



FRONDITHA CARE THORNBURY **RESIDENT & RELATIVE UPDATE 6: MAY 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. Look out for regular mail outs & Resident Relative Update Newsletters.

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



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.

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. Should you have a concern, you don't need to wait until the meeting to discuss it. You can 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 at all times, conduct at these meetings must remain courteous to all.

The next Resident / Relative Meeting is on **Wednesday 27 May 2015 @ 6pm**

INFORMATION EVENING: Prior to the upcoming Resident & Relative meeting we have arranged for an information evening for residents, families & staff. A flyer has been attached to this Newsletter. We hope to see you all there!



Presenting at this information will be representatives from Hartmann, who are the company who supply our Contenance Products

The aim of the evening is to give an overview of Fronditha Care's Contenance Management program and to show the products used to maximise resident continence. There will also be product demonstrations and information available to you. You are welcome to ask any questions...

ACCREDITATION: All Victorian Fronditha Care sites have their Accreditation during 2015.... Our 3 year Accreditation is scheduled for **12th & 13th May 2015**. Find attached a flyer for this.

Congratulations to Fronditha Care Templestowe following their successful re-accreditation for 3 years this past February! We at Thornbury are next, followed by St Albans in June & Clayton in July... good luck to all sites...



AFTERHOURS: There is always a Registered Nurse 'in charge' on duty after hours. Please refer your questions or queries to the Registered Nurse on Darebin ground floor after hours

COMMUNICATION: I take this time to remind you that all communication between families & staff must be done so in a respectful manner. Under no circumstances is there to be raised voices or swearing between parties. Staff have a Code of Conduct by which they must abide and Fronditha Care also has a Code of Conduct for Visitors.

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

ACCREDITATION PREPARATION: In the lead up to Accreditation, we provide staff & families with further education on Accreditation All staff are encouraged to attend the education sessions, and to also pass on the information & knowledge gained through attending. Information evenings are aimed at providing families with information on systems, processes & products used at Fronditha Care. Should you have any questions about the Accreditation process, please do not hesitate to see me. Accreditation is a time for Fronditha Care to 'shine' and show to others the great work that we do.

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



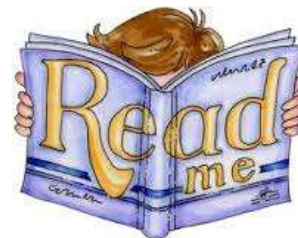
ACCREDITATION STANDARDS:

Below is a snap shot of the Accreditation Standards, but I have attached for your reference, a copy of the Aged Care Standards Fact Sheet. This Fact Sheet outlines the 'expected outcomes' of each of the Accreditation Standards and this is what we will be assessed against come our Accreditation on 12 & 13 May 2015.

Further information can be found in the Results & Processes Guide, published by the Australian Aged Care Quality Agency (AACQA) and from the website www.aacqa.gov.au

Standard 1 Management Systems, staffing and organisational development	Standard 2 Health and Personal Care	Standard 3 Resident Lifestyle	Standard 4 Physical Environment and Safe Systems
1.1 Continuous improvement	2.1 Continuous improvement	3.1 Continuous improvement	4.1 Continuous improvement
1.2 Regulatory compliance	2.2 Regulatory compliance	3.2 Regulatory compliance	4.2 Regulatory compliance
1.3 Education and staff development	2.3 Education and staff development	3.3 Education and staff development	4.3 Education and staff development
1.4 Complaints and complaints	2.4 Clinical care	3.4 Emotional support	4.4 Living environment
1.5 Planning and leadership	2.5 Specialised nursing care needs	3.5 Independence	4.5 Occupational Health and Safety
1.6 Human resource management	2.6 Other health and related services	3.6 Privacy and dignity	4.6 Fire, security and other emergencies
1.7 Inventory and equipment	2.7 Medication management	3.7 Leisure interests and activities	4.7 Infection control
1.8 Information systems	2.8 Pain management	3.8 Cultural and spiritual life	4.8 Catering, cleaning and laundry services
1.9 External services	2.9 Palliative care	3.9 Choice and decision making	
	2.10 Nutrition and hydration	3.10 Resident security of tenure & responsibilities	
	2.11 Skin care		
	2.12 Continence management		
	2.13 Behavioural management		
	2.14 Mobility, dexterity, and rehabilitation		
	2.15 Oral and dental care		
	2.16 Sensory loss		
	2.17 Sleep		

ACCREDITATION SELF ASSESSMENT: The Accreditation Self Assessment is an internal process that allows us to look at each Accreditation Standard along with all the expected outcomes and explain in detail, the systems & processes used by Fronditha Care in achieving a successful outcome for residents, families & staff.



During the process strengths, weaknesses, and opportunities for improvement are identified. The self assessment document is a 'living' document, reflecting the current position of the home against the standards and this ensures resident care & services are always provided at the highest possible standard. Copies of the Self Assessment are available to read.

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, key personnel along with contact details and external advocacy service contact details.

ENTRY & EXIT VIA DAREBIN DOOR: Following on from residents requests to minimise disruption to their lifestyle programs and to reduce noise & drafts, the Darebin door is no longer an entry / exit to Station Street. Please respect the request from our residents to use the main entry off Station Street when entering & exiting the building.

CAR PARKING: A reminder re: car parking. Please park in the large gravel car park behind the facility. The under ground car park is for staff use only. Please do not park in areas designated for an ambulance or doctor. These spaces should be left clear in case of emergencies. Thank you for your co-operation.

RESIDENT APPOINTMENTS: Please note that all external appointments require a resident to be accompanied. Unfortunately, Fronditha is unable to send a paid staff member with residents during their work time. Please contact Fronditha Care should you have any queries. We thank you for your understanding in this matter.

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?'

PROGRESS: With the enormous task of opening & filling 120 beds now behind us, we can sit back and take the time to reflect on this and now refine the systems & processes we have put in place. We have certainly come along way in the past 2 years. Again, Congratulations to all in undertaking this momentous undertaking! Our upcoming Accreditation will be a testament to all this hard work.



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 currently have a total of 6 staff sponsored under this agreement. Applications will be sought as an ongoing exercise and approved sponsorships will be processed for suitably qualified staff.

We continually work with Registered Training Organisations in providing placements for Certificate III in Aged Care students and wherever possible, source students with Greek speaking skills. Clinical placements average 120+ hours placement over the course of several weeks. Recruitment of suitably qualified staff may occur from student placements following successful completion of the course. The many hours of clinical experience provided at Thornbury prior to employment serves as an good introductory orientation to the facility.

Following on from relative & staff feedback, we have reviewed the evening staffing levels across all units. There has been an addition of an extra staff member in a 4-8pm shift across all 4 units. This increase in staffing has been in place since mid November 2014 and feedback has been positive.



Have you noticed our new look staff uniforms? Fronditha Care has introduced new staff uniforms, and over the past few months staff have commenced wearing this uniform. We have also introduced name badges for all staff. These have now arrived and staff have commenced wearing them.

STAFF TRAINING: Our Staff & Family Education program is also based around the 4 Accreditation Standards & 44 Expected Outcomes. Fronditha Care have in place ongoing staff education and a training Matrix, managed by the MRC captures education attendance. 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 the roles & responsibilities of each area within Fronditha Care are discussed.

Onsite, new staff member undertake 2 full days 'buddy' orientation covering both a morning and an afternoon shift. Fronditha Care places great emphasis on staff development & training, ensuring that care recipients' specialised nursing care needs are identified & met by appropriately qualified nursing staff. 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. Topics recently held include: Staff Training Needs Analysis, Fire & Emergency training; Dysphagia & Thickening Fluids; New Staff Induction Day; Chemical Handling; Handwashing; Medication Administration competencies; Accreditation; Wound Care; Continence Management; Documentation; Infection Control; Planning & Leadership and Workplace Bullying, Harassment and Occupational Violence.



FIRE AWARENESS: We have regular fire response drills and 'hands on' use of emergency equipment. Education sessions for staff are run several times a year. More recently, Fronditha Care has introduced fully revised Fire & Emergency Procedure Manual. 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.

ENTERTAINMENT BOOKS: We are excited to fundraise again with the Entertainment book. You can order your book or your digital membership now. If you have any queries regarding the offers, the process or fundraising aspect please do not hesitate to contact Yiannis at Head Office on 9552 4148



RECIPE BOOKS: A reminder that I have a few copies of the Fronditha Care Recipe book left These are available at a cost of \$25 each. Should you be interested in purchasing this book, please Renee. A copy is available for viewing.

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



CIRCLE OF FRIENDSHIP: Fostering friendships is important in the home. It provides our residents with companionship & a sense of well being, and fosters inclusion and interaction with peers. This in turn can assist in alleviating feelings of loneliness, helplessness & boredom. Adopting a philosophy of 'person-directed care' that focuses upon the empowering of residents, staff, families and other stakeholders can lead to the provision of a better life for residents.

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



PET THERAPY:

Pets not only offer companionship and unconditional love, in fact, emerging research suggests they may have the ability to boost health and general well-being, especially in the elderly. The use of animals is a therapy, and the goal may be to improve a patient’s social, emotional, or cognitive functioning.

Benefits of Pet Therapy

- Research has revealed many benefits to pet therapy;
- some of which may include:
- Decreased blood pressure and stress
- Improved communication and reminiscence
- Many people who are normally unresponsive to other therapies may ‘brighten up’ and ‘chat’ with a pet
- Pets may motivate and encourage the elderly to stay healthy and exercise, giving them a feeling of being ‘needed’
- Motor skills may improve with the assistance of an animal trained for pet therapy.



ref: <https://www.agedcareguide.com.au/home-community-care-information>

UPCOMING ACTIVITIES: Look out for the ‘Special Events’ flyers on display on the notice boards

- MAY: MOTHERS DAY**
- JUNE: QUEENS BIRTHDAY**
- JULY: TBA**



“STORGI” 10 YEAR CELEBRATIONS:

Celebration plans are underway for the 10 year anniversary of Fronditha Care “Storgi” in Templestowe. For further details contact the facility on 8850 5111

HENNY PENNY CHICKEN HATCHING: Chicken hatching will be here again from 4th – 15th May. The incubator will be set up in Anesi Unit and residents brought down to see the chickens hatching



RECENT CELEBRATIONS:

25 MARCH 2015



EASTER:

We hope you all had a wonderful Easter with family & friends.

Our residents enjoyed the festivities here and actively participated in a range of activities which stimulated all senses!



EASTER KOULOURAKIA:



EASTER ACTIVITIES, DECORATIONS AND CELEBRATIONS:



OUTINGS: Maintaining social contact and interaction with others in the community is a very important part of living independently for most 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.

BUS OUTINGS: Over the past few months, 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.

RECENT BUS OUTINGS:
GREEK MUSEUM



CARRIBEAN GARDENS



THE CITY



RESERVOIR DAM



INFORMATION CORNER: Copies of the Fronditha Care Resident Handbook are available from the Information stand in reception. Here you will also find information on volunteering, resident fees & charges, comfort clothing, financial services and external advocacy services.

FEES & CHARGES: A reminder to all that the Governments Schedule of Fees is updated quarterly and that there was a recent fee adjustment on 20 March 2015. Please note that the daily fees charged at Fronditha are the fee amount set by the Department of Social Services.

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.



VISITING HOURS: A reminder to all that Fronditha Care Thornbury is 'home' to our residents. We do not have 'set' visiting hours. We do ask that you be mindful that this is a communal living area and request that you afford the same courtesy to our residents that you would do others when visiting them in their home. Please be aware that during your visit, there may be activities underway. Should you wish for a little privacy, or a quieter area, we have several smaller lounge & garden areas which you are free to utilise.

HAIRDRESSING: Reminder that our Hairdresser is engaged on a monthly basis with the dates on display outside the salon. To book an appointment, please 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 hairdressing room in Anesi unit. The hairdresser operates via a private arrangement between you and her. For appointments outside scheduled times, please contact Voula on 0434 394 086

ANNUAL RESIDENT & RELATIVE SURVEY: Fronditha Care conducts annual surveys of its clients to ensure you, the customer, are satisfied with the services we offer, and to identify any areas where we can improve our services. Thank you to the families who did respond to this annual survey and to the residents for their valuable feedback during interviews. The results have now been collated and attached to this newsletter is information in relation to questions / queries raised.



A reminder again, that we encourage families to be involved in caring for the residents & you are welcome to discuss concerns with the staff member in charge when you visit. You are also able to phone or email at any time.

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: The information evening held at the last Resident & Relative meeting provided attendees information on Nutrition in the Elderly. Copies of the presentation are available should you wish to read this. Our menu is reviewed by the Dietitian and provides meals that are culturally appropriate, nutritious & balanced. Our menus are seasonal and take into consideration resident choice, along with feedback on the meals. The menu is on display along with the meal choices of the day on the Menu board in each dining room.

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 ☺

