

# Ottrey Homes *Newsflash*



Summer  
Edition  
2019

## 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 time.



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## 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.

## Visitors 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.



## Residents /Relatives Meetings

A reminder to residents to look out for notices regarding the residents and relatives meeting which are held every 2<sup>nd</sup> 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.



## 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.



## Pampers with Jeanie

Ottrey Homes would like to welcome Jeanie to the team, Jeanie has worked in aged care for many years and since retiring would like to give some of her spare time to attend Ottrey Homes to pamper our residents, Thanks Jeanie im sure the residents will look forward to getting to know you.



## Welcome new residents to Ottrey Homes

We would like to extend a big welcome to all new residents whom have joined the Ottrey Homes family either by being here on Respite or permanent residency, we hope you enjoy your stay with us whether it be a long or short stay.



## Christmas Carols from St Joseph's Primary School

Residents were treated to a Christmas concert from the Students at St Josephs on the 13<sup>th</sup> of December, we are always grateful and appreciative when students take time out to visit us here at Ottrey Homes.



## 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.



## Continuous Improvement Report

Hi Everyone,

Seeing as this is my first report, I would like to take this opportunity to say a big “Thank you” to everybody who has made me feel so welcome from my very first day. You have made me feel at home! I must also say thanks for your patience as I learn the ropes!

As you may or may not know, one of the biggest aspects of my role is undertaking organisational audits. I hear you all groan as I walk around with the clipboard interrogating you (both residents and staff)! Please remember that continuous improvement (CI) is just as it sounds. We need to be continually looking at how we do things and being open to discovering how we can improve our systems and processes.

Given this, I strongly urge everyone to try and be involved in the “CI” process. There is nothing more rewarding than seeing an idea that you had being transferred into practice and seeing tangible positive outcomes.

Moving into 2019, one of the main focuses for us will be the implementation of the new Quality Standards. Very soon I shall commence informal education around what the new standards will mean for all of us at Ottrey Homes. Just as a precursor, the new standards are centred around “Consumer Dignity and Choice” (Consumers being Residents) – and while I believe that staff do a great job in preserving dignity and choice, there will be some “tweaking” to ensure we are delivering the care that YOU choose.

Finally, I would like to say that my door is always open, and I encourage you to let me know if you have any concerns, feedback or suggestions!

**Jo McGrath**

**Continuous Improvement Coordinator**

## **Lifestyle report**

Well we certainly know when summer rolls around with temperatures exceeding 44 degrees between Christmas and new year you know that its going to be a scorcher. During these times the facility enacts its heat wave policy Ensuring all residents and staff have a nice cool environment to work and live in. Some other strategies that are put into place when the heat arrives are the following:

### **Increased Monitoring:**

During periods of warmer weather, monitoring the whereabouts of residents is increased, particularly those residents who are confused and have access to outdoor areas such as courtyards. These areas can become extremely hot and even short periods of time in these areas could put residents at risk of dehydration. Residents are discouraged from going out in the day time unless absolutely necessary.

### **Changes to the menu:**

An appropriate summer menu is planned with consideration given to high fluid intake and lighter foods such as salads and soups.

### **Clothing:**

Residents are encouraged to wear light colored, loose fitting cotton clothing.

### **Modifications to the lifestyle program:**

Activities may need to be changed for example:

Limit outings

Encourage residents to avoid strenuous activity – cancel exercise program if necessary

Avoid outdoor activities such as gardening or daily walk

We look forward to getting to know some of our newest residents whom have come into our facility we hope you all enjoy your stay with us whether it be short or long.

2019 will also Bring us many changes to the home with the opening of our new Administration building equipped with a Physio pain clinic, board room, staff amenities and new offices for all of our administration staff. We will be able to give the residents a guided tour once it is officially opened to the public. If you have a suggestion for an outing or activity that we do not do here at Ottrey Homes please speak with lifestyle staff and we will place it on the next months lifestyle planner.

**Eily Nunn**

**Lifestyle Coordinator**

## **CEO / DON report**

What an eventful end to 2018 we have had!

In September 2018 we underwent our Accreditation Audit by the Aged Care Quality Agency with sound results and no identified issues or concerns. Assessors remarked on how happy residents in our care were, and what a home-like environment we provide. They made special mention of the food and stated that this is usually an issue of concern in nursing homes – but not ours! Special thanks must be extended to our wonderful team of staff who not only pulled together for the audit, but who work tirelessly EVERY day to ensure residents receive only the best care and services.

As you are all aware, our Administration Wing is almost complete and should be ready for handover in the new year. Once we have access, our plan is to move full steam ahead towards operating our Community Care program. Our Clinical Care Coordinator Carolyn Dent will be assisting me to facilitate the program until we have the care recipient numbers to appoint a full time Community Care Coordinator

The facilities in the Administration Wing don't just include office space – we have a state-of-the art staff Education/Boardroom, new staff amenities and a clinic for our Physiotherapist Tony Mercer, from which to operate the Pain Management program. Overall the Admin wing will enable us to lay the foundations for a seamless expansion of our services.

After a competitive Tender process, we can finally announce that we have appointed Shepparton Based company 'Crow Constructions' for Stage 2 of our building development. This is the largest Project Ottrey Homes has embarked on since the foundations for the original Hostel were laid in the 1980's. Stage 2 includes the redevelopment and expansion of our current Kitchen, the addition of 32 Bedrooms/ensuites, as well as additional communal lounge and activities areas, and the office space required to staff the project.

Excitingly – the development also includes the demolition of two offices at the entrance to the home and the establishment of a café for resident and visitor use. We are hoping this café will prove residents with a sense of community and encourage people to socialise away from an otherwise often 'institutional' environment. We plan a 'proper' coffee machine, cakes, sandwiches and other snack foods to be available. We will be seeking the assistance of volunteers to staff the café until such time as we are generating enough income to staff it ourselves.

Construction is expected to commence in January 2019 with the kitchen refurbishment. During this phase, we will be operating a mobile kitchen from which all meals will continue to be home-cooked (something we pride ourselves in). Please bear in mind that there may be some minor inconveniences which we will all work through.

Overall, we are looking forward to an exciting 2019 with as little disruption to our staff and the residents in our care as possible.

**Tracey Gemmill**

