



**Whyalla Aged Care Inc.**

# Resident and Volunteer Newsletter

June 2019



## ***Farewell Olga.....***

A Morning Tea was held recently to farewell lifestyle officer, Olga St Paul. Pictured with Olga are Yeltana Nursing Home residents, Sheena Stewart (left) and Isobel Cunningham.

## Calendar of Events

### Highlights of the Lifestyle Program - Dates to remember

**June 2019**

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**

- 07 June Jill's Dog Group Visit
- 14 June Ladies' Outing to Sundowner for Lunch
- 20 June Neta Kranz Kindergarten Visit
- 24 June Men's Group: Sanding & Painting Bench Seat

### **Copperhouse Court**

- 10 June Sing-along / Bingo
- 14 June Trivia / Whiteboard Games
- 18 June Chair Exercises / Ball Games
- 28 June Monthly Birthday Celebrations

### **Yeltana Nursing Home**

- 11 June Royal themed Morning Tea
- 13 June Whyalla Bike Club Visit
- 20 June Jill's Dog Group Visit
- 27 June Outing to Sundowner for Lunch

## **Clothing**

A friendly reminder that it is vitally important that resident's clothing is clearly labelled, to avoid lost property in the laundry.

If you would like us to label any clothing, please call into the Administration Office at 25 Newton Street with your clothing and we will organise this for you.

## Annie Lockwood Court – Mother's Day Celebrations



## Annie Lockwood Court

Young at Heart recently visited ALC where they entertained the residents with songs and skits.

They involved the residents taking the microphone around and engaged with the residents, encouraging them to sing along.

They are looking forward to entertaining at the other facilities and also hope to return to ALC in the future.



### Keeping you informed

At Whyalla Aged Care, we want to ensure that residents and representatives are kept informed of changes in the facilities and provide you with updates on improvements we make.

Information will continue to be provided in the monthly Resident and Volunteer Newsletter and Resident Meetings.

However, we would also like to provide resident representatives with information regularly via email.

To receive regular updates, lodge your email address with the Quality Manager at:

[dg-qualitymanager@whyallaagedcare.com.au](mailto:dg-qualitymanager@whyallaagedcare.com.au)

## Copperhouse Court Redevelopment Update

Works to be undertaken during May includes:

- House A - HWS first fix (Partial system)
- House A roof installation
- House A external linings
- House H bedroom footing pour
- House E footing pour
- House E canopy footing pour
- House H canopy footing pour
- Generator and MSB concrete slab
- House F lifter track install
- House F flushing to internal linings
- Tiling screed to ensuite
- House F fascia and eave painting
- Barge Boards and flashing installed to House F – Noble St
- Noble St entry road gutter and road base preparation



## Copperhouse Court Redevelopment Update



### Care Needs.....

Our staff are qualified to provide care to residents who have complex care needs.

We provide complex care in a team environment that involves our care staff, the medical officer and relevant allied health professionals of their choice.

For residents with complex care needs, the 'person responsible' will be asked to participate in a case conference, where decisions may need to be made regarding the changes in complex clinical care needs.

Participation in case conferences gives the 'person responsible' and family members an opportunity to ask questions and seek clarification regarding the resident's changing care needs.

If you would like to discuss any aspect of care, please contact the Residential Site Manager in your home.

## Yeltana Nursing Home – Mother's Day Celebrations



## Yeltana Nursing Home – Mother’s Day Celebrations



## Your Care Plan in Residential Care

### Know Your Care Plan

All residential aged care facilities are required under the Aged Care Act 1997 to maintain accurate and up-to-date records that provide evidence of the quality of care residents receive. Your Care Plan is part of that process. It is also a working document which provides guidance to all those involved in your daily care and activities. When you enter an aged care facility you or your representative will be involved in discussions with staff about the development of your Care Plan. It is essential that your Care Plan is individually tailored to reflect your capabilities, your needs and your wishes.

## Your Care Plan In Residential Care



Your Care Plan:

- Contains details about your medical, physical, social, emotional, lifestyle and spiritual care needs.
- Outlines how you wish services to be delivered.
- Can also contain information about family arrangements (e.g. who visits you regularly, emergency contacts and information about Advanced Directives).

### About Your Care Plan

Care Plans are a vital part of an aged care facility's ongoing records. Residents and/or their representatives are entitled to view their individual Care Plan as needed. Whether it is a paper document or stored on a computer your Care Plan should be readily accessible to you and/or your representative, care staff, medical staff, doctor and other health care practitioners (e.g. physiotherapist, podiatrist, dentist).

### Update Your Care Plan

Care Plans need to be reviewed regularly. Facilities will schedule these reviews and involve you in the process. You can also request changes to the Care Plan based on alterations to your preferences. Your doctor and other health care practitioner(s) will consult with you to update your care plan when changes are necessary.

## Participating in care planning.

What You Can Do	How You Can Do It
<b>Provide complete and accurate information</b>	Let staff know about prescription and nonprescription medications that you are taking. Inform staff about any other health or wellbeing services that you want to continue (e.g. massage therapy, exercise classes).
<b>Offer your opinions</b>	Talk with staff, your doctor or other health care practitioners (e.g. physiotherapist, podiatrist, dentist) about how you think your care can be managed.
<b>Formulate some goals</b>	Consult with your doctor or other health care practitioners about your mobility, personal skills and independence goals.
<b>Make your preferences clear</b>	Tell staff when you like to get up in the morning, if you like to rest during the day and when you like to go to bed at night. Let staff know when you like to shower. Provide information about any food sensitivities, allergies or preferences. Inform staff about any religious practices, cultural traditions or customs that you wish to observe.
<b>Provide information about activities that you want to continue/commence.</b>	Talk with staff about any club or social/ church group that you wish to remain connected with. Let staff know if there is a new activity you would like to commence.
<b>Review and update your Care Plan</b>	Ensure that your Care Plan is accurate. Ask for your Care Plan to be reviewed and updated whenever you wish to make alterations or amendments.

## Whyalla Aged Care Auxiliary

Our Mother's Day raffle was a huge success, raising \$2,312.20.

Congratulations to our winners:

First prize: P. Birch;

Second Prize: R. Dowling;

Third Prize: L. Bastian

A big thank you to our Auxiliary members and the Whyalla public for helping to raise this amount.

Our Auxiliary held a Morning Tea at South Whyalla Football Club on Friday, 24 May 2019 at 10.00am.

This was a time for many people to catch up with friends and enjoy a delicious Devonshire Morning Tea and a trading table.

At our April meeting, we passed the purchasing of a water fountain, four large pots, four medium pots, various artificial plants and flowers and four raised garden beds. These are for the glassed garden area at ALC.

Other plants will be planted as well, to make a sensory garden, which will be a lovely place for the residents and their families to visit.

We have also purchased two new mattresses for Palliative Care and two new pump sets.

We are participating again in the People's Choice Credit Union Raffle. We will be selling tickets in June and July at IGA on Friday and Saturday mornings and Woolworths on Thursday and Friday mornings.

The proceeds from all the tickets we sell, benefit our facilities.

Our Auxiliary members have also delivered Easter chocolates and white flowers for Mothers, to each resident.

Thank you to our Auxiliary members for their tireless work over the last few months. We are always happy to welcome new members.

It is not always work, as we are having a lunch together in June.



***Congratulations: First prize winner in the Mother's Day Raffle was Pamela Birch.***

**Whyalla Aged Care Inc**

[www.whyallaagedcare.com.au](http://www.whyallaagedcare.com.au)

**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.**

25 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**

2-4 Donaldson Tce  
WHYALLA SA 5600  
Ph: 08 8645 3088

**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](mailto:lhanna@whyallaagedcare.com.au)

## 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.



# Have Your Say

How can we improve our  
service to you?



## We're Listening

## Useful Contact Numbers

WAC Administration Centre	8645 5588
WAC Volunteer Coordinator	8645 5588
My Aged Care	1800 200 422
Aged Rights Advocacy Service	1800 372 310
Seniors Information Service	8168 8776