



Summer

Edition

2020

## 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. Please be advised that some bus drives and day outing may be cancelled due to the extreme heat and current smoke haze from all of the bushfires we currently have around the region.



## Bingo

Every Tuesday afternoon bingo is held in the multi-purpose room. Sandra, Heather and Allan 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 or need additional assistance lifestyle staff are always present to give an extra hand for the afternoon.

## Exercise Program/ CARDIO Drumming

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. Lifestyle staff will inform residents of the time this will occur as this may vary day to day. We look forward to bringing on some very exciting movement and cardio drumming classes which will commence when our wonderful lifestyle centre is complete.



## 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 our wonderful hairdresser Melissa is working in the hair salon is every Thursday to cater for all resident's hair care needs. If you would like an appointment. Our Independent living unit residents are more than welcome to also make a hair appointment with Jess our wonderful receptionist. You can also see the price list for services at reception



## 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.



## 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

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 is be a long or short stay.



## Ottrey homes partnership with Punt Road Kindergarten and childcare Continues for 2020

The facilities intergenerational program will continue with the wonderful success of the 2019 program, Children visited Ottrey homes for this program every week and wonderful benefits of this was shown with the huge smiles that were left on the residents faces after each visit, some children even waking up in the morning excited to come and visit their favourite residents here at the lodge.



## 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.



## Welcome to our new Operations Coordinator

Ottrey Homes has recently appointed our new Operations manager here at Ottrey Homes.

- This person will oversee -
- Catering
  - Cleaning
  - Laundry
  - Maintenance
  - Independent Living Units



Ottrey Homes is happy to announce that the successful applicant for this position is Andrew Vernon.

Andrew is a qualified Chef, with extensive experience in the Hospitality industry and has significant Payroll, HR, OH&S and administrative skills.

Andrew will commence on Tuesday 28th January we would like to give Andrew a warm welcome to Ottrey Homes.

## Catering Managers Report

Hi Everyone,

I hope that everyone is enjoying the cooked breakfast once a week. The summer menu is still in place with salads being the preferred favourite. If any resident would like to suggest something new to the menu you are all more than welcome to come and have a chat to myself about this.

Erin is going on holidays for three weeks starting on the 22<sup>nd</sup> of December. We would like to welcome new staff member to the Catering/ Environmental team Lou and Heidi, im sure you will see there friendly faces in the dining room any day now. We have now as most of you are aware implemented the new tables and chairs in the dining room and residents are providing great feedback of tables of four and state the new dining chairs are very comfortable.



## Continuous Improvement Report

Hi Everyone,

Happy New Year!

As the new year begins, I would like to thank all who have contributed in any way to the continuous improvement process at Ottrey Lodge! Your enthusiasm has been heart- warming.

The focus for the CI office in 2019 was very much on the new quality standards and understanding new reporting requirements to the federal government via My Aged Care. Whilst this has been a challenging and interesting time, it has detracted from our usual CI activities of auditing and conducting surveys. Our goal for the coming months is to re-establish an effective audit / survey schedule. With this in mind, I would like to welcome Deb Ratila (Enrolled Nurse), who will be working with me one day each fortnight to assist in completing scheduled audits. I look forward to having someone to help!

One thing high on the list of priorities for Ottrey Lodge in recent months, has been restraint management. What is considered restraint (be it chemical, physical and environmental)? How do we minimise or eliminate the need for restraint? How do we maintain choice and dignity whilst restraint is used? How and when do we inform and gain consent from residents, next of kin, GP's? To date, we have created restraint management plans which outline the type of restraint, the reasons and alternate strategies employed. We are currently collaborating with residents, next of kin and GP's to be involved in the creation and ongoing review of these plans. If you have any queries in regard to restraint management, please see myself, Tracey (CEO/DON) or Carolyn (CCC). Alternatively, you can search [www.agedcarequality.gov.au](http://www.agedcarequality.gov.au) for information

Again, I encourage everyone to be involved in the "CI" process – if you need any help or advice in regard to CI or need a GREEN form, please remember my door is always open!

**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 and beyond 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.

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

Please be advised that some Activities and outings may need to be changed/cancelled due to the homes heatwave policy which is enacted should we exceed high temperatures of over 38 degrees for example:

Limit outings

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

Avoid outdoor activities such as gardening or daily walks if needed

### **Welcome to our new residents**

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.

2020 will also Bring us many changes to the home with the opening of our new Lifestyle / activities center which is current in building works as we speak, this huge space will be where all of our therapies and program will be run from, we look forward to all the residents benefiting from this space.

Some exciting new activities and projects for 2020 will be introduced once the lifestyle Centre is up and running.



## **Health and wellbeing program**

This program supports the factors that improve wellbeing for all residents, We will create the position of health and wellness officer within the lifestyle team whom will specifically support resident quality of life This staff member would identify a residents goal and what is limiting them from achieving this, they would design and deliver a personalized exercise program to enhance the individuals physical and functional capacity, this could involve addressing strength, range of motion, endurance, surgery/illness recovery, mobility and many other physical or functional issues.

The health and wellness officer would also focus on making the exercise session an opportunity for social engagement and mental wellbeing.

## **Heartbeats – Music and movement Program**

Introducing weekly drumming/music lessons to improve the quality of life through Physical movement, left right brain crossover, safe release of aggression, improved ability to participate and interact with other residents, reduce wandering and alleviate anxiety.

## **The Clay Village Project – Spiritual/cultural project – emotional wellbeing**

Aims to assist residents into their transition into aged care and build a warm homely environment, this project offers to develop a sense of security and connection while fostering memories of previous homes.

The Clay village brings discussion about residents 'previous homes, including the sharing or origin stories, where were they born? The residents will be invited to draw houses, then transferred to clay then displayed to form a village on a hill

The clay village will provide an ongoing tradition, a sense of meaning, validation, purpose, ownership and spiritual connection to past and present. It will offer a safe place for residents to come out of their rooms and focus on their artwork, while also listening to conversation and slowly finding that there are indeed friends to make.

## **Cultural Diversity Program**

The cultural Diversity program utilizes residents and staff birthplaces and cultural diversity as the basis for its framework. The lifestyle program will provide an interest in residents and staff from varying backgrounds and enable education for other residents and staff. A calendar will be developed with a different country focus for that month, generated from the 12 principles birth countries of our residents and staff. This will also be graphed on a large world map and displayed within the home.

This program will provide reminiscence for residents to talk about their birth countries, armchair travel, documentaries, photos, quizzes and trivia and recreational activities.

**Eily Nunn**

**Lifestyle Coordinator**

## CEO / Director of Nursing Report

As I write this, I am looking out onto what appears to be an apocalypse! The air is filled with a smoky grey haze, the air hot and still, and our living environment (albeit a construction zone) a mess of building materials, dead plants and men in fluorescent orange and yellow everywhere!

Other than a few hiccups with air-conditioning units, we have emerged relatively unscathed from the latest heatwave. Our thoughts go out to those who have been displaced or lost homes in bushfires which have ravaged our country. A number of nursing homes like ours have been evacuated, and I am also aware of organisations in safer areas 'squeezing' additional elderly residents into their own facilities to ease the burden of evacuation.

Although I can't say what lies ahead for our country and our environment, there is light at the end of the tunnel with respect to our redevelopment and the opening of 32 additional beds scheduled for June this year.



*Murray River House Servery and Dining area*

At present, builders are completing fit out to 11 rooms in the new wing “Murray River House”. The intention is to transfer the 10 residents from Tatjana into Murray River House on 3<sup>rd</sup> February to enable the renovation and expansion (by 11 additional bedrooms) of the old Tatjana unit, which will then be known as “Orchard House”. This is all very exciting but will take a team of staff to coordinate and ensure residents are settled into their new accommodation.

I have personally made contact with all family members of Tatjana residents to discuss the move and proposed timeframes. Once renovations are complete, some residents will be returned to the newly renovated Orchard House, while others (with family consultation) will stay in the new wing. It is our intention that Orchard House will remain a speciality memory support unit for those mobile/active residents who live with dementia, while the new wing (Murray River House) will be for higher care (Nursing home) residents.

We are currently in the process of planning for the expansion of both our resident numbers (from 48 to 80 residents!) and our workforce (from around 60 to 120 staff!). This obviously involves a lot of planning and consultation. We have created and appointed local man Andrew Vernon to the role of

Operations Coordinator to assist us with the new transition. Andrew is a qualified Chef who is currently studying a Diploma of Business Management. Andrew’s skills and experience currently overseeing

around 90 staff will be invaluable overseeing our Catering, Cleaning, Laundry and Maintenance departments. Andrew will also be responsible for the Independent Living Units.

It was wonderful to see so many of you at the annual resident and family Christmas party held in December. The day is such a wonderful opportunity to catch up and really live our core values of family and community. I can’t imagine how we will ever logistically be able to run such an event in the same way once we have 80 residents living here however I’m sure we’ll find a way!

Finally, as we embark on a new year with so much change and opportunity, I would like to thank all stakeholders – residents, staff and families for embracing the changes we have had to make so positively and enthusiastically. Sometimes change is challenging but the end result will be a safer, cleaner and more updated living and working environment for all. **Roll on 2020!!**

Tracey Gemmill

CEO/Director of Nursing