



Whyalla Aged Care Inc.

Resident and Volunteer Newsletter

August 2018



Yeltana resident, Gertrude Martin, is pictured with 'superstar' Denise Drysdale. Denise entertained the Yeltana residents on Tuesday, 10 July 2018.

See pages 6 and 7 for more photos

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.

Hendrik Van Dijk

Annie Lockwood Court



Resident Birthday Greetings August 2018

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

1 August	Ida Brown	70	Yeltana Nursing Home
2 August	Brigitte Weigend	80	Annie Lockwood Court
4 August	Margaret Giles	79	Copperhouse Court
10 August	William West	91	Annie Lockwood Court
15 August	Joe Traum	82	Yeltana Nursing Home
16 August	Mavis Nicol	87	Copperhouse Court
23 August	Rita Harris	83	Yeltana Nursing Home
28 August	Shirley Curtis	77	Annie Lockwood Court

Calendar of Events

Highlights of the Lifestyle Program - Dates to remember August 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

- 3 August Lunch Outing to Sundowner
- 6 August Uniting SA Music Group
- 13 August Sword Display and Discussion
- 17 August Resident Meeting
- 31 August Father's Day Bacon and Eggs BBQ

Copperhouse Court

- 8 August Skittles
- 15 August Lunch Outing to Sundowner
- 21 August Gabmididi Manoo Kindy Visit
- 22 August Resident Meeting
- 31 August Father's Day Bacon and Eggs BBQ

Yeltana Nursing Home

- 6 August Resident Meeting
- 7 August Milkshakes and Movies
- 20 August SA Metro Fire Service Visit
- 21 August Lunch Outing to Sundowner
- 31 August Father's Day Bacon and Eggs BBQ



Resident Story – Margaret Giles

Margaret Giles, Copperhouse Court

I was born on 4 August 1939, in Hindmarsh Hospital, Adelaide, to Lorna and Arthur Gething. I had an older brother who was nine years older than me, he passed away on 19 August 1998.

I lived in Bowden until I was 18 and then I got married. I had five children in four and a half years, four boys and one girl. I moved back to Adelaide when I was having my fifth child. I divorced my husband after eight years of marriage.

I met my second husband Ray through my friend Helen. I married Ray when my youngest was eight years old.

We moved to Whyalla in 1969, as this was where Ray worked as a crane driver at BHP. We then had a daughter in 1971.

I was a cab driver for Des's Cabs for two years.

Ray passed away in 2000 due to Parkinson disease. I have been in a wheelchair since 1990 due to MS.

I had been in and out of Whyalla hospital for several years because of my falling. Last time I was in hospital, I was informed I wouldn't be going home and then went to Yeltana until a room became available at Copperhouse Court, and I have been here ever since and I love it.

Thank you for sharing your story Margaret



Successful Food Safety Audit

On Tuesday, 19 June 2018, the Corporate kitchen, Annie Lockwood Court kitchen and Copperhouse Court kitchen, received a visit from Whyalla City Council's Environmental Health Officer.

The purpose of the visit was to conduct the annual Food Safety Audit. The Environmental Health Officer has recommended the Corporate Kitchen, Annie Lockwood Court and Copperhouse Court kitchens are compliant and there are no recommendations for improvement.

The review involved a kitchen inspection and an audit of the last 12 months of data which is collected on a daily basis by staff in all three kitchens to show compliance with the food safety program. Kitchen staff are responsible to prove accurate reporting and daily sign off sheets.

Congratulations Gillian Thompson, Services Manager and all of the kitchen staff involved in preparing for the audit and the outcome.

Gillian is pictured centre, with Juanita Walker, Chief Executive Officer and Migelle Hiscock, Business Development Manager.



Denise Drysdale Visits Yeltana

Yeltana residents were delighted with a visit from entertainer Denise Drysdale.



Denise Comes to Town!



*Thank you
Denise 😊*



Annie Lockwood Court

Annie Lockwood Court residents had some fun with a parachute during their physiotherapy chair exercise session. There was lots of fun and laughter trying to keep the ball on the parachute.



Feedback – 2017-2018

Whyalla Aged Care residents, their relatives, staff and other interested parties are encouraged to use the internal feedback system provided. They are informed of this process, and of other external complaints mechanisms, via the Resident’s Information Guide, Residential Agreement, pamphlets and posters displayed around the facilities and via the Resident Newsletter. Residents have access to Have Your Say forms which are located in the foyer of each facility.

Residents are encouraged to bring any issues to monthly resident meetings so they can be discussed. Feedback statistics are tabled and discussed at resident meetings.

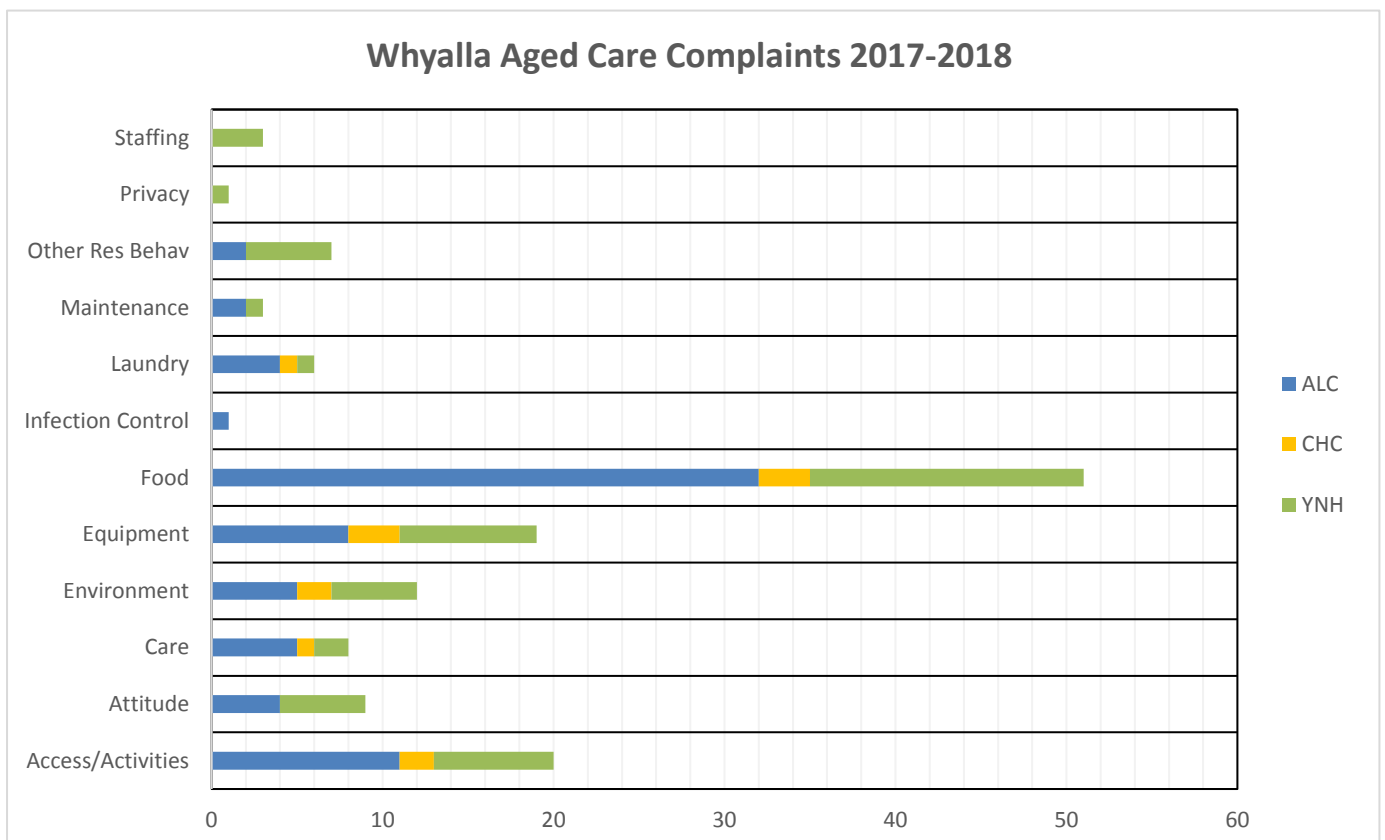
Factors taken into account when we handle complaints are:

- Confidentially and privacy of complainant
- Recognition that a complaint is an opportunity for improvement
- Involving staff and the complainant in developing a resolution to the complaint
- Keeping the complainant informed of progress
- Seriousness of complaint (i.e. Does it have safety implications?)
- Other relevant issues surrounding the complaint, and the resident and any relatives concerned.

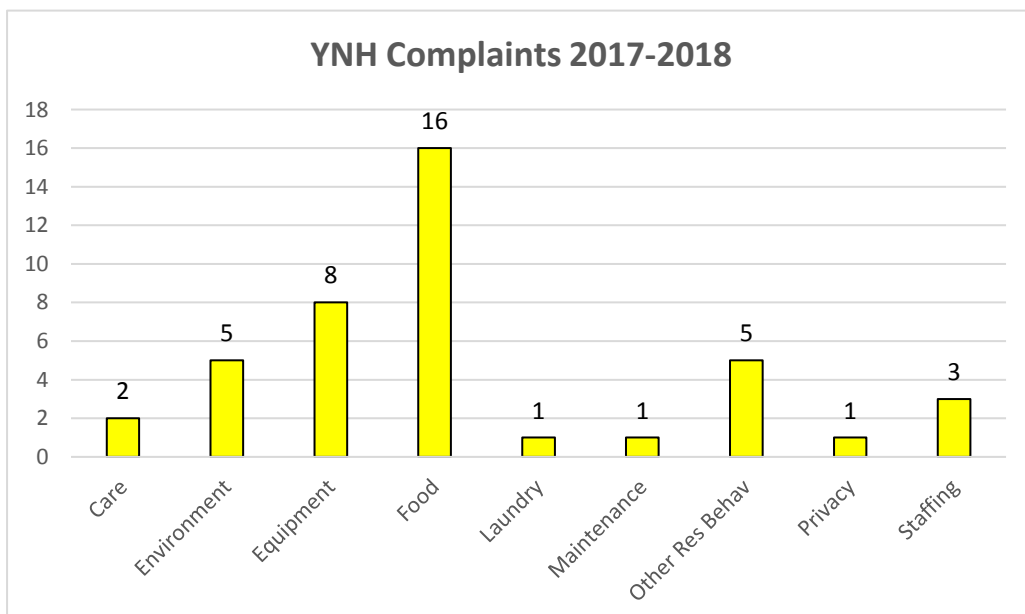
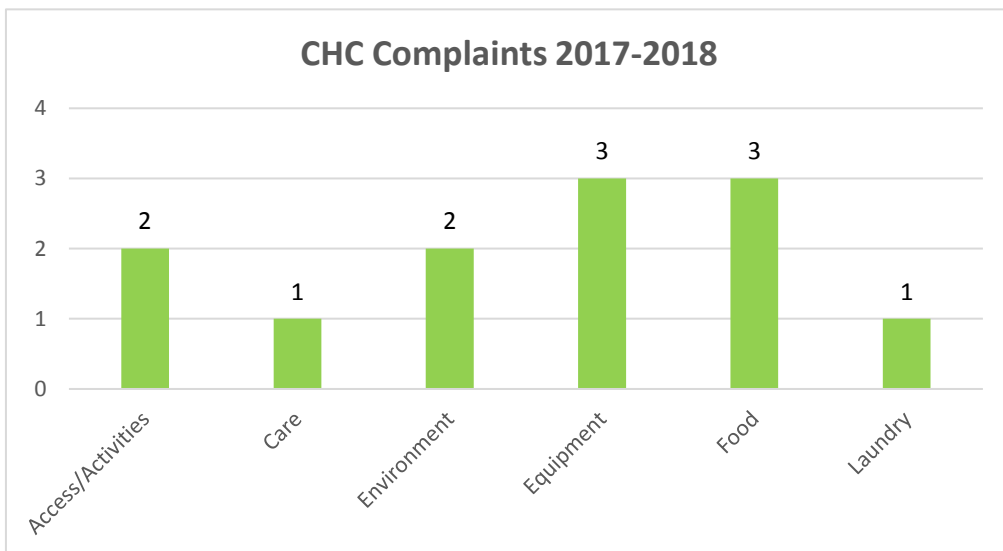
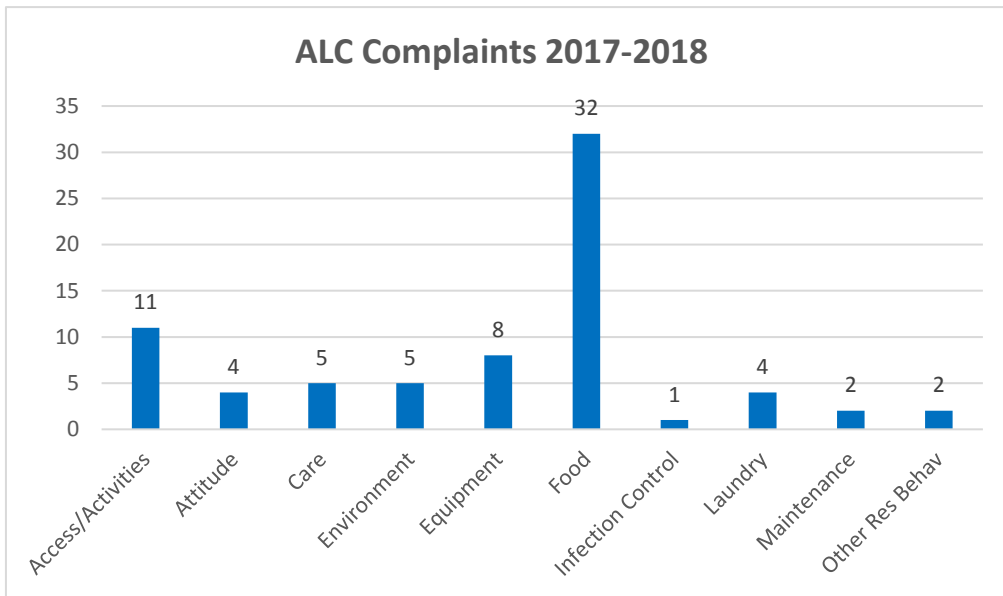
All complaints are acknowledged with 48 hours and closed within 35 days of receipt

De-identified comments and complaints are tabled at Senior Management Committee meetings, staff meetings and residents meetings.

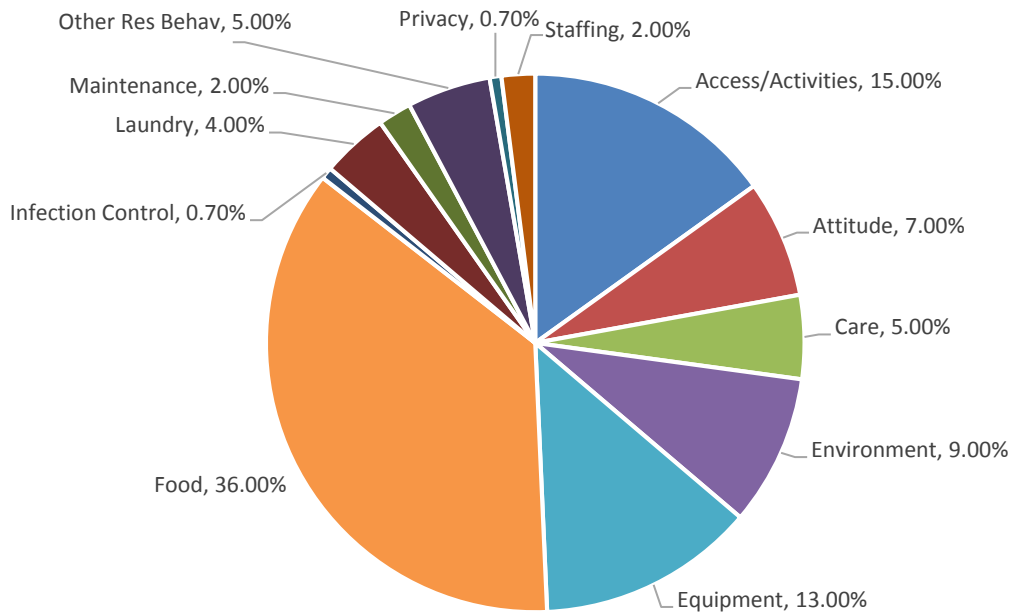
Complaints and compliments data was been collected during 2017-2018 and the following graphs show trends. The full report is displayed in all facilities and is also available from the Quality Manager on request.



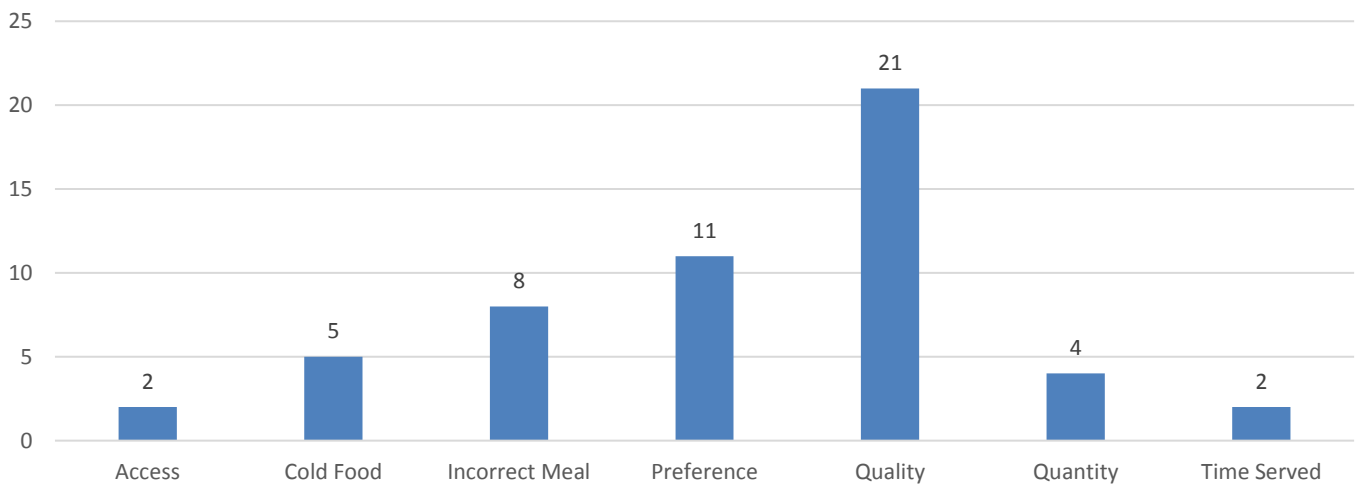
Feedback – By Facility



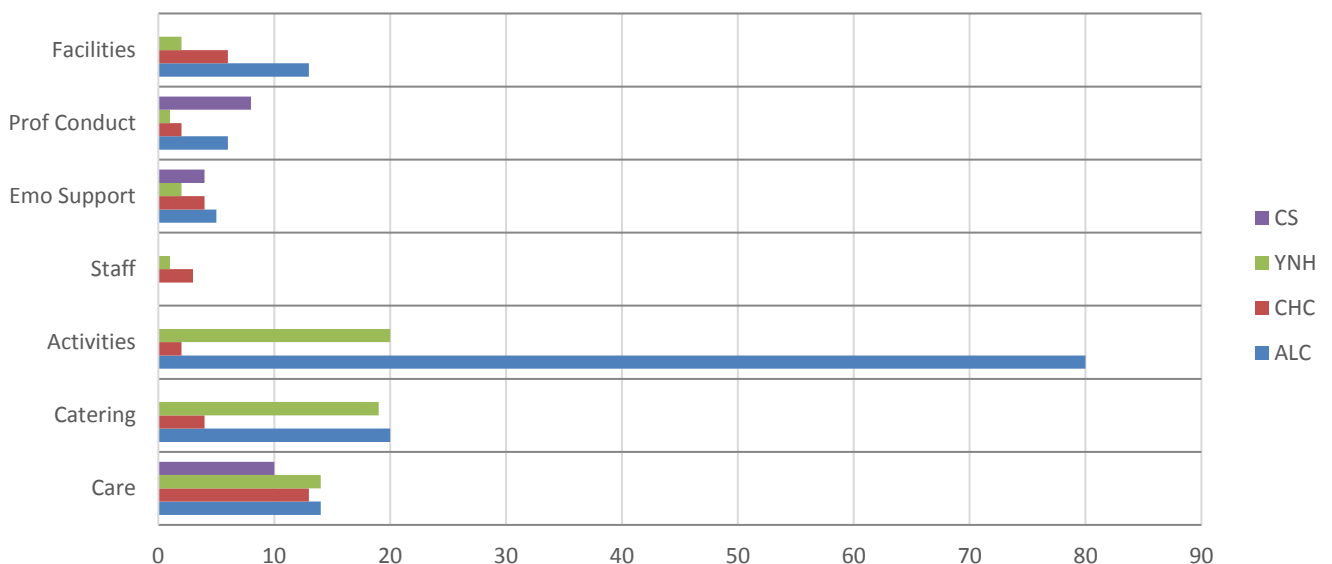
WAC Total Complaints 2016-2017



Food Complaints 2017 -2018



WAC Compliments by Category 2017-2018



Whyalla Aged Care Inc

www.whyallaagedcare.com.au

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Yeltana

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Fax: 08 8645 4265

Annie Lockwood Court

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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

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WHYALLA SA 5600
and
Victoria Close
WHYALLA SA 5600

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Feedback Compliments and Complaints

If you have any concerns in the residential sites please let the Residential Site Manager and/or the Clinical Nurse know immediately so it can be followed up in a timely manner.

To enable the organisation to deal with feedback appropriately there is a form that can be used to capture feedback from residents, clients and advocates:

'Have Your Say' brochure

This form has been designed for you to complete, however staff are available to help you.

You will find the brochure at the feedback stations in your facility.

Complaints and Compliments can be recorded on the brochure.



"Providing quality aged care services that value the individual and build community in the Spencer Gulf region"

Have Your Say

How can we improve our
service to you?



In Memory

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

Kenneth Garlick

Williamina Keys

Grace Hickey

Copperhouse Court

Copperhouse Court

Yeltana Nursing Home