dijkhuis, our Dietitian from Leading Nutrition.

She will give an overview of Fronditha Care's dietetic services, nutritional needs for the elderly, resident assessment, care planning & review systems and the recently introduced weight tracking system.....You are welcome to ask any questions...

NOTICEBOARDS: A reminder for all to check the notice boards on a regular basis. These are located opposite the lifts on all floors, and contain a wealth of information including copies of minutes of meetings, flyers, education & resource materials, photos & contact details.

AFTERHOURS: Following feedback from families in relation to 'who to speak to' after hours, we have the 'in charge' Registered Nurse on Darebin ground floor available should you have a query you wish to discuss.

COMMUNICATION: I take this time to remind you that all communication between families & staff must be done so in a professional way. Under no circumstances is there to be raised voices or swearing between parties. Staff have a Code of Conduct by which they must abide. For the benefit of families, I attach the Code of Conduct for Visitors for your reference.

ACCREDITATION: Our 3 year Accreditation is scheduled for May 2015. At this stage we will be undertaking this on 12th & 13th May 2015 ... All the Victorian Fronditha Care sites have their Accreditation during 2015... Templestowe in February, Thornbury in May, St Albans in June & Clayton in July... good luck to all sites...



WHAT ARE THE ACCREDITATION STANDARDS? Homes are assessed against four Accreditation Standards

- Management Systems, Staffing and Organisational Development; 9 Expected Outcomes
- Health and Personal Care; 17 Expected Outcomes
- Resident Lifestyle and 10 Expected Outcomes
- Physical Environment and Safe Systems 8 Expected Outcomes

Each standard is divided into a number of Expected Outcomes. There are 44 Expected Outcomes across the four Accreditation Standards. Further information about Accreditation can be found at www.accreditation.org

LIST OF UNIT PHONE NUMBERS:

Reminder that other than calling the facility directly on 9495 2300, each unit has a direct phone number

| | | | |
|----------------|-----------|-----------|--------------|
| Ground floor | Darebin | 9495 2371 | ROOMS 1-28 |
| First floor | Merri | 9495 2372 | ROOMS 29-59 |
| Second floor | Grandview | 9495 2373 | ROOMS 60-90 |
| Memory Support | Anesi | 9495 2333 | ROOMS A1-A30 |



COMPLIMENTS, SUGGESTIONS, IMPROVEMENTS, CONCERNS & COMPLAINTS: Fronditha Care values feedback from everyone and captures this through the use of the 'green' feedback forms. In addition to the internal avenues for complaints management, there are also external avenues available to residents & / or representatives. There are a number of flyers on display through out the facility. A reminder to families, that we also have complaints information & feedback forms available in languages other than English.

CONTINUOUS IMPROVEMENT (CI): Fronditha Care facilities have an active Continuous Improvement Plan (CIP) in place. This CIP is a working document and is often updated to capture all of the wonderful improvements made. We actively pursue continuous improvement, and in doing so, find ourselves asking 'Is there another way, a better way we could do this?'

2014 FEEDBACK FORMS SUMMARY:

I have had the opportunity to review all of the feedback forms submitted over 2014. The number of forms received in 2013 totalled +135. During 2014, a total of +419 feedback forms were processed. When collated, logged, tallied & summarised, this equated to the following statistics:

Type of feedback:

Compliments = 90 Complaints = 91 Concerns = 60 Suggestions = 79
Improvements = 99

Source of feedback:

Residents = 30 Family = 131 Staff = 227 Other = 13 Audits = 18
Meetings / Incidents = 0



We believe that this demonstrates a system that is well utilised and accessed by not just staff, but also residents, families, visitors, students & contractors. Many Continuous Improvements are generated through conversational feedback, the completion of Feedback forms and also through our auditing processes.

PROGRESS: We have certainly come along way in the past 2 years, and we are now operating at full occupancy of 120 residents. Congratulations to all in undertaking this momentous undertaking! We have a full compliment of staffing in each floor; more recently, following family & staff feedback, have added an afternoon staff member 4-8pm in all units.

With the growth from 30 to 120 beds come changes from 'the way things used to be' to improved service delivery of 'the way things are now done.' Please be mindful of this when comparing what 'was' with what now 'is'. Systems & process have been refined and following on from audits by the Australian Aged Care Quality Agency, have been validated with positive feedback having been received flowing their visits...



STAFF: Have you noticed our new look staff uniforms? Fronditha Care has introduced new staff uniforms, and over the past few weeks staff have commenced wearing this uniform..... I must say that they all look very professional and I have received a lot of positive feedback about this.

Name badges are also on the way...



STAFFING: With an emphasis on the Greek culture, it is important to have staff who are bilingual and who are skilled in the customs & the ability to care for our elders. In August 2014 Fronditha Care announced the finalization of a Labour Agreement (LA) with the Department of Immigration and Citizenship. Fronditha Care is the only Aged Care Provider to have done this in Australia. As an update to this venture, we are pleased to announce that the process has commenced, and we have 5 approved sponsorships underway.

STAFF TRAINING: New staff receive an introduction into Fronditha Care by attending a full day induction to Fronditha care at an off site venue. All aspects of the Organisation are covered and roles & responsibilities of each area are discussed. Onsite, the new staff member undertakes 2 full days buddy orientation.



Fronthita Care places great emphasis on staff development & training, ensuring that care recipients' specialised nursing care needs are identified & met by appropriately qualified nursing staff. Staff training is ongoing. General staff meetings are held monthly. Education sessions are held during these meetings, along with other times as arranged with guest presenters. Topics of education are offered in accordance with the Accreditation Standard Expected Outcomes and may also result from family feedback.

FIRE AWARENESS: We have regular fire response drills and 'hands on' use of emergency equipment. Sessions for staff are run several times a year. As a staff group we regularly discuss scenarios & situations we may encounter to ensure that staff are prepared. In the event of fire alarm activating, or should a fire occur, all visitors must wait for staff directions. Everyone visiting the facility should become familiar with the layout of the building & know where fire EXITS are located.



ACTIVITIES ENJOYED BY OUR RESIDENTS: So how do our residents & you know what's happening in activities? Have you noticed the activities flyers on display on each floor, or the celebration flyers in the units? There are also copies of flyers on the noticeboards within the facility. We celebrate the special days of many cultures, host morning & afternoon teas, numerous planned events, celebrations & visiting entertainers.

Addressing cultural diversity in leisure programs and daily recreational activities is essential to maintaining the quality of life of your care recipients from culturally and linguistically diverse backgrounds. A culturally appropriate activities program will help to bring joyful pleasure into the lives of our residents from culturally and linguistically diverse backgrounds, as well as foster self-esteem and a sense of purpose and belonging. Please feel free to join in any or all of these events!

We are in the fortunate position of offering activities 7 days a week. A limited activity program is offered on weekends, as the weekends are usually quiet times for personal reflection and to welcome family & visitors to the facility.

BIRTHDAY CELEBRATIONS: Birthday's are a milestone for anyone and are celebrated with merriment, laughter & high spirits. We celebrate our resident birthdays individually, with a birthday cake & morning tea, music & dance on the last Friday of the month. We extend an open invitation to everyone to attend & help celebrate these events with our residents.

HAIRDRESSING: Hairdresser engaged on a monthly basis, see attached dates. The procedure to book an appointment is to leave the money in an envelope, with details of resident name & request on the outside of the envelope. Place this envelope in the letter box outside the hairdresser room in Anesi unit. Staff will assist with transporting residents to the hairdresser on the day.



The hairdresser operates via a private arrangement between you and her. For appointments outside these times, please contact Voula on 0434 394 086

RECENT CELEBRATIONS: Spring planting day, Melbourne cup sweep, 100th birthday celebrations, decorating the Christmas tree, Parade College luncheon, Kritikos dance group, EEAMA luncheon, Balloonist, singing Christmas carols, Thomastown Church Children's choir visit, Australia day celebrations & Holy Communion.



HALLOWEEN



ENTERTAINERS



SPRING DAY



ARTS & CRAFTS



ARTS & CRAFTS



MEMORABILIA DISPLAY



ARTS & CRAFTS



MEMORABILIA DISPLAY



THE MANY FACES OF FRONDITHA



IKONS



HIGH TEA



CRAFT



COOKING



TENNIS



AIVARY



101ST BIRTHDAY



ART & CRAFT



UPCOMING: 12/02/15 Bouzoukis, 22/02/15 Masquerade party, throughout February singers & entertainers along with Valentines Day celebrations....



... look out for the Special Events flyers on display, everyone is welcome to attend events here....



BUS OUTINGS: We have a staff member with an endorsed driver's licence, so we now have our very own bus driver! Over the past month, we have established a bus outing schedule which has been working out well. The current schedule (subject to change) is as follows:

| | Week 1 | Week 2 |
|-----------|-----------|-----------|
| Monday | - | Anesi |
| Tuesday | Anesi | - |
| Wednesday | Grandview | Grandview |
| Thursday | Merri | Merri |
| Friday | Darebin | Darebin |



We are able to accommodate up to 17 residents on a bus trip. This number varies should we be accommodating residents in wheelchairs. So that all residents are afforded the opportunity to go out, a rotating schedule is in place. Seating on the bus is limited to residents, but families are welcome to & are encouraged to attend the outings with their loved ones by meeting the bus at the designated destination.

We are happy to take suggestions as to suitable destinations! Residents are encouraged to maintain community links, and where possible, visits to local clubs, churches & interfacility visits are arranged.

RECENT BUS OUTINGS:

Outing to Geelong & view of the Christmas night lights, Windmill restaurant, Williamstown beach & surrounds, Deganis Café Northcote, Church, Maribyrnong River, Supermarket shopping, Port Melbourne & the Ferry and more recently, an interfacility visit to St Albans Fronditha Care for lunch.



MELBOURNE SURROUNDS & STATION PIER



CHURCH



SHOPPING



SHOPPING

VOLUNTEERS: Fronditha Care values the enormous role that volunteers play in the lives of our elders, and has now been fortunate enough to receive a Government grant, which assists us in seeking & training new volunteers. Should you know of, or even wish to become a volunteer yourself, please see either Vickie or myself and we can direct you to the Volunteers Co-ordinator who can assist you. Thank you to those who volunteer their time.

ANNUAL RESIDENT & RELATIVE SURVEY: Thank you to the families who did respond and to the residents for their valuable feedback. The results are currently being collated and will be available soon. I will include this summary as a mail out or as part of the next Newsletter Update. We encourage families to be involved in caring for our residents & you are welcome to discuss concerns with the staff member in charge. You are welcome to phone any time.

VISITING HOURS: Fronditha Care Thornbury is 'home' to our residents, so like many in their own homes we don't have 'set' visiting hours. We ask that you be mindful that this is a communal living area and request that you afford the same courtesy you do others when visiting them in their home. It is also important to remember, that no matter what time you are visiting, when sitting in a communal area such as larger lounge or activity room you be aware that there may be activities in progress. Should you wish for a little privacy, or a quieter area, we have several smaller lounge & garden areas which you are free to utilise. We thank you for your cooperation.



FEES & CHARGES: A reminder to all that the Governments Schedule of Fees is updated quarterly and there is usually a fee adjustment after 20 March & 20 September each year. Please note that the daily fees charged at Fronditha are the fee amount set by the Department of Social Services (formerly the Department of Health and Ageing). A copy of the current Fee Schedule is available from reception.

EMAIL MAILING LIST: Are you interested in joining an email list? For anyone who wishes to subscribe, please supply Vickie in reception with your email contact details, or email me at renee.bognar@fronditha.org

RESIDENT HANDBOOK: Fronditha Care's Resident Handbook has recently been reviewed & an Organisational document produced, called Fronditha Care's 'Resident Handbook'. This Handbook contains information on Fronditha Care, the Admission Process, Fronditha's Care Philosophy, Policies & Procedures, Mission, Vision & Values of Care & services provided within the Residential Aged Care Facility setting. Copies are available from reception.

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 & sign out** each time you visit. A visitors book is located on each floor;
- Please remember to sign your relative out & back in on return;
- Please inform staff when coming & going;
- Please do not allow anyone to leave with you if they did not enter with you;
- Items brought into the facility require electrical testing. This is done annually.
- For safety reasons, double adaptors are not permitted.



FOOD SAFETY: Our residents are a vulnerable age group so we ask for your assistance & co-operation in the area of food safety. Poor food handling and transporting practices could result in residents becoming very ill with food poisoning symptoms that could be fatal. Our staff are trained in safe food handling practices & will monitor the correct re-heating process. Care should be taken during food preparation ensuring good hygiene practices & correctly cleaned & sanitised working surfaces. Cooked foods should be cooled quickly by placing in a refrigerator within one hour after cooking. Food should be stored in clean covered food grade containers.

Should you wish to bring food in for your relative, you may, but in doing so, we ask that you follow the guidelines in place for this. Compliance with Food Safety rules is imperative. These are 'Victorian Food Safety rules' that form part of our Food Safety Plan. Fronditha Care must also follow these rules in order to continue to operate the kitchen

If at anytime you bring in 'ready to eat foods' from home for your relative only, you **MUST** write this down in the 'Food Register'. This is located in the nurse's station of each unit. All foods must be consumed within 24 hours, if not, they **MUST** be discarded. Unfortunately we are not able to heat or reheat foods in the facility kitchen. You can use the microwaves provided in each unit. We are also unable to accept or store foods brought into the facility in our facility fridge. In order for this to continue, we again seek your compliance with this matter.



Unfortunately, visitors do not have access to our kitchen. Kitchen staff are required to comply with our Food Safety Program requirements and the Darebin City Council oversees this. Please ask staff if you need assistance.

MENU'S: We are pleased to advise that our new menu has been reviewed by the Dietitian and is now in place. The meals are nutritious and the menu provides our residents with a culturally appropriate balanced diet. Our menus are seasonal and take into consideration resident choice, along with feedback on the meals. This new seasonal menu will be put on display in the units.

Congratulations go to the Food Services team on the recent noted Continuous Improvements. The significant amount of time that has been invested into streamlining the kitchen processes & catering services has resulted in smooth meal delivery service to all units and an enhanced meal time experience. I have received feedback on the meals and given that the kitchen turns out nearly 5600 servings a week, the staff do a great job!



KITCHEN AUDITS: We recently had our External Third Party Food Safety Program Auditor who inspected the kitchen, viewed documentation and kitchen processes. She also commented on staff knowledge, awareness and work practices and left most satisfied after the inspection. Well done to all involved!

THANK YOU: We have set ourselves many goals for the year, but first and foremost, is to continue to do what we do best... provide loving care & support to your loved one. Our staff do a wonderful job in looking after, caring for and entertaining our residents & I thank all for their commitment to Fronditha Care.

Your continued assistance in making Fronditha Care a "home" for our residents is also important. I look forward to working with you in implementing many more improvements, so Fronditha Care will continue to be a "home" & a "community" to be proud of.

Thank you,

Renee ☺

