

AGED CARE BIMONTHLY

RESIDENT & FAMILY NEWSLETTER - AUGUST 2022

DEAR RESIDENT, RELATIVE AND FRIENDS

As many of you are aware we have experienced a number of outbreaks across our services over the last few months, from COVID-19 to Influenza and Gastroenteritis.

This is a timely reminder for us all to ensure that we are following infection prevention practices including:

- **Washing your hands** often with soap and running water for at least 20 seconds. Drying your hands with paper towel or a hand dryer.
- **Using an alcohol-based hand sanitiser** with over 60% alcohol.
- **Covering your cough or sneeze** with your elbow.
- **Follow social distancing** when possible.
- **If you feel unwell** please stay home.
- **Get tested** if you have COVID-19 symptoms. Go straight home and isolate while you wait for your results.



When visiting you must:

- **Complete and return a negative rapid antigen test (RAT) on the day of visitation.** Please present this, or a photo of the completed test on arrival. Should you require a supply of RATs please speak with our Administration team.
- **Complete the visitor attestation form** on arrival.
- **Wear a face mask** at all times. A new surgical mask must be worn by visitors if over 18 and fully vaccinated OR if unvaccinated, an N95 face mask must be worn.
- **Visitation is to occur** in resident rooms or outdoor spaces only.

Firstly, I would like to thank you all for your continued support and understanding during these times, we have an incredible Aged Care Community.

Secondly, I'd like to acknowledge our staff and their incredible efforts during this time. The commitment and dedication they show our residents, families and each other is second to none.

Kind Regards

Caron Mallet
Director Aged Care Services

AFTER-HOURS RESIDENT MEETINGS

We have now held an afterhours resident meeting for all of our sites, it's been great to have you participate.

Our next meetings are scheduled for:

- Stretton Park - Tuesday 13 September 2022
- Maffra Hospital - Tuesday 11 October 2022
- Heyfield Hospital - Tuesday 8 November 2022
- Wilson Lodge - Tuesday 13 December 2022

Should you have any queries or items you wish to discuss at this meeting, please contact the Aged Care Executive Assistant at Evelyn.Marciniec@cghs.com.au.



CONSUMER EXPERIENCE SURVEYS

Recently you would have received correspondence from us regarding the Consumer Experience Interviews program. The aim of this program is to understand the experiences of senior Australian's residing in aged care , as this provides insight into the quality of services they receive.

These interviews are scheduled for:

- Heyfield Hospital - Monday 10 October 2022
- Maffra Hospital - Tuesday 11 October 2022
- Stretton Park - Tuesday 11 October 2022
- Wilson Lodge - Wednesday 19 October 2022



For further information on Consumer Experience Interviews please visit [Consumer experience interviews | Australian Government Department of Health and Aged Care](#)

LIFESTYLE

Developing a Leisure and Lifestyle Program in Aged Care is something that our team is very passionate about.

Although COVID-19 has significantly restricted our activities program we are looking to reinvigorate this. We are currently in the process of recruiting a Leisure and Lifestyle Coordinator to support this work.

We look forward to developing an exciting new program that you can all be involved in.



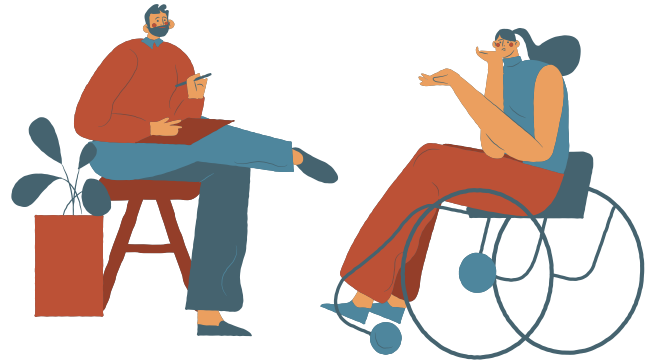
HOME CARE PACKAGES

Occupational Therapy Referrals

Should you require any assistance purchasing assistive equipment or aids to help you stay safe, mobilise or prevent falls, our Home Care Package team will refer you to an Occupational Therapist (OT) for an assessment.

They will then prepare a report which is used to ensure that we purchase the correct equipment for your needs through your package, this could be a lift chair, ramp, wheelie walker or grab rail. The OT will often take detailed measurements and diagrams so that any modifications can be carried out accurately by a builder.

Currently, waiting times for these assessments can be up to 2 months. For package clients the cost of this service is approximately \$700 but this professional service enables us to best meet your needs.



Exciting new meal options!

Many of you may currently be purchasing Lite'n'easy meals through your package. We are excited to announce that a new product has been designed specifically for seniors called My Choice.. Should you be interested in this new product, which is a smaller portion size please contact your Care Manager and they will arrange for a price list and menu to be sent to you..



Would you be interested in Cabcharge?

We now offer a new service for those who require a Taxi called Cabcharge, This service is ideal

or some months a group of homecare package clients have been trialling a Taxi Card called Cabcharge. For clients who are driving less often (or not at all) we can now organise a Cabcharge Card which can be used by any Taxi company to pay for the trip and be charged to your package (where the budget allows). The card takes about 2 weeks to receive by mail and can be used whenever needed. Clients have found this helpful where they might be going for a medical procedure and are not safe to drive afterward. Your Care Manager can set this service up for you.



DONATIONS

In recent months, we have been very fortunate to have received a number of generous donations. These have included:

- Lynda donated a sewing machine and cabinet to Stretton Park in memory of her late mother. Lynda is now holding a weekly sewing repair shop to help residents.
- The Primary Patchworkers of Sale crafted a variety of patchwork quilts for the resident at Stretton Park. The residents were delighted to choose a quilt that reflected their personality and now have them proudly adorning their beds.
- Heyfield Hospital received a generous donation in recognition of the level of care provided to a resident.

The continued support we receive from individuals and organisations within our community is truly appreciated.



WE WANT TO KNOW WHATS IMPORTANT TO YOU!

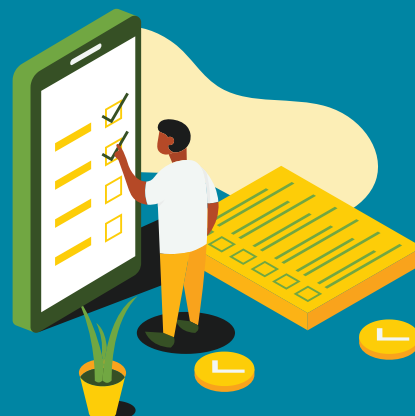
The Aged Care Bimonthly has been created so that we can keep you up to date with what is happening in CGH Aged Care Services. So what do you want to hear about?

- Upcoming activities
- Planned outings
- Volunteering opportunities
- Engagement in Community Programs
- Information regarding the Royal Commission
- Education
- Getting to know our staff
- What are our services
- General news stories

Tell us all about it by using the following Survey Monkey link:

<https://www.surveymonkey.com/r/7726927>

Alternatively, please contact our Executive Assistant, Evelyn via Evelyn.Marciniec@cghs.com.au or on 03 5143 8608.



FREQUENTLY ASKED QUESTIONS

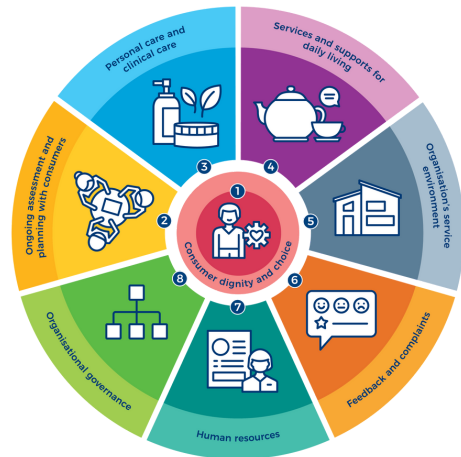
What is Accreditation?

Accreditation is an evaluation process used by the Aged Care Quality and Safety Commission (ACQSC) to assess the quality of care and services provided by an Aged Care Facility against the Aged Care Quality Standards.

What are the Aged Care Quality Standards?

The Quality Standards clearly determine what good aged care looks like and what you can expect from us. There are 8 standards, and each one is about an aspect of care that contributes to safety, health and wellbeing. They include:

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



What do the Aged Care Quality Standards mean for you?

In each edition of the Aged Care Bimonthly we will provide you with more detail regarding a standard and what it means for you.

For further information on standards please use the following link for a short video. What the Aged Care Quality Standards mean for you (consumer video) - YouTube

How often are aged care homes assessed?

This is dependent upon a number of factors including:

- The safety, health, well-being and quality of life of those receiving care;
- The capacity and service history of the provider.



If you would like to ask a question or have any other items included in the Aged Care Bimonthly please contact our Executive Assistant, Evelyn via Evelyn.Marciniec@cghs.com.au or on 03 5143 8608.