

Inside **AGED CARE**

RESIDENTIAL SERVICES NEWS

SPRING | 2021



Aged Care



MESSAGE FROM THE SALVATION ARMY'S CHIEF SECRETARY TO OUR FRIENDS IN AGED CARE

It's been a challenging year for the aged care industry, so I wanted to take a moment to thank you and acknowledge the tremendous work you have been doing.

When 2021 started, we all hoped that COVID-19 was behind us. But as the year progressed and lockdowns resumed, particularly in New South Wales and Victoria, aged care stepped up once again.

Thank you for coming into work everyday to continue to care for our elderly, and to keep them safe with your meticulous compliance to COVID-safe measures. I also thank you for responding to the call to be vaccinated. I, along with our community, greatly appreciate your willingness to be vaccinated for everyone's safety.

Please take a few moments to watch this short video that we recorded in thanks for the hard work and dedication to aged care at The Salvation Army.

God bless each and every one of you,

Colonel Winsome Merrett
Chief Secretary





DEVOTIONAL FROM OUR CHAPLAINCY TEAM LEADER

Spring has arrived and as I walked into my office today, I was greeted by birds singing so loudly. The trees outside were filled with Rainbow Lorikeets having a lovely time. It's as if they had all said, "Hey, let's gather together in this tree today." They sounded so happy that I couldn't help but smile and think of times that I have been able to gather with others and talk and laugh and yes, even sing.

Unfortunately, for many of us, we still can't gather which is bringing challenges and feelings that can often overwhelm us. These are difficult days where we realise how important it is to have contact and connection with others, to share conversation, meet over a coffee or a meal, all things we love to do but for now we need to wait with patience and hope. For now, we can't physically be together with family and friends but that doesn't mean we can't be connected and find times of joy.

What brings a smile to your face? Is it reading a good book or listening to the birds sing? Or maybe even watching TV or receiving a phone call from someone special. All these things and more help us to find joy and not feel so alone.

God promises that even in difficult times He is with us and He certainly won't leave you now.

"Be strong and courageous. Do not be afraid or terrified because of them, for the Lord your God goes with you; He will never leave you nor forsake you." Deuteronomy 31:6

Major Cheryl Kinder



Safe. Effective. Free.

OUR RESPONSE TO THE COVID-19 PANDEMIC

We recognise that the Coronavirus (“COVID-19”) global pandemic has created an unprecedented and rapidly evolving situation. We are rising to meet this challenge with the goal of keeping everyone safe. There are currently precautionary measures in place across all of our centres and services.

How The Salvation Army Aged Care is Managing the COVID-19 Pandemic

The Salvation Army Aged Care began communicating with our residents and their representatives, our clients and our staff members and contractors regarding COVID-19 in early 2020. We continue to be guided by the various State and Territory health departments, as well as Federal Government directives, around what safeguarding measures are put in place and the relevant impact these measures have on aged care.

Infection Prevention and Control Measures and Training

Increased Infection Prevention and Control measures continue to be utilised in all of our residential aged care centres, retirement villages and by our home care workforce to mitigate the risks of COVID-19. We also have a comprehensive Outbreak Management Plan in place at each of our residential aged care centres to facilitate a swift response to any suspected or confirmed cases of COVID-19. All of our staff members have been supported with training programs, such as the Government-mandated Infection Prevention and Control Lead course for nominated residential aged care centre nurses, and with information about COVID-19 vaccinations as well as other relevant and timely changes based on the various Government requirements.

To learn more about keeping connected, the COVID-19 vaccines and to find links to useful resources, please visit our dedicated COVID-19 response page on our website [**agedcare.salvos.org.au**](https://agedcare.salvos.org.au)

AUSTRALIAN CENTRE FOR GRIEF AND BEREAVEMENT

The Australian Centre for Grief and Bereavement (“ACGB”) is an independent, not for profit organisation which opened in January 1996. As the largest provider of grief and bereavement education in Australia, ACGB has been providing support for bereaved and grieving Australians for over 25 years.

Its mission is to build the capacity of individuals, organisations and communities in order to enhance well-being following adverse life events. We know from the many hundreds of people that have participated in our programs, that these services have made a lasting difference on their lives and their experience of loss.

The Australian Centre for Grief and Bereavement is one of four organisations funded by the Australian Government Department of Health to deliver a COVID-19 grief and trauma response package to the aged care sector: Phoenix Australia, Dementia Support Australia, and the Older Persons Advocacy Network (OPAN).

You can find out more about the support services offered or to access the resources available from the Australian Centre for Grief and Bereavement website **aged.grief.org.au**

Source: *The Australian Centre of Grief and Bereavement: <https://aged.grief.org.au/>*



OUR RISK FORUM MINUTES – HIGHLIGHTS

The purpose of The Salvation Army National Aged Care (“Risk Forum”) is to review operational risks in The Salvation Army Aged Care’s Centres and Services to ensure compliance with related State, Territory 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.

Living Environment Update

Maintenance is currently completing all essential activities and requirements nationally. The pool of contractors has been reduced, especially on the East Coast and in NSW due to COVID-19 imposed restrictions. As the Local Government Areas of Concern grow, this reduces access to the pool of contractors. However, there is work underway on choosing alternate contractors if required and finding alternative ways to conduct maintenance activities.

Antimicrobial Stewardship

The Manager Clinical Learning & Development has created a flyer and given education and training in relation to antimicrobial stewardship. The Salvation Army Aged Care Antimicrobial Stewardship Program Poster was piloted at Elizabeth Jenkins Place Aged Care Centre. There is also monthly engagement with Antimicrobial Stewardship Champions in centres.

The Salvation Army Aged Care Enterprise Risk Framework

A Risk Framework Workshop was conducted to rate enterprise risks in terms of likelihood and consequence. Enterprise risks range from Work Health and Safety related to financial and crisis events. Key risks have been considered and mitigation activities or plans put in place.

OUR 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;
- + It 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
- + It 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 of our residential aged care centres 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, for example:

Improvement Idea: Integrate the organisation's Business Continuity Plan and Emergency Management Plan and develop crisis scenarios.

Applicable ACQSC Standard: Standard 8 – Organisational governance

Source of Idea: Executive Leadership Forum

Risk before Intervention: Medium

Role Responsible: Executive Manager Business Improvement

Date to be Completed: 15 September 2021

Status: On track

% Complete: 90%

Summary: This improvement idea focuses on the organisation's preparation for a future crisis event. It brings together elements of the Emergency Management Plan ("EMP") and the Business Continuity Plan ("BCP"). It also repositions the BCP, making it significantly more user friendly for front line staff and the Crisis Response Team. Finally, it broadens the nature of what crisis events are considered to include 7 new crisis scenarios.

A working group was formed in June 2021.

Representatives included The Salvation Army's Business Continuity Manager and the Manager Policy within the Professional Standards & Quality department, The Salvation Army Aged Care's National Work Health and Safety Manager and the Executive Manager Business Improvement. A third-party consultancy, CIRCA Solutions, was also engaged to provide expertise and leadership

in relation to development of a Crisis Response and Management Plan. The team developed the BCP in a structured document outlining each of the 7 crisis scenarios (e.g. "Loss of Building," "Loss of Staff," "Heatwave," etc.), and they considered the teaming, communications, escalation protocols, reporting and training that would be required.

The team drew on a previous body of work, the EMP, incorporating elements of that into the document and they also used learnings in relation to engagement with front line leadership teams to be able to reduce implementation timeframes. The working group conducted co-design workshops with managers across front line operations to gain buy in and to obtain key perspectives used to ensure the best possible user experience with staff training to roll out in the period following the document's completion in the final quarter of 2021.



A CENTRE MILESTONE

On 25 August 2021, we marked the first anniversary of Mossman's Kubirri Aged Care Centre, The Salvation Army Aged Care's twenty-first residential aged care centre in Australia.

In late August 2020, Kubirri Aged Care Centre accepted its first resident, and we are pleased to share with you that since this time we have been working towards full occupancy. We are extremely grateful for the support that the community in Mossman has shown to us during this challenging year and look forward to continuing our work together.

Whilst Lt. Colonel David Godkin offered a prayer of dedication on-site last year in addition to a Welcome to Country and a Smoking Ceremony being conducted to mark the Centre opening its doors, we have not yet been able to hold an official opening event to celebrate the Centre due to the pandemic.

On 25 August this year, with a Smoking Ceremony, the sculptures adjacent to Kubirri Aged Care Centre were unveiled after more than a year of consultation throughout the Mossman Gorge Aboriginal and Torres Strait Islander communities. Our residents and staff marked the first anniversary of the Centre with a barbeque and a cake made especially for them by the catering staff members at the local Woolworths.

Part of our mission in the Mossman community to support our residents is exemplified by our staff members, including our NDIS Support Workers, who endeavour to maintain the connection of our residents to Country. Recently, two Kubirri residents enjoyed an outing to the Fish Farm and the Daintree Forest, where they fed the fish and shared a picnic lunch. One of our residents was pleased to also catch a barramundi, and they both enjoyed seeing the countryside during the day.

Kubirri Aged Care Centre also participated in the NAIDOC Week March Mossman 2021. The proceedings began with an official opening at the Council building then community members and school children marched down Front Street.

Festivities continued all week, including an Elders Lunch held at the Mossman Gorge which was attended by Kubirri residents, with Kubirri's bus decorated accordingly as well to acknowledge NAIDOC Week.

We are grateful to many people and organisations for supporting Kubirri Aged Care Centre throughout its journey beginning over two decades ago, but without the sage advice for the past years from The Salvation Army's Territorial Aboriginal & Torres Strait Islander Engagement Co-ordinator, and the ongoing support of The Salvation Army's General Manager, Territorial Aboriginal & Torres Strait Islander Team, the realisation of Kubirri Aged Care Centre would not have been possible today.

Should you wish to find out more about Kubirri Aged Care Centre, or take a virtual tour of the Centre or one of the Salvation Army Aged Care's other residential aged care centres, please visit our website agedcare.salvos.org.au





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 latest editions from the following links:

March 2021 | April 2021 | May 2021 | June 2021 | July 2021 | August 2021

OPAN

The Older Persons Advocacy Network (OPAN) is a national network comprised of nine state and territory organisations that have been successfully delivering advocacy, information and education services to older people in metropolitan, regional, rural and remote Australia for over 25 years.



Older Persons Advocacy Network organisations can assist with a range of free Advocacy, Information and Education services.

Each state also operates an information and advice line available between 6am-10pm 7 days a week. Free Call: 1800 700 600. Your call will be answered by the Older Persons Advocacy Network organisation in your state/territory.

Alternatively, you can complete the general enquiry form and the Older Persons Advocacy Network organisation in your area will follow up your request.

More information is available on the OPAN website opan.org.au

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.

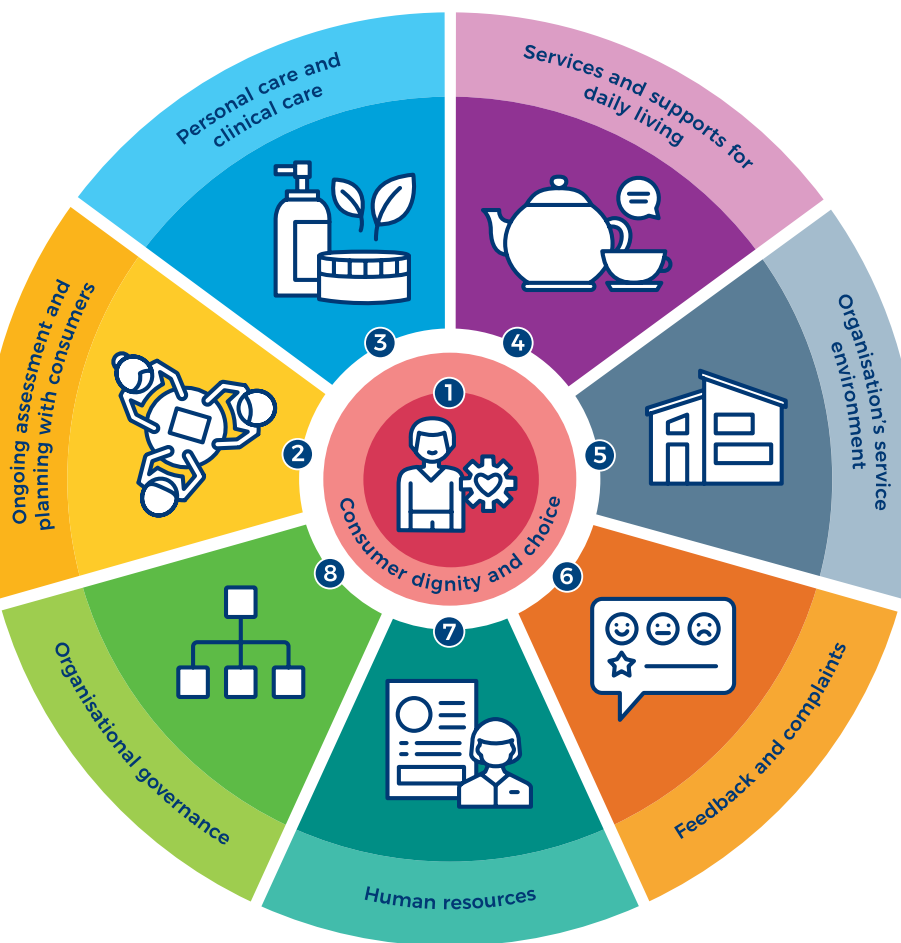
The Quality Standards are made up of eight individual standards:

1. Consumer dignity and choice

2. Ongoing assessment and planning with consumers

3. Personal care and clinical care

4. Services and supports for daily living



5. Organisation's service environment

6. Feedback and complaints

7. Human resources

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 agedcarequality.gov.au

Your Matters *Matter*

COMPLIMENTS. COMPLAINTS. COMMENTS. HELP US IMPROVE OUR SERVICE.

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

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

3. Email our Aged Care Advocate

You can email your feedback directly to our Aged Care Advocate via [**agedcareadvocate@salvationarmy.org.au**](mailto:agedcareadvocate@salvationarmy.org.au)



AGED CARE EMPLOYEE DAY

Aged Care Employee Day is a national day in Australia celebrated annually on 7 August to acknowledge the more than 360,000 aged care staff who are involved with caring for the 1.3 million older Australians receiving home care or residential care services.

According to Leading Aged Care Services (“LASA”), this includes nurses and care workers, allied health professionals, hospitality teams, drivers, cleaners, volunteers, lifestyle officers, administration staff and many, many others.

This year, the Salvos received a shout out on Channel 7’s Weekend for the work that The Salvation Army and The Salvation Army Aged Care do in caring for all Australians, and our staff members received over 500 messages of support from our clients, residents and their representatives which were put on posters for our Centres and staff members to see.

Special pandemic-safe events were also held at our Centres throughout Australia for staff and residents on the day, and Others magazine featured all these efforts in an article on their **website**.

Thank you for caring!



STAFF MILESTONES

BARRINGTON LODGE

Akintoye Taiwo 5

Dal Bahadur Ghising 5

BETHANY

Caroline Ann Forde 5

BURRANGIRI

Emmanuel Kiptoo Yego 5

Namgang Dolma 5

Cherie Lorrae Smeal 5

CARPENTER COURT

Misun An 10

Taraiasi Kubukawa 5

Timothy James Watkins 5

Shirley Anne Morrison 5

ELIZABETH JENKINS PLACE

Paldon Lhanying 5

Khil Bahadur Bogati 5

Lhadon Lhadon 5

GILL WAMINDA

Angela Jane Nwokoye 5

Vicki Hancock 5

JAMES BARKER HOUSE

Mary Coe 10

Leonora Velasco Almonacid 10

Analisa Burerus Castro 10

Yeshimebet Tella Beyene 5

Hongmei Yang 5

Mary Catherine Palmer 5

LINSELL LODGE

Kim Louise Saunders 10

Alison Fiona Dix 5

Balwinder Kaur 5

MACQUARIE LODGE

Margaret Utu Fidow 20

Josephine Barratt 5

MAYBANKE

Frederick JR Olavides Flores 5

MOUNTAIN VIEW

Scaria Jacob 10

MOYNE

Diane Maree Clark 5

PACIFIC LODGE

Honam Kang 10

RIVERVIEW GARDENS

Esther Joggo 10

Kulwinder Kaur 5

Christiane Anne Barsby 5

Lisa Crookes 5

Debra Anne Herbert 5

ROSEDURNATE

Tracey Lee Hayes 5

SEAFORTH GARDENS

Marlene Janet Harris 10

THE CAIRNS

Ge-Pao Yang 25

Christy Wutke 10

Risy Peters 5

Rose Jaguru 5

Apat Akol 5

Kamlesh Punambhai Panchal 5

Baljinder Kaur 5

THQ REDFERN

Jillian Whittle 5

WEEROONA

Marian Bangura 20

WOODPORT

Colleen Hamer 25

Kim Woods 15

Florencia Bryant 10

Kerrie Anne Davidson 5

Nioami Jade Cottrill 5

STAFF SPOTLIGHTS

Colleen Harmer - 25 years

My name is Colleen and I work in the laundry at Woodport Aged Care Centre in Erina. I am married and have four children and eight grandchildren who I adore. I spend my spare time with my family and friends and enjoy life.

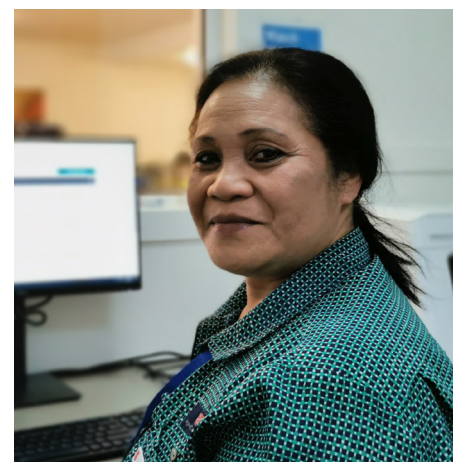
The feeling that I have helped in some way make it feel like home for the residents by supplying them with fresh linen and clothing is what I enjoy most about my role with The Salvation Army Aged Care. Doing my bit for the residents is the most rewarding part of my job, and working with wonderful staff in the laundry who I call family.

In terms of my advice to other employees of The Salvation Army Aged Care working in similar roles: If you come to work in aged care, come with love and a big interest in making the residents feel at home.

Margaret Fidow – 20 years

My name is Margaret and I'm originally from Samoa. I migrated to New Zealand and then Australia, and I have four kids and six grandkids. In my spare time, I spend time with my family including my six beautiful grandkids.

Previously, I worked as an Assistant in Nursing at other facilities before Macquarie Lodge Aged Care Centre where I have now been working for 20 years.



I enjoy working as a carer at all different levels including high and low care and palliative care, but especially with people experiencing Dementia. Although this is challenging, I enjoy caring for these residents.

The most rewarding part of my job is all the experience I have achieved in these different areas of aged care. It has given me opportunities to do training internally and externally to improve my level of work.

To other employees of The Salvation Army Aged Care working in similar roles, my advice is to: work as a team and support each other as a team and follow all policies; treat aged care residents as your own parents and family members; abide and treat others according to The Salvation Army's values of integrity, compassion, respect, diversity, and collaboration.

Marian Bangura – 20 years

My name is Marian Bangura and I am from Sierra Leone. I came to Australia in 2001 and did my Certificate III and IV in Aged Care and then applied to The Salvation Army Aged Care. Since 2001, and throughout my time of long service at Weeroona Aged Care Centre, I have been grateful to God. It has been a really great experience.

The Salvation Army is a big organisation helping people worldwide. Especially in Africa, they are doing very well so I appreciate them a lot because they always support people in their own ways to make people happy.

The most rewarding part is working for The Salvation Army Aged Care is seeing smiling faces. It makes me happy. My advice to other employees of The Salvation Army Aged Care working in similar roles is to try to do your best as it is a rewarding job and especially during the pandemic and when our residents have been unable to see their families.





Aged Care

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