

# *Inside* **AGED CARE**

RESIDENTIAL SERVICES NEWS

SUMMER | 2022



Aged Care







## DEVOTIONAL

Christmas is fast approaching, and many say it's the most wonderful time of the year. There are twinkling lights and beautiful decorations, carols to sing, fun and laughter as we gather with family and friends. And, then there are the presents!

What is the most precious gift you have ever received? Think on that for a moment and try and picture how you felt as you unwrapped or received it. Was it something you could hold or see or was it a feeling that brought you joy?

Gifts come in all shapes and sizes and aren't always wrapped in pretty paper and ribbon, but they are usually given by people who want to show love.

Many spend hours finding the perfect gift. We all know how hard that can be but how good is it to be able to give that gift knowing that it says exactly what you want to express.

At Christmas we celebrate the birth of Jesus, the incredible gift of this baby born in a manger, to be the light of the world but this was only the beginning of the greatest gift ever given.

God gave us the greatest gift of His son from the depth of His love for each one of us. It is the perfect gift chosen for us and given freely to each and every one of us who will receive it.

John 3:16 says ***“For God so loved the world, that He gave his only begotten Son, that whosoever believeth in Him should not perish, but have everlasting life.”***

May you find joy in the greatest gift ever given this Christmas.

**Major Cheryl Kinder**

**Mission and Chaplaincy Manager**

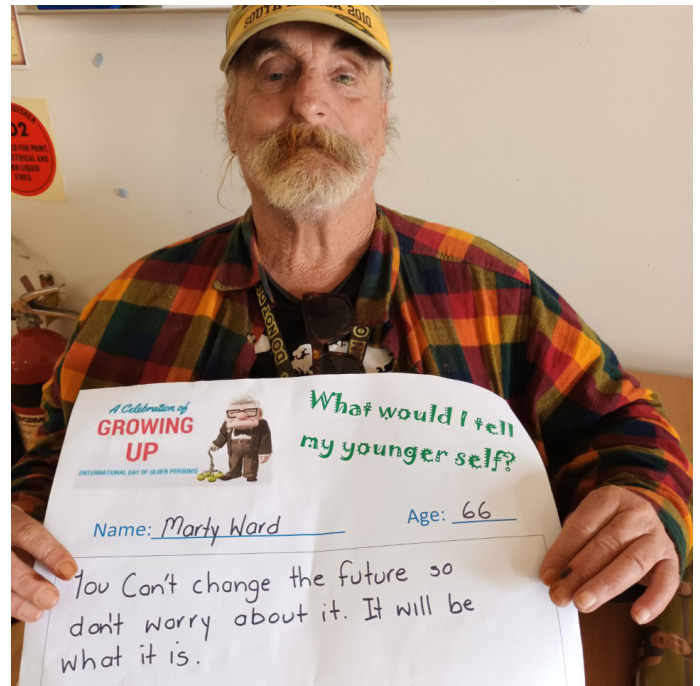


## INTERNATIONAL DAY OF OLDER PERSONS

In 1990, The United Nations (“UN”) General Assembly first designated 1 October as the ‘Day of Older Persons’ as a way to acknowledge the quintessential role and value, older persons contribute to our global society. Across The Salvation Army, we acknowledge and pay respect to the many rich, diverse and often valuable lessons in which our residents and clients share with us, and the wisdom they have to share.

The impact of older people is felt and celebrated particularly within our Residential Aged Care Centres, Retirement Villages and throughout Salvos Home Care. Indeed, many of The Salvation Army Aged Care employees reflect that whilst they provide care to our residents and clients, it is often the employees who learn so much from the residents and clients and their bountiful stories.

And from our residents and clients themselves, they are always happy to share their own knowledge to the next generation. We asked some of our residents and clients to impart the advice they would share with the younger generation and to their younger selves, with a few of the resulting photos attached.





## **RISK FORUM MINUTES**

### **COVID-19 Working Group**

States and Territories continue to relax their COVID-19 restrictions, with Western Australia the latest State to defer to providers on visitor access directions, following New South Wales, Queensland, Tasmania and the Australian Capital Territory but The Salvation Army Aged Care's "COVID-19 Residential Aged Care Visitor Requirements and Resident Leave Directive" is still in effect and across the country to facilitate these processes.

COVID-19 support measures extended by the Australian Government until 31 December 2022 including the supply of RAT kits and PPE to residential aged care homes, COVID-19 in-reach vaccinations clinics, and grant funding.

### **TSAAC Risk Register**

The Salvation Army Aged Care Risk Register has undergone a routine re-rating exercise to review appetite, exposure and mitigation efforts and ensure ratings best represent current risk. This exercise was conducted largely in person at The Salvation Army Territorial Headquarters in Redfern, New South Wales. Representatives from The Salvation Army's Information Technology, Quality and Safeguarding and Risk and Compliance teams were in attendance to advise in addition to all members of the Aged Care Risk Forum.





# 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 The Salvation Army Aged Care’s Organisational Plan for Continuous Improvement by sharing an update against one or more improvement ideas:

## Improvement Idea: Dining Experience Project

**Applicable ACQSC Standard:** Standard 4 - Services and supports for daily living

**Source of Idea:** Business Improvement

**Risk before Intervention:** Medium

**Role Responsible:** EM – Business Improvement

**Date to be Completed:** 1 December 2023

**Status:** New Item

**% Complete:** 5%



**Summary:** As it is in any home, the heart of an aged care centre is the kitchen and the dining room. For many of us, food is associated with powerful memories that we carry our entire lives. While food quality has always been a top priority at The Salvation Army Aged Care, we are always looking for ways to improve the peripheral aspects of dining; this includes service, setting, diner feedback, and taking that extra step to provide residents with food that connects them with their heritage, traditions and memories.



In pursuit of these goals, work has commenced in relation to the Dining Experience Project with the formulation of a project group and the appointment, via expression of interest, of three Centre Managers to provide advice and build a sense of ownership amongst front-line management. The Project pilot, involving James Barker House Aged Care Centre (“James Barker House”) will develop a set of holistic improvements to residents’ dining experience which will have application across all our residential aged care centres. All initiatives will be developed cooperatively with centre staff to create sustainable change in dining culture for the benefit of residents.

Key improvements will include aesthetic changes to the dining area, service training for carers and staff, new methods for obtaining feedback from residents and an increased variety of dining-related events and formats.

Once a comfortable level of success has been achieved at James Barker House, and once audit criteria and training have been developed, the initiative will be duplicated at Macquarie Lodge Aged Care Centre. Though lessons learned in the pilot will be applied to subsequent centres, it is acknowledged that each centre requires different treatment according to their current quality of service, resident cohort, and staff resources.





## CELEBRATING RIVERVIEW GARDENS AGED CARE CENTRE

“Our commitment is to strive for the best attainable quality of life for all residents, meeting their needs physically, intellectually, socially, emotionally and spiritually.” This statement to residents marked the opening words for what was then known as The Salvation Army’s ‘Riverview Gardens Hostel’ original mission statement.

Now, 50 years on, this commitment to residents at Riverview Gardens Aged Care Centre (“Riverview Gardens”) still stands, with the Centre having built a credible reputation within the community as an organisation that genuinely cares for others in need without discrimination, regardless of their personal, financial and medical circumstances.



When considering the Centre’s impact over the last 50 years, it is only fair that long-serving staff members are also recognised for their hard work and dedication to the Centre and its residents. Some of these long serving members include Penny Palmer, the Lifestyle Coordinator, Karen Ball who is a full time Assistant in Nursing (“AIN”) and Assistant Nurse, Sandra James.

Penny, who has worked at Riverview Gardens for over 22 years, brings fun and excitement to residents and their families, and she has also undertaken a substantial amount of training in dementia. These online and outside-of-work courses have helped her to further understand the complexities of dementia and she believes this has helped her to better understand and support the residents. Penny says she loves working in the dementia unit. “I find it very rewarding. I just think that if I can give the residents with dementia something to make them feel valued then I feel I’ve done my job.”





Sandra has been an Assistant Nurse for 22 years at Riverview Gardens and she also has early memories of working in the old nursing home. Sandra says the most rewarding part of her role is, “being able to help the residents.” Working in the aged care sector has meant that she has met lots of people; residents and staff and heard their stories. “It is a privilege to be able to help the residents and family through this chapter of their life,” she states.

Karen is another long-serving staff member at Riverview Gardens who has been with the Centre for 15 years this October as an Assistant in Nursing (“AIN”). She has many fond memories from her time at Riverview Gardens that stem back even as far as her first week of work – despite being “a little nervous.” Despite her new-job nerves, the existing staff gave her encouragement and that feeling of her team’s support has stuck with her.





Other fond memories for Karen include working, “in the old nursing home, having fun with a great bunch of staff and the jokes that were played.” The Centre itself has also seen many changes throughout its 50 years, with Karen noting that a new nursing home has since been built and she remembers watching the transformation through the construction process.

But perhaps the memories and moments that resonate with her most include those of human connection with the residents. Karen says that her time with The Salvation Army means having a “love for the residents and love for my job,” and her advice for those looking to enter the aged care industry is to be encouraged by the fact that, “you will make a difference in the lives of the resident’s and their families.”





## CARDIGAN STREET MURAL WISHES AGED CARE RESIDENTS TO “GO WELL”

Linsell Lodge Aged Care Centre (“Linsell Lodge“) residents were blessed with good weather for the road mural installation day that took place in early May on Cardigan Street in Angle Park. They joined each other on the sidewalk at the front of the Centre to watch Dave Court and Hari Koutlakis, the artists tasked by the City of Port Adelaide Enfield Council to beautify the tarmac, take brush to brightly coloured paint and then to gravel.



Swaths of pink and blue soon emerged in undulating patterns, and a message to “Go Well” decorating the pavement outside the Centre’s front gate. “We were very glad to have been given the opportunity to make this work, and bring a splash of colour to the area,” Court and Koutlakis said of the mural. “This was the first large scale collaboration between the two of us which was a fun process. For this placement we put in a little homage to Hari’s mum with the ‘Go Well’ being something that she would say to him on the way out of the house.”

The road mural project was organised and fully funded by the Council. It was implemented as a response to the speed of vehicles traversing Cardigan Street in Angle Park, and particularly outside the Centre, with speed bumps recently installed on the streets at the rear and western side of the Centre as well.

Prior to the mural being installed, the Council organised for one of the artists to attend Linsell Lodge and a Residents Meeting to present and discuss their ideas for the mural. The designs were shared via a large screen in the Centre’s Chapel so that those attending could envisage the artwork and share their feedback prior to installation day. “We appreciate the opportunity to collaborate with the City of Port Adelaide Enfield Council and the artists on this initiative,” a spokesperson from The Salvation Army Aged Care said.

## CHEF AMBIKA ON WORKING IN AGED CARE AND HIS PASSION FOR FOOD

From manning the kitchens at Rod Laver Arena and the Melbourne Cricket Ground (“MCG”) to the private jets of famous people like singer, P!nk, and the President of India, James Barker House Aged Care Centre (“James Barker House”) Chef Manager Ambika’s curiosity for food has never wavered, spanning across 15 years.

A desire to create and deliver service inspired Chef Ambika to pursue the culinary arts. He completed his training in Melbourne and, during his career, has had the opportunity to work with many mentors. Each experience provided new knowledge and challenges, which he has always embraced. “You must have the right attitude and be ready for challenges. If it’s easy, you don’t learn anymore,” he says.

At James Barker House, Chef Ambika cooks for about 100 residents. His role not only includes preparing and cooking meals, but ordering from suppliers, rostering and analysing residents’ feedback. He plans out each day the day before and reviews each day’s activities first thing in the morning. “Good time management is key, once you have that, it’s much easier,” he says.

With the often busy day-to-day of the kitchen, he and his team strive to carry out a seamless operation. “Everyone works together well and is open to doing any task,” he explains. “Routine is important, and I trust my team even if I’m not there.” He also leads by example to show his team that collaboration is key, even coming to work on his days off to assist with dish washing when there is a staff shortage. He also helps to optimise productivity and improvements, having recently helped introduce new insulated trolleys for assisted meals, that will keep meals hotter for longer whilst being transported to residents.

In his spare time, Chef Ambika is a keen cricket player and is in many sports clubs. It was here that he was drawn to aged care, hearing stories from his fellow members about their family residing in aged care. “I wanted to share my experience and knowledge of food to create something for the residents that they love.”

When it comes to preparing meals in aged care, it is a balancing act to ensure the same quality across all meals at one time, as well as considering residents’ likes and dislikes, dietary requirements, cultural differences and feedback. Chef Ambika enjoys speaking individually to residents to ask their feedback and get to know them, which he does as much as he can. “There are the usual residents at the food focus meetings, so I also seek out others to get their opinions,” he says. “Hearing their stories, they start to feel like family, and it motivates me further to be able to do something for them.”



There is a common menu for each meal, all with additional options including vegetarian and texture modified, but Chef Ambika and his team go a little further. A resident, Percival, is of Indian background and absolutely loves Indian cuisine, so Chef Ambika cooks two Indian dishes for him each week. Purchasing extra herbs and olive oil to use as she likes or providing extra rice for resident Mary has proven to really improve her dining experience. “She used to complain quite a lot,” he laughs. “I started writing down notes over time and asking her opinion to provide some customisations for her. She ended up being so happy that she made beanies for my kids.” With some bonds having been formed, he even remembers the room numbers of some residents, and they ask him to meet their families when they visit.



Having almost found the solution for his toughest critics yet, Chef Ambika tries to adjust and make allowances where possible. If someone is unhappy with the food, he will endeavour to come up with a solution with his wider team. He and his team also add their own take on the set menus in line with residents' preferences and their own culinary expertise. At the Centre's most recent food tasting, the food service team received 96% positive resident feedback.

When he is not working, Chef Ambika's favourite dish to cook is grilled chili and garlic oysters with lemon, and back home in India he loved making slow cooked goat with clarified butter and dried red chili. “I really enjoy slow cooking as it gives me time to enjoy the cooking process and creates impactful flavour.”

On working in the culinary industry, Chef Ambika advises that a good attitude and passion are paramount. “There is no small or big job, doing all types of jobs helps you become all-rounded and more prepared for future roles,” he states in sharing his advice. “A passion for food! Look for challenges, be creative and keen to learn more. Wherever you are, you can always learn more about how to improve each time.”

## HOW TO STAY COOL IN THE SUMMER MONTHS

Summer often brings a welcome seasonal change from the cooler winter months. However, with the arrival of sunny days, it is important that older Australians look after themselves. In fact, as NSW Health notes “during heatwaves everyone is at risk of heat-related illnesses” yet those over the age of 75 are particularly at a higher risk and therefore should be aware of how to look after themselves in the heat.



In order to ensure resident safety in the summer months, Peter Cetrangolo, who is the National Aged Care Facility Manager and Regional Facilities Manager, and his team follow a robust procedure. “We engage air-conditioning contractors who follow the Australian Standards for maintaining air conditioning in plants, so we maintain all of our air-conditioning systems at the minimum of every six months, and we also do an annual service,” he states, noting also: “we are following all the national guidelines on heating, ventilation and air conditioning.”

Peter also states that residents can rely on their Maintenance team if they have any special requests. “If someone requires a special level of comfort, whether it’s part of heating or cooling, just come and see the Maintenance Property person and then we can tailor their room or their area or their space to the specific needs,” he explains.

Care Connect, Australia’s largest independent home care specialist also provides useful tips for older Australians staying cool in the summer. Their advice includes to stay hydrated, to wear light breathable clothing, cool down the body with a wet washcloth and staying out of the sun if possible, during the sun’s peak heat.

It is also important for individuals to be aware of the signs of heat-related illnesses to ensure they can seek medical assistance if need be. Home Caring Disability and Aged Care Specialists advise, heat exhaustion related symptoms to watch out for include paleness and sweating, rapid heart rate, muscle cramps (usually in the abdomen, arms or legs), headaches, nausea and vomiting, dizziness or fainting. Residents and representatives should speak to their Centre Manager if they have questions.



## STAFF MILESTONES

### BETHANY

Ms Judith Joyce Seymour	10
Ms Dawn Hansen	5
Mrs Jacquelyn Magaoay	5

### BETHESDA

Ms Laxmi Kiran Shrestha	5
-------------------------	---

### CARPENTER COURT

Ms Tania Fox	5
--------------	---

### JAMES BARKER HOUSE

Ms Mary Durojaye	10
------------------	----

### LINSELL LODGE

Mrs Helen Christine Kavanagh	15
------------------------------	----

### MACQUARIE LODGE

Ms Sereana Sleight	30
Ms Jun Rikihisa	5

### MAYBANKE

Miss Reshma Tumbahangphe	5
--------------------------	---

### MONTROSE

Mr Stephen Peters	5
Miss Rachel Owusu	5

### MOUNTAIN VIEW

Mr Soonil Dath Nuyandoa	10
Mrs Pramila Shrestha	5

### RIVERVIEW GARDENS

Ms Ratna Kafle	10
Ms Donelle Leigh Cameron	10
Ms Sumanpreet Kaur	10

### ROSEDURNATE

Mrs Julie Maree Brock	10
Mrs Sherree Ellen Jordan	5

### SEAFORTH GARDENS

Mr Don Smailes	5
Mrs Lorna Margaret Nelson	5
Mrs Robyn Gwenyth Bain	15

### SEAFORTH GARDENS

Mrs Janet Tilak Baskara Dos	10
-----------------------------	----

### THE CAIRNS

Mr Tam Minh Do	10
Ms Faamita Faimalie	5
Mrs Flavia Viana	5
Mrs Yang Bai	5

### THQ REDFERN

Mr Damien Burnham	10
-------------------	----

### WEEROONA

Ms Deepanjali Subedi	10
Mr Peter John Rondo	10
Mr Saroj Tamrakar	5
Mr Alberto Lanot Interino	5
Miss Lilian Chepkwony	5

### WOODPORT

Ms Joanne Mary Squires	10
Mrs Sanjini Devi Rao	5
Mrs Sapana Deuja	5
Mr Simson Suppuraju	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:

**May 2021 | June 2022 | July 2022 | August 2022 | September 2022 | October 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 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](http://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.

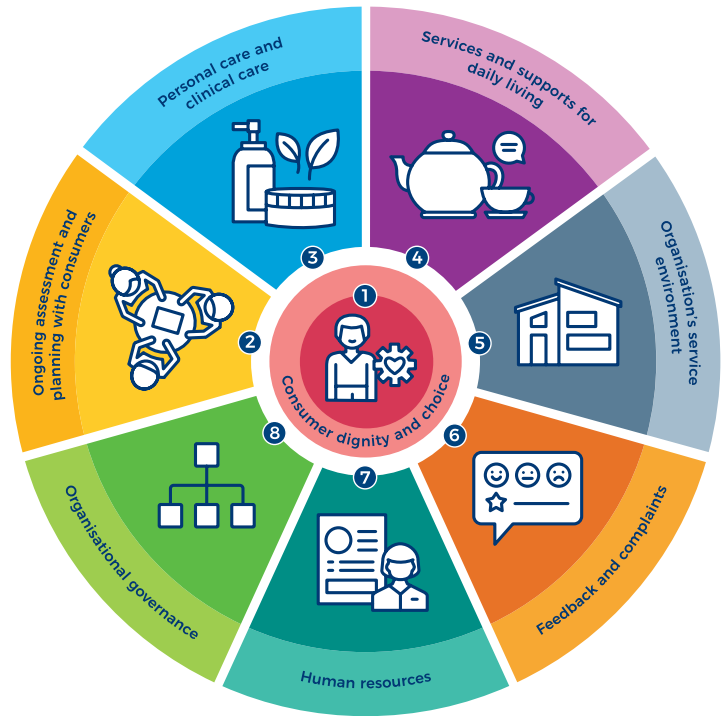
The Quality Standards are made up of eight individual standards:

- 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](http://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](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

[agedcare.salvos.org.au](http://agedcare.salvos.org.au) | 1300 111 227 |  [facebook.com](https://www.facebook.com) |  [linkedin.com](https://www.linkedin.com)