

AUTUMN NEWSLETTER 2018



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Bus Drives

The facilities bus takes residents on a drive around the local countryside and on several outings during the calendar year. It is a great opportunity to have a look at the scenery and enjoy the fresh air and sunshine. If you would like to attend please see a staff member to express your interest. Bus drives are stated on the monthly lifestyle planner and you are invited to attend all these.



Bingo

Every Tuesday afternoon bingo is held in the multi-purpose room. Kim, Heather and Audrey are here to have an enjoyable afternoon with the residents. If you would like to attend you are more than welcome, staff assistance is also provided for those residents whom may be trying it for the first time.



Exercise Program

Lifestyle staff are now back in charge of running the daily exercise program and this is done daily along with garden walks for those residents whom wish to go outside and get some fresh air.



Residents Leaving the Facility with Family Members

It is very important that we know the whereabouts of all residents at all times. We would greatly appreciate it if relatives, who are taking residents away from the Facility to attend an outing, appointment etc, would notify a staff member. In Addition, when residents are leaving the Facility, the Register entitled "Residents Leaving the Premises" must be filled in.

Family Members bringing food into the facility

Ottrey Homes understands that your loved ones may ask if you can attend to purchasing of food items to bring in when you are here visiting, please ensure the food register is filled in at the front sign in desk so we can ensure high risk foods are being stored / consumed in the correct manner.



Hairdressing services

Just a reminder to all residents that Ottrey Homes hair salon is open every Thursday to cater for all residents hair care needs. If you would like an appointment please speak to a member of staff. As there is 48 residents residing at Ottrey Homes you may not get an appointment if you wish to have your hair done on the day.



Residents /Relatives Meetings

A reminder to residents to look out for notices regarding the residents and relatives meeting which are held every 2nd month, Ottrey Homes looks forwards to residents attending and giving feedback on ways we can improve your stay with us.



Complaints Policy for residents here at Ottrey Homes

It is our policy to enable care recipients, their families and representatives, visitors, staff and volunteers to provide feedback or raise a complaint about any aspect of our service, the care we provide or the operation of our facilities.

The aim of this policy is to improve the quality of care and services provided by adopting a positive, blame-free approach to resolving complaints.

Compliments received by the service tell us what we're doing right.

Complaints received by the service are seen as an opportunity for improvement. All feedback is taken seriously.

We will make all reasonable efforts to understand issues or concerns, and resolve complaints within the service when they arise.

The timely and efficient management of complaints fosters a positive, cooperative attitude with care recipients, their representatives, visitors, volunteers and staff. We will communicate with you openly and regularly while we work to resolve your complaint.



Laundry Service here at Ottrey Homes

Ottrey Homes laundry staff label all new clothing as they arrive. Any new items need to go first to the laundry. Our laundry staff will label them and then redistribute them to the appropriate wings. For all lost clothing items please see the laundry staff for assistance. As we have 48 residents whom require their washing to be attended to you may not have your garments returned on the same day that your washing goes out. Residents & relatives are encouraged to provide clothing that is suitable for commercial washing machine. All reasonable care will be taken.



A big thanks to our wonderful volunteers

Ottrey Homes would like to say a very big thank you to our committed and reliable volunteers whom give up their time to assist lifestyle staff to conduct various activities within the home, we really appreciate everything you do for our facility.



Musical Talents at Ottrey Homes

It appears some of our recent residents whom have moved into Ottrey Homes have some secret musical talents, Residents are enjoying having a play around on the piano during the day which residents are enjoying. Our wonderful lifestyle staff member has also been bringing in her ukulele and playing it for the residents which has been a delight.



Anzac day service

An Anzac day ceremony has been held on the 26th of April 2018 with assistance from the RSL members and locally schools all taking part, A special thanks to everyone involved in making the services for our residents here at Ottrey Homes a great success.



Introduction of Art Classes

Residents are enjoying the new classes which commenced on Wednesday 7th of Feb 2018. Residents from both Tatjana and the lodge are participating and state they are very happy to join in and learn various techniques.



Activity Passports

Ottrey Homes will be introducing an initiative called activity passports in 2018, these passports are to continue to engage and encourage residents to join in the lifestyle program, the first resident to complete their passport for attending the most activities in the home for the month will win a prize for their excellent participation. We hope this initiative will encourage residents to try new activities and adventures within the home.

Electrical Appliances

All appliances in resident's rooms need to be tagged. Please advise Administration or Maintenance staff so that we can arrange for the items to be tagged.



Morning and Afternoon tea

Just a reminder that morning and afternoon tea is served in the main dining room at 10:00am and 2:30pm daily.

Residents Menu Planning Committee

We are still seeking resident's whom wish to go on the menu planning committee, this is a great opportunity to provide feedback on your choices and also give suggestions as to what you might like to see on the menu here at Ottrey Homes .



Message from the Catering /Environmental Manager

Ottrey Homes have started using food molds for smooth and mince moist diets so that all of our meat and vegetables will still resemble the vegetable when placed on the plate, This is quite a long process to make as the kitchen staff need to cook the vegetables then smooth puree and mince moist the other half, The vegies are then placed in special molds to freeze and then the process is repeated several times. Although this is a very long process it is a very rewarding one as residents are stating how wonderful their texture modified food is looking on the plate ensuring all of the residents are having a pleasant dining experience along with others. A big thank you to all the kitchen staff for their amazing work in all the quality food that is coming out of the kitchen.

We would also like to welcome two new members into the catering/ environmental team, Pauline Mcshane and Sam Singh we hope that both of the staff have a wonderful time working here at Ottrey Homes. Until next time

Cheryl Eddy



Knitting group

Residents are enjoying a pastimes whilst reminiscing about the good old days, everyone is welcome to join in or simply come along and have a chat with the staff and co residents.



Katamatite craft expo

It has been a great tradition of ours to take a bus load of residents to the craft expo every year, this year is no exception however we will be travelling onto Shepparton afterwards to go to the all you can eat pizza parlor after woods and making a day of it, The cost for lunch will be \$20 and you will be required to bring along your own spending money if you wish to pick up some goodies at the craft expo,

Please speak with lifestyle staff to place your name on the list as there is always a lot of organizing to do to ensure these trips are a success.

Refer to planner for date and time



Corowa Chocolate and Whisky Factory

Residents will have the opportunity to join staff on a day of adventure heading to the Corowa Chocolate and whisky factory, after this we will be heading onto the Corowa Bowls club for lunch and a flutter on the pokies for those whom wish to. Please speak with lifestyle staff to place your name down.



CEO/DON Report Autumn 2018

As all residents and family members would be aware, the new building development has begun! I'd love to say it got off to a great start but unfortunately on Day 3 of works, the builder hit the Gas Main, requiring us all to be evacuated. 7 emergency vehicles were in attendance for over 3 hours. Shortly after things cleared up – they then hit the water main!

If one positive has come out of this experience, I must say I was just so impressed with how competently and quickly our precious residents were evacuated into the back area by staff. Everyone chipped in, and it was evident that all those mandatory fire and emergency education sessions we make our staff attend had really paid off! Thanks must go to our maintenance coordinator Pommy Hyde for his calm approach and coordination of the evacuation, and all staff who worked on the day.

We are hoping that the new Administration Wing will be completed before the end of July which will enable us to expand on our pain management program. For those who aren't aware, the Administration wing will comprise of-

- A Physio/Pain Management clinic
- Board and Staff Education room
- Additional offices to allow for our expanding workforce
- New staff amenities – staff room, toilets

In the near future we will be going to tender for Stage 2 of our building development – the additional 30 beds wing, which will be located between the North of the building and the units in Graeme Murray Court. This is an exciting part of the redevelopment that we hope will commence by August 2018. This will enable us to provide care for the many people who come to us each year seeking a bed that we just don't have the capacity to provide.

Finally, we will begin on the refurbishment of the existing rooms, which I have already outlined, and discussed at resident meetings. Fingers crossed, the entire project will be completed by the end of 2019.

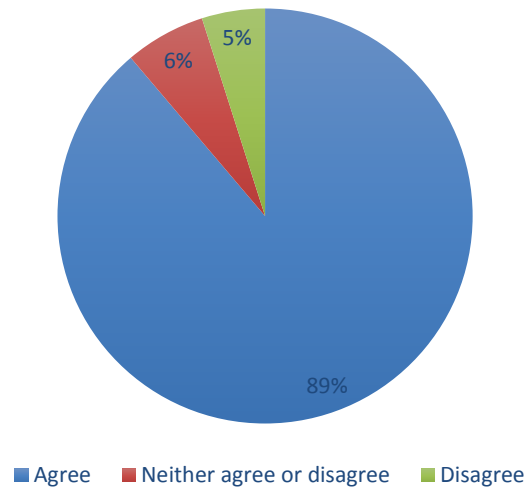
In other news, I'm happy to report that we have just completed our annual resident/representative survey. We had a fantastic response to the survey with 71% of residents or their representatives giving feedback on many aspects of living here. Thank you to everyone for being so responsive in assisting us to gauge "where we are at" in relation to customer satisfaction.

Across all questions asked in the survey, residents and representatives expressed overall an satisfaction with the home of **89%**.

A small percentage (6%) of residents and representatives expressed that they were neither satisfied nor dissatisfied with aspects of the home.

Only 5% were dissatisfied in one or another aspect of living here.

Resident and representative overall satisfaction



No home is perfect, however we feel this is a really good outcome that we can build on over the upcoming months. Areas where opportunities for improvement could be found (main issues of concern) included –

- Leisure and Lifestyle opportunities need to be more varied
- More outings needed
- Returning of clothing from Laundry is sometimes poor
- There appears to be less nursing staff over the weekend

As a result we met with care staff and have already implemented additional nursing staff hours on both a Saturday and Sunday to work on the morning shift. Staff are already reporting positive feedback about the additional hours

Please feel free to drop by my office at any time if you have any queries about the developments – or just about anything in general. My door is always (unless I'm with someone!) open!

Tracey Gemmill
CEO/Director of Nursing