



Whyalla Aged Care Inc.

Resident and Volunteer Newsletter

March 2018



Happy 100th Birthday Ethel

Announcements

Welcome

We welcome all our newest residents and their families. We hope our services provide you with a positive experience in your new home.

Nola Graham	Yeltana Nursing Home
James Lawrenson	Yeltana Nursing Home
Violet Moss	Copperhouse Court



Resident Birthday Greetings March 2018

To all our residents who share a birthday in March, we hope your special day is filled with happiness and joy. Happy Birthday!

Apology: Sorry Don we missed your name in February, hope you had a great day!

17 February	Donald Sproule	91	Copperhouse Court
3 March	Barbara Sheasby	83	Copperhouse Court
4 March	Lelia Anderson	75	Yeltana Nursing Home
4 March	Colin Forbes	61	Yeltana Nursing Home
4 March	Mabel Hoffmann	95	Yeltana Nursing Home
5 March	Gladys Bull	68	Copperhouse Court
7 March	Zdenek Bochnicek	83	Yeltana Nursing Home
14 March	Jennifer Weetra	79	Yeltana Nursing Home
16 March	Robert Patterson	66	Yeltana Nursing Home
17 March	Virginia Parker	53	Copperhouse Court
20 March	Sheree Maher	58	Copperhouse Court
23 March	Norma Hawes	82	Annie Lockwood Court
29 March	Norma Trezise	87	Annie Lockwood Court
30 March	Robert Lee	79	Yeltana Nursing Home

Calendar of Events

Highlights of the Lifestyle Program - Dates to remember March 2018

If you have a request for an activity or outing, please let the Lifestyle Officer know or discuss your idea at your next Resident Meeting.



Annie Lockwood Court

2 March	Biscuit Making with Gabmiddi Manoo Kindy
14 March	Voting
15 March	BBQ with George and the Chairman
16 March	Resident Meeting
27 March	Visit to Yeltana for Combined Bowls

Copperhouse Court

2 March	Elvis Museum Visit
9 March	Jill's Dog Group Visit
14 March	Sundowner Outing
28 March	Resident Meeting
29 March	Easter Eggs with Gabmiddi Manoo Kindy

Yeltana Nursing Home

6 March	Resident Meeting
9 March	Cycling Demonstration
20 March	Outing to Mt Laura Homestead
23 March	Whyalla Brass Band
27 March	Combined Bowls with ALC

For Sale

Merits Maverick Powerchair

Approx. 4 years old. New batteries installed in November.

\$1,700 ono

Phone Trish Tzantzoglou on 0422 649 210 if you are interested at having a look or making an offer.



Happy 100th Birthday Ethel



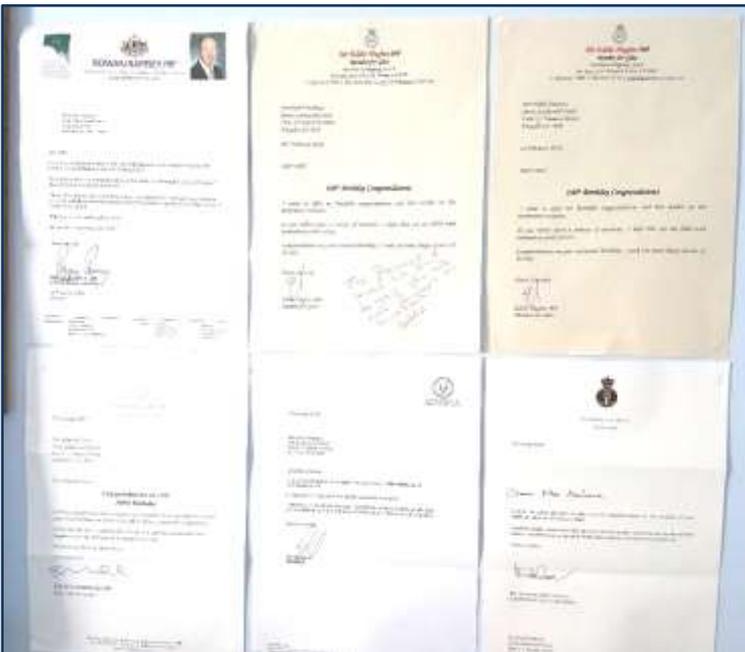
On 10 February, Annie Lockwood Court resident Ethel Andrews, celebrated her 100th Birthday.

Ethel was delighted to receive a visit from the Premier, Jay Weatherill and was overwhelmed with the many congratulatory cards and flowers from her family, friends, staff and dignitaries including the Queen, the Prime Minister and the Governor of South Australia.

Happy Birthday Ethel!



Happy 100th Birthday Ethel



100th Birthday Thank You

I would like to extend my sincere thank you to everyone for all the birthday cards, flowers, presents, wishes and phone calls I received for my 100th birthday.

*Lots of Love
Ethel Andrews*

Emergency Generator for Annie Lockwood Court

The emergency generator has been successfully commissioned at Annie Lockwood Court protecting all cottages, Units 14-16, kitchen, laundry, Multi-Purpose Room and administration areas in the event of a power outage.

In the event of power failure the fuel capacity will give the facility power for approximately 48 hours.



Although not programmed at this stage, the generator will be set up to automatically turn on at 10:00 am on the 1st of every month (running for 1 hour) and we will undertake a simulated power outage on an annual basis and run the generator for 3 hours.

We will hopefully budget for the second generator for next financial year and this will protect units 1-13.

During times of power outage we may experience some gremlins with circuit breakers tripping, but at this stage the Maintenance Manager has undertaken a walk around and did not find anything out of the ordinary.

2018 Influenza (Flu) Vaccine

Each year the World Health Organization (WHO) puts forward its recommendations for the composition of influenza virus for us in the Southern Hemisphere influenza season. The WHO has recommended that the following composition be used in the Southern Hemisphere Quadrivalent vaccine in 2018:

- An A/Michigan/45/2015 (H1N1) pdm09 - like virus;
- An A/Singapore/INFIMH-16-0019 (H3N2) - like virus;
- A B/Brisbane/60/2008 - like virus
- A B/Phuket/3073/2013 - like virus



The flu season is coming and Whyalla Aged Care offers free fluvax for all residents. The vaccine will be delivered to all WAC facilities in March. Consent forms need to be completed by residents or their advocates and are available in your facility now – please see the RN on EN on duty.

Get your Flu Shot!



Providing Clinical Care at Whyalla Aged Care

In recent times, there have been a number of highly publicised incidents across Australia involving aged care facilities, their employees and standards of care in general. This unfortunately provides the general public with a sometimes negative perception of aged care in general.

Did you know that Whyalla Aged Care is a not-for-profit, community owned and managed organisation? There are no excessive profits going to shareholders or into the hands of overseas owners, as is often portrayed in the “bad news stories”. All profit is channelled back to the upkeep and improvement of the land, premises and living conditions of residents, that all constitute Whyalla Aged Care Inc.

At Whyalla Aged Care, we are committed to providing the best care possible and strive to improve our services with every opportunity. We are not perfect, we acknowledge that. However, we wholeheartedly commit to working with residents and families to find solutions to issues and problems and implement continuous quality improvement. There is sometimes a blurred line between providing a home like environment and the need to also provide clinical care. It is always challenging to combine these two functions of Residential Care successfully.

This organisation has a policy of employing staff with skills and formal qualifications. Our bedside care staff have a Certificate 3 in Aged Care level qualification or similar, as a minimum. We have at least one qualified nurse, enrolled or registered, on every shift in all our facilities. We are fortunate to have Residential Site Managers at all three of our residential facilities who are experienced Registered Nurses with a wealth of personal experience to call upon and a passion for



working with residents and families to enhance their living experience. Along with the experienced Clinical Nurses, the team are always available and willing to meet with residents and their families. Individualised plans of care are developed and updated periodically by detailed assessment and interviews with residents and family to ascertain the needs of all residents. We acknowledge that we cannot replace family, and we cannot always meet all expectations, but we genuinely wish to try.

You may have ideas about activities or programs that would enhance the living experience for residents. These can be shared with both Clinical and Lifestyle staff who are looking to incorporate innovative practices into daily care, especially for those living with Dementia.

Whyalla Aged Care also has a large Community team who are providing care and home support services to those elderly community members who wish to remain living in their own homes. We can provide services associated with Commonwealth funded Consumer Directed Care Packages and also provide ad hoc fee for service Nursing and Home Support assistance.

Diane Collison
Director of Residential and Community Services

It's All About the Food

As many of you will have heard this week, the Aged Care Industry is again receiving negative press, this time on the quantity and quality of food served in residential nursing homes.

Whyalla Aged Care, along with the rest of the aged care sector, does not believe the recent media reports represent the experience of food provided in a majority of aged care homes. The media headlines inferring that providers only spend \$6 per day on feeding residents is not factually correct. There is no mention of the total cost of catering which includes nutritional supplements, staffing costs, cooking equipment and overheads such as electricity, gas and transport costs which actually puts the average cost of meals closer to \$30 day.

Reports that aged care providers are making large profits at the expense of providing quality care services to residents is also not factually correct. From a trend perspective, over the last 10 years catering costs have risen at a higher rate than actual CPI. This means that the funding we receive is not keeping up with the cost of providing aged care services.

The basic daily care fee charged to all residents is used to pay for everyday living costs such as meals, cleaning, laundry, utilities and routine maintenance expenses. These costs replicate those that a person would incur if they were living in their home and maintaining that home in a liveable condition. The basic daily fee is regulated by the Government and is levied at 85% of the single person rate of the basic aged pension (currently \$49.42 per day).

The basic daily care fee that providers receive does not fully cover every day living

expenses and therefore the funding gap needs to be found by generating income elsewhere or implementing other efficiencies where possible. The Government's aim to move to a user pay aged care system is all well and good in theory where people have the financial means to contribute to the cost of providing care and other services. The reality is that more than 50% of residents in aged care homes across Australia, do not have the means to contribute any more to the cost of their care.

In many regional communities similar to Whyalla, less than 25% of residents moving into an aged care home is able to contribute more than the basic daily care fee towards their care. Whilst this is quite low it doesn't negate our responsibility to strive to provide a high standard of food and other services for residents and we are constantly reviewing ways to do this within the funding we receive.



Whyalla Aged Care is conscious of the importance of good quality and nutritious food for the overall wellbeing of residents and we are certainly well aware of our responsibilities with regards to meeting the regulated standards of good nutrition and hydration.

We all acknowledge that the aged care industry is heavily legislated and regularly audited, so if the majority of aged care providers were to provide diets to older people that were not deemed nutritious nor adequate in meal size as reported by the media, then most aged care homes would be non-compliant to legislation and probably no longer in business.

Whilst catering for individual likes and dislikes of residents will continue to be a challenge predominately because of the logistics of cooking food the way individual residents would have cooked food at home all of their lives, age care providers continually strive to develop menus in consultation with residents living in our homes and with input from dieticians to ensure we provide healthy and interesting food.

The aged care industry is increasingly consumer-driven with many of our residents expressing their preferences for all aspects of the type of food they receive as well as the portion size served. Food is discussed at every resident meeting and regular feedback on the quality, size and temperature of food is received through surveys, audits, complaints and compliments, which assists in continually improving menu variety and the quality of food served at Whyalla Aged Care.

Like a majority of other aged care providers, when food presented to a resident at Whyalla Aged Care does not meet the resident's expectation, the catering team works closely with the resident and/or their representative to address their concerns. This is no different to what happens when any one of us receives a meal in a restaurant which is not what we were expecting to be served.

Whyalla Aged Care also acknowledges that a majority of older people no longer want to eat large meals three times a day, predominately because they are not as active as they may have been when they lived and worked in the community.

Our catering department employs a number of very talented individuals who are continually researching the latest trends in providing nutritional menus for older Australians particularly for those who require a modified diet due to age related health issues.

In 2017, two of our senior catering staff were handpicked from a number of applicants who applied from all round Australia, to participate in the Maggie Beer Aged Care Cooking course in Tanunda. Participating in this course and spending time with Maggie Beer has already assisted our catering team to implement a number of small changes to menus to increase flavour, colour and texture of meals and the feedback from residents has so far been very positive.



WAC Staff member Rowan with Maggie Beer

'The food at the Melbourne Cup afternoon teas very nice. The mousse and the moulded sandwiches.'
ALC resident

Cont. over/

Whyalla Aged Care has also implemented a Garden to plate program to increase the amount of fresh herbs, vegetables and fruit grown in our gardens which is then cooked in our kitchens and served fresh to residents. Whilst the program is in its infancy it will also increasingly support residents who want to remain actively engaged in gardening or assist in preparing the produce they have grown during the regular cooking activities run by the lifestyle department in each Residential Care facility.



'Many residents in Acacia could not say anything but how nice and delicious tonight's soup was. Full of flavour and vegetables. Thanks to the chef Steven.'

YNH Residents



Whilst the Aged Care Industry continues to undergo major reform, the staff who choose to work in the sector strive to provide the very best care and services they can for older people and it is very disappointing and a shame that the media doesn't focus more on all the positive things that happen every day in Residential Aged Care Homes right across Australia.

'The meal was glorious, thank you. We could not have had a tastier meal than this apricot chicken.'

ALC resident

'On Saturday I had Chicken schnitzel for lunch. They melted in the mouth. Truly Great. Thank you.'

CHC Resident

Bon Appetit

Volunteer Training Program

When: 5 March 2018
Where: Board Room, Administration Office
Time: 9:00am to 1:30pm
Facilitator: Gail Franklin
Morning Tea: Will be provided by Whyalla Aged Care
 For catering purposes please RSVP by Monday 26th February, by contacting our Administration Office on 8645 5588

Session Title	Content
9.00 to 9.15 Gail Franklin	Welcome and general housekeeping
9:15am – 10:00am David Dunn	Fire and Emergency <ul style="list-style-type: none"> • Evacuation Maps • Evacuation Assembly Points • Internal Emergency processes • Short walk through at YNH to explain compartments • Hazard and Accident Reporting
10:00am to 10:45am Liz Hanna	Quality and Accreditation <ul style="list-style-type: none"> • Customer Service • Compulsory Reporting - Protecting our People - Your obligations • Continuous Improvement and Accreditation Standards • Handling Complaints, Compliments and Feedback- Your responsibility • Accreditation • Respectful Behaviour
10:45am – 11:15am Gillian Thompson	Food Safety <ul style="list-style-type: none"> • Food Safety Act • Identifying High Risk Foods • Cross Contamination • Personal Hygiene
11:15am – 11:45am	Morning Tea
11:45am – 12:45pm Narelle Box	Infection Control <ul style="list-style-type: none"> • Health and Hygiene • Hand Washing Competency Training • Elder Abuse
12:45pm – 1:00pm Kerrie Traeger	Community Opportunities <ul style="list-style-type: none"> • Volunteering with Community Clients
1:00pm – 1:30pm Gail Franklin	Questions <ul style="list-style-type: none"> • Opportunity for questions
1:30pm	Finish

Whyalla Aged Care Inc

www.whyallaagedcare.org

Administration

25 Newton Street
WHYALLA SA 5600
Ph: 08 8645 5588
Fax: 08 8645 5596

Yeltana

25 Newton Street
WHYALLA SA 5600
Ph: 08 8645 7699
Fax: 08 8645 4265

Annie Lockwood Court

7 Newton Street
WHYALLA SA 5600
Ph: 08 8645 3955
Fax: 08 8644 1535

Leisure & Lifestyle Dept.

7 Newton Street
WHYALLA SA 5600
Ph: 08 8644 2604
Fax: 08 8644 1535

Copperhouse Court

43a Flinders Ave
WHYALLA STUART SA 5608
Ph: 08 8645 9499
Fax: 08 8645 4134

Community Services

4/17 Newton Street
WHYALLA SA 5600
Ph: 08 8645 3088
Fax: 08 8644 9877

Retirement Living

17 Newton Street
WHYALLA SA 5600
and
Victoria Close
WHYALLA SA 5600

Newsletter Editor:

Liz Hanna
Phone: 8645 5588
Email: lhanna@whyallaagedcare.com.au

Whyalla Aged Care Auxiliary

Annual General Meeting

Will be held on Thursday, 8 March 2018 in the Administration Board Room, 25 Newton Street at 1.30pm.

Election of new Officers will take place at this meeting. We would love to see anyone that may be interested in helping the Auxiliary raise much needed funds for the three Homes. Please contact Gisella Fletcher mobile 0467 452 874 or 8645 2874.

Quiz Night

Will be held on 10 March 2018, at South Whyalla Football Club at 7:00pm for a 7:30 start. Tickets \$10. This is a fun night. Delicious supper. Great Raffle prizes. Prize for the winning table. To reserve a table, contact Giselle. She has an answering machine so if she is not available, please leave a message and she will return your call.

In the coming months, we have a Mother's Day raffle, May Morning Tea, the People's Choice Community Raffle and two barbecues at Stratco.

In Memory

Respectfully we advise the following resident has passed away and we extend our sincere sympathy to the family and friends.

Rita Joslyn

Annie Lockwood Court

James Thompson

Copperhouse Court

Johanna Voorendt

Annie Lockwood Court