

Inside **AGED CARE**

RESIDENTIAL SERVICES NEWS

SPRING | 2022



Aged Care





DEVOTIONAL

I am often reminded of the wisdom from those who have been here just a little longer than me and all they teach me. Sometimes they appear to be little things but often they are deep truths that have carried them through life.

I have been encouraged to read prayers that have been written by our residents, and seniors from around the world who have, and still do, rely on God for strength and comfort. Let me share one with you that has encouraged me:

Lord Jesus, you are the same yesterday, today and forever.

When I was young, you gave direction to my life.

When I was middle-aged, you guided and encouraged me.

Now I have reached the later years, you are still with me, since you have promised, 'Lo, I am with you always'.

When I am feeling lonely, anxious, and afraid, help me to remember that this is so, and to hold onto my trust in you.

Thank you for hearing and answering my prayer.

(My Father, Our Father by C Fairclough)

This short prayer reminds me again that God is always with us, no matter where we are or what we are going through, whether we feel Him or not, He is there guiding, teaching, comforting, encouraging and being present with us. Are you aware of His Presence? Be assured God is with you right now and He always will be.

“And surely I am with you always, to the very end of the age.” Matt 28:20

Major Cheryl Kinder

Mission and Chaplaincy Manager



Safe. Effective. Free.

COVID-19 WINTER DOSE

On 7 July 2022, ATAGI updated its recommendations for a winter dose of COVID-19 vaccine to help reduce severe disease. The updated recommendations are:

- + Adults aged 50 to 64 years are now recommended to receive a winter booster dose of a COVID-19 vaccine
- + Adults aged 30 to 49 years can receive a winter booster dose of a COVID-19 vaccine, however the benefit for people in this age group is less certain
- + The interval recommended between a recent SARS-CoV-2 infection or the first booster dose and a winter booster dose is now 3 months.

ATAGI emphasises that people previously eligible for a winter booster dose remain at higher risk of severe disease and death from COVID-19 and should receive a winter booster dose as soon as possible. They include:

- + all adults aged 65 years or older
- + residents of aged care or disability care facilities
- + Aboriginal and Torres Strait Islander people aged 50 years or older
- + people who are severely immunocompromised (this will be their fifth dose)
- + people aged 16 years or older with a medical condition that increases the risk of severe COVID-19 illness
- + people aged 16 years or older with disability, significant or complex health needs, or multiple comorbidities which increase the risk of a poor outcome.

ATAGI emphasises that individuals who have previously been infected with SARS-CoV-2, irrespective of which variant it may have been, should continue to receive recommended vaccine doses, after an interval of 3 months, as prior infection alone will not provide sufficient protection against severe disease.

Source: ATAGI: <https://www.health.gov.au/news/atagi-updated-recommendations-for-a-winter-dose-of-covid-19-vaccine>

RISK FORUM MINUTES: HIGHLIGHTS

Safeguarding and Clinical Governance Risk

The Risk Forum was updated in relation to safeguarding of vulnerable persons within the Aged Care environment. An initial working group meeting was held to discuss The Salvation Army's risk framework and appetite for Safeguarding and Clinical Governance risk. The purpose of the group is to improve the understanding of The Salvation Army Aged Care ("TSAAC") risk and mitigation activities currently in place. The intent of the group is to formulate two additional risks for the risk register.

A tool is being developed to outline actions that must be met by Residential Aged Care Centres during assessments by the Aged Care Quality and Safety Commission ("ACQSC"). The ACQSC Standard 8 spreadsheet links documentation, legislation, training, and policy to each of the 8 Quality Standards.

It was also reported that a Clinical Governance framework is being rolled out in Residential Services, and recommended that case studies be developed to assist in demonstrating how information flows between Residential Aged Care Centres and the Executive team.

TSAAC Risk Register

The various owners of key risks across TSAAC reported on several actions undertaken to mitigate risk at a TSAAC Enterprise level, including:

- + WHS compliance pre-audits have been conducted resulting in positive outcomes at Centres that have been audited
- + The flight-risk register, encompassing all key roles in TSAAC, has been designed and is being populated by the HR Business Partners
- + The Coronavirus Business Continuity Plan has been revised to be specific to State requirements
- + In managing the transition to the Australian National Aged Care Classification ("AN-ACC") care funding model, which will be in effect from 1 October 2022, TSAAC is engaging the Department of Health in relation to the design of AN-ACC.



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;
- + 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
- + 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 are in place at each Residential Aged Care Centre as well as at an overall Organisational level. Each quarter we intend to provide insight to TSAAC’s Organisational Plan for Continuous Improvement by sharing an update against one or more improvement ideas:

Improvement Idea: Effective workforce – Clinical Leadership and Structure. Addressing Workforce Issues at Rural and Remote Sites

Applicable ACQSC Standard: Standard 8 - Organisational Governance

Source of Idea: Feedback

Risk before Intervention: High

Role Responsible: Senior HR Manager – Aged Care

Date to be Completed: 1 July 2022

Status: Complete

% Complete: 100%

Summary:

There is an opportunity for TSAAC to recruit new talent with fresh ideas who fit each Centre's unique characteristics and needs. Finding and attracting high calibre candidates can often prove challenging, especially at remote or rural sites where recruitment pools may be limited.

This project, initiated by TSAAC Human Resources, set out to improve recruitment and staffing practices by broadening avenues of recruitment and improving the Employee Value Proposition in the form of relocation benefits, salary packaging options and improved remuneration packages.

This project concluded in August with the following notable and lasting achievements:

- + Rosedurnate Aged Care Centre: Clinical Leadership team recruited Centre Manager to commence in the coming weeks
- + Moyne Aged Care Centre: Centre Manager appointed, 3-month seconded Care Manager on-site
- + Kubirri Aged Care Centre: Stable staffing levels
- + Bethesda Aged Care Centre: Clinical leadership team in place
- + Several measures have now been established to reduce the workforce risk at TSAAC's regional Centres.



BRINGING BACK NATIVE LANGUAGE AT KUBIRRI AGED CARE CENTRE

NAIDOC Week is held across Australia in the first week of July each year to celebrate and recognise the history, culture, and achievements of Aboriginal and Torres Strait Islander peoples, as is written on the NAIDOC Week website.

Last year in Mossman, Far North Queensland, Kubirri Aged Care Centre resident and Aboriginal Elder Auntie Claire opened the Elders lunch held during NAIDOC Week with a prayer and, this year, the Elders Lunch also included a pampering session and those attending had their nails done.

Auntie Claire is originally from the Daintree on the north-east coast of Queensland, but she moved to Mossman when she was about fourteen years old. “I was born on the riverbank of the Daintree River,” she says.

“In Mossman Gorge and Daintree, we all speak in one language,” Auntie Claire goes on to say. “My language is called Kuku Yalanji. I speak in my language, and I sing in my language, and I’m teaching my kids too.” Auntie Claire’s sister and brother are Kubirri residents who also speak Kuku Yalanji. “It’s very important to my people to speak in my language,” Auntie Claire says.

“We’re starting to bring our language back; learn our language, because since European contact, the language was lost,” Eileen, who works as a cleaner in the laundry at Kubirri, explains. “You know, back then in those days, you weren’t allowed to speak your language. But now, because things are changing; it’s taking a while, but it’s changing.”



Eileen states that some of the Elders were involved with teaching the language at the primary school to enable the kids to understand and keep the culture strong. When they get older, they can pass their language skills down to their own children. "Language is so important for our daily lives," she says. "Without the Elders, we wouldn't understand our language."

Auntie Claire goes on to say: "We all have to stick together. The old people taught me when I was small, when I was five years old. When you learn your language, you never forget."

Auntie Claire has been teaching the residents and staff at the Centre a few words in Kuku Yalanji, like the word for "butterfly" or for "food," the Centre's Lifestyle Coordinator, Maria explains.

"It is important to understand some of the words that will help us work effectively with our [Aboriginal] residents as well to be able to communicate their needs."

Kubirri Aged Care Centre's NAIDOC Week celebrations this year also included a flag raising ceremony and the painting of boomerangs which were used to also decorate the Centre's bus. The theme for the week was Get Up! Stand Up! Show Up!



KUBIRRI AGED CARE CENTRE TURNS TWO

It has been over two years since Kubirri Aged Care Centre (“Kubirri”) opened its doors to residents in August 2020 and since then, the 42-bed residential aged care centre has provided exceptional service to its many residents. It is also a place of community, warmth and friendship for residents and staff alike.



Nestled in tropical Far North Queensland, in the heart of the Douglas Shire, with stunning views of the Mossman River, Kubirri’s Centre Manager Angela Grace says she loves the Centre’s “unique area” and “its unique people.” The Centre seeks to care holistically for each individual resident, providing bespoke treatment for those with chronic diseases, NDIS, respite care, memory support and palliative care – to name a few. In an attempt to further enhance resident care, the Centre has built a strong rapport with the local hospital, Mossman Multi-Purpose Health Service, and now has a qualified medical team on board – a great asset to a residential aged care centre.

Perhaps the most unique aspect of Kubirri’s service, however, is its ability and commitment to provide for the needs of the Aboriginal and Torres Strait Islander residents as they seek to retain their connection to their culture and Country. Over one quarter of the Kubirri residents are Aboriginal and Torres Strait Islander peoples and, with this in mind, Centre Manager Angela seeks to find tangible ways in which this community can maintain connection to their culture.

Angela notes one of the initiatives loved most by the Aboriginal and Torres Strait Islander residents has been the fortnightly visits from the women involved in the local Elder’s Justice Group. Once a fortnight, this group visit the residents and they have the opportunity to share a yarn and reminisce. Angela also places great value in their visits. “It’s really important to have input from the community,” she says.

The highlight, however, is the monthly high tea with the local Elder’s Justice Group. The Centre’s connection to culture was also visible in the recent and in past NAIDOC week celebrations, where the Centre’s bus was brought out in the NAIDOC Week Parade.

Angela has observed that the community of Kubirri is “like a family,” with a particular focus on the residents’ love for the staff. Angela says: “they love the care they receive, the kindness from staff, and of course, they love the food, specially prepared on site by their Chef.” Angela states that this is not only a drawcard for the residents but for the visitors alike. “Every time we have visitors, they always note how beautiful the food is.” With 42 residential rooms with bright, sun-filled rooms and a backdrop of tropical Queensland, there’s a lot to love.

CHRISTMAS IN JULY





Thanks for caring

AGED CARE EMPLOYEE DAY AND STAFF SPOTLIGHT - MEGHAN WOODBURY CARE SERVICE EMPLOYEE

At The Salvation Army, we recognise that much of our work simply couldn't be done without the efforts our valued employees. It is safe to say they are the 'beating heart' of our work in our Aged Care Centres and Services and their care touches the lives of so many individuals and their representatives and families.

As a way to show our appreciation for The Salvation Army Aged Care employees, the organisation celebrated Aged Care Employee Day, which falls on 7 August every year. There were celebrations at the Redfern Headquarters and in the Centres and Services on Friday 5 August to ensure every employee was involved in the merriment and felt valued.

The Salvation Army Aged Care's Mission Enablement team were treated to a delicious morning tea, opened in a prayer by Major Cheryl Kinder. Our Centres celebrated across the day and night to ensure that the night shift workers weren't to miss out with a delicious morning tea, afternoon tea or midnight snack provided by Catering Industries who facilitate catering and hospitality services across the organisation.

To formally recognise our long-serving staff, there was a PowerPoint presentation acknowledging their contribution which also displayed comments from colleagues, residents and representatives, in addition to awards for employees who were recognised by their peers as always going the extra mile.

In anticipation of Aged Care Employee Day, Meghan Woodbury, a Care Service Employee, from Macquarie Lodge Aged Care Centre, in Arncliffe, New South Wales, shares her thoughts about what it's like being an employee of The Salvation Army Aged Care.





What do you like most about what you do?

The feeling of reward that is gained and the chance to make a difference in the lives of those who need it most.

What's your favourite part of working with your team?

Gaining invaluable knowledge and skills from senior staff and the support they are all willing to give.

What inspires you about the residents you care for and support?

The positivity that residents always show, even when they aren't feeling their best.

How do you help someone to live a more comfortable or fulfilling life?

Knowing a resident as an individual and learning their routine, in order to make them feel more at home.

Why is The Salvation Army Aged Care a great place to work?

The endless opportunities that are presented and the abundance of skills that are lifelong.

What makes The Salvation Army Aged Care special?

The community - from the staff, to the residents and their families. The positivity that is brought upon.

What is most important to you about your role?

Having the knowledge that you have made a difference in an individual's life, through even little things such as making a cup of tea.

Why is working in Aged Care important to you?

It has taught me invaluable life skills and allowed me to give back to the older generation.

What is your favourite part of caring for and supporting elderly Australians?

Having a laugh with the residents and having the opportunity to make them smile.

STAFF SPOTLIGHT - JULIE FARRAWELL LIFESTYLE COORDINATOR, BETHANY AGED CARE CENTRE

Bethany Aged Care Centre (“Bethany”) first opened in 1984 in Port Macquarie, New South Wales – an era of big hair, fluorescent clothes and new inventions in technology. Whilst many things have changed since the ‘80s, it seems the level of care and commitment to each resident at the Residential Aged Care Centre has remained unwavering.



Today, Bethany is a 66-bed Centre and is a place of community and fellowship, where each resident is known individually. In light of Bethany’s most recent anniversary, The Salvation Army spoke to long-serving employee, Julie Farrawell, who has been at the Centre since 2009. Julie is the Lifestyle Coordinator at Bethany and brings countless hours of activities, fun, laughter (and often a much-loved ice-cream trolley!) to its residents.

Julie first started at Bethany as a volunteer and was quickly offered a full-time role not long after. Despite having no prior training in Aged Care, Julie was thankful for the opportunity to work at the Centre and has since completed a ‘Cert. IV’ in Ageing Support at TAFE, which was generously supported by The Salvation Army. Julie claimed this was a “milestone moment” in her career and was delighted to be awarded TAFE’s star pupil, especially seeing as she was always seen as the “naughty kid” at school, she notes jokingly.

Reflecting on the last 38 years within the Centre, Julie says the most significant, but perhaps also some of the most interesting changes have occurred as a result of the COVID-19 pandemic. The residents’ new favourite activities include the video calls. “[The video calls have] probably been one of the biggest changes and we didn’t know how they’d [the residents] cope with that... [but] they did, they took that change really well.”

Whilst working in Aged Care was a new space for Julie when she first commenced her time at Bethany, she says she felt a profound calling to Bethany and how the Centre aligns with her own faith as a Christian. Julie feels privileged to live out her calling each day as she, “makes a difference in somebody’s life and [can] reach out to the ones that don’t come to activities” that she organises. She especially seeks to connect with those, “who mightn’t have anyone in their lives.”

Julie is proud of the work the Centre does to support its residents “I still have families that come up and thank me. I could be out walking the [Port Macquarie Town Beach] Breakwall and they’ll still talk to me and call me by my name and their parents could have been here 10 years ago!”

STAFF MILESTONES

BARRINGTON LODGE

Sabina Bista	5
Kathryn Helen McDonald	5
Susan Errington	15
Eva-Maria Mazurek	15

BETHESDA

Ginalyn Pantilgan Hibbert	5
Elizabeth Jerkic	10

ELIZABETH JENKINS PLACE

Sujata Dangol	5
Saurabh Bohora	5

GILL WAMINDA

Bianca Drysdale	10
Brenda Lee Lewis	10
Rebecca Ann Canty	15

JAMES BARKER CARE

Ian Stanley	5
Kathrina Amelita Del Cid	15

LINSELL LODGE

Alexis Jade Eichner	5
Belinda Leah Cox	5
David Andrew Chicco	5
Linda Diane McKeever	10

Ashish John Pravasi	10
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MACQUARIE LODGE

Arjun Kumar Bhandari	5
Anjana Nepali Rai	5
Evanita Husein	5
Rekha Aryal	10
Nobuko Fujito	10
Yiping Zhou	15
Melina Strickland	15
Romano Marco Pedroche	20
Latu Alaifotuika Akaveka	20
Manika Limbu	20

MAYBANKE

Shu Wen Tan	15
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MOUNTAIN VIEW

Sally Margaret Trimble	5
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RIVERVIEW GARDENS

Philip John Bennett	5
Kevin Edward Schmidt	5
Aji Jacob Byju	5
Lilian Joyce Guya Perez	5
Jean Barandino Gilbert	5
Belinda Horrigan	5
Nadine Taufua	10

Louise Mansfield	15
Jacqueline Rose Southwell	15
Karen Lee Ball	15

ROSEDURNATE

Jeff Alexander Peters	5
Kora-Lee Anne Phillips	5

SEAFORTH GARDENS

Charlene Keith Pascua Balgoa	5
Sarah Rist	30

THE CAIRNS

Julie Laidlaw	5
Neethu Satheesh V K	5
Anu Augustine	5
Jina Joung	5

WEEROONA

Deborah Jane Thwaites	5
Mohini Swamy	5
Juliana Darkwah	5

WOODPORT

Jacob Lee Boogaerdt	5
Donna Lee West	5
Joseph Keith Kerr	10



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 2022](#) | [April 2022](#) | [May 2022](#) | [June 2022](#) | [July 2022](#) | [August 2022](#)

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 and territory 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.

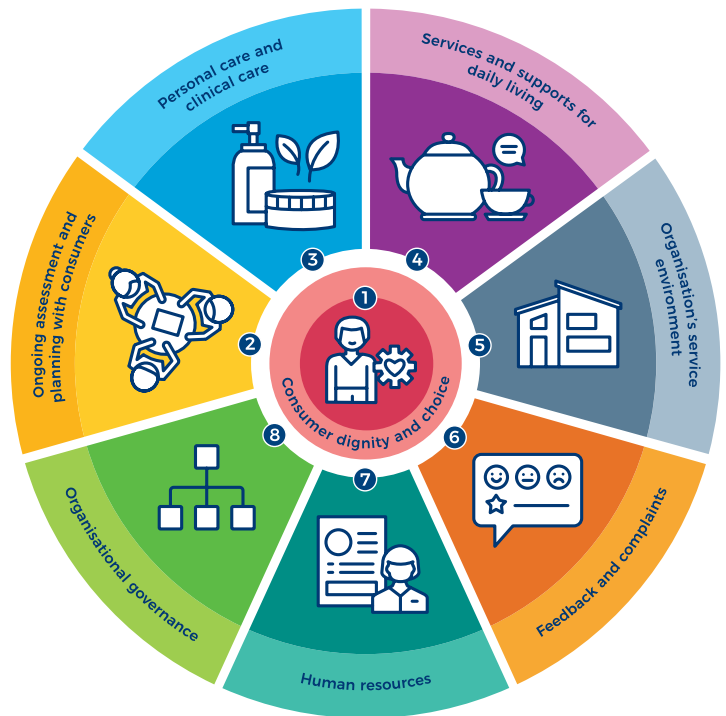
The Quality Standards are made up of eight individual standards:

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 complete and submit an online form via our website 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





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