



**Autumn 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 and Thursday afternoon bingo is held in the Activity Hub. All our wonderful lifestyle staff 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 providing movement exercises and 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 you some very exciting movement and cardio drumming classes which will commence when our wonderful lifestyle Hub is complete.



## Residents Leaving the Facility with Family Members

It is very important that we always know the whereabouts of all residents . 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 are doing right. Complaints received by the service are 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 who give up their time to assist lifestyle staff to conduct various activities within the home, we really appreciate everything you do for our facility.



## Welcome new residents to Ottrey Homes

We would like to extend a big welcome to all new residents who 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.



## 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.



## Continuous Improvement Report

Hi Everyone,

As you are probably aware, I have had the role of CI coordinator for 3 months now. However, I have been working at Ottrey Homes for a good 6 years as an Enrolled nurse.



You have probably seen me wandering around the facility in my navy uniform or even had the pleasure of my company working on audits (questioners)

The term “continuous improvement” explained in short means, a never ending strive for perfection in everything we do. Continuous improvement seeks to improve every process by focusing on enhancing activities that generate the most value for you as residents (and for the staff)

Beyond the Café you will find the maintenance request and continuous improvement area. At any time, you feel the need, simply complete a green Continuous improvement form and place it in the letter box. These forms can be used to provide feedback or compliments, offer a suggestion, register a complaint, raise a concern or report a hazard.

Once received, these forms are logged onto a register and provided to the appropriate area for response/action. The issue is then reported at the regular continuous improvement meeting.

Please stay involved in the continuous improvement process. It is healthy for the organisation (your home) to routinely look at current practices and situations.



I am always happy to help, and love popping in for a chat.  
Look forward to working with you all.



**Emily Vernon**

**Continuous Improvement Coordinator**

## **Lifestyle Report**

What a busy couple of months we have had trying to adapt given the current situation we all find ourselves in during the Coronavirus pandemic happening around the world, However as we do here at Ottrey Homes we adapted to ensure that life here at Ottrey Homes to continue as close to normal as we could,. With a focus on what technology we had we were able to continue to connect all of our residents with their families via Facetime, Skype, Video messages, emails and lots of letters which has been fantastic for the mental and emotional well being for all of our residents.

**#Isomail** , We put the call out to the wider community to seek individuals whom would like to connect with our residents here at Ottrey Homes with words of love and support and was overwhelmed the response we received form various individuals including babies as old as 1 year to High school students wanting to introduce themselves and seek interest in expressing their thoughts and well wishes.

**Window of love visits**, As you know seeing your loved one in person triumphs all of forms of connection with our loved ones, Ottrey Homes developed a window of love initiative ensuring that families could attend the facility and visit their loved ones whilst ensuring the upmost safety of our residents , Families have enjoyed Making appointments and visiting the window as often as they like which has put huge smiles on our residents faces which has made it all worth it.

**Cultural Diversity Days**, We have continued to celebrate and acknowledge the wonderful cultures of our staff and residents here at Ottrey Homes , We have recently celebrated India nd Malaysia ove the

past couple of months and residents have enjoyed learning about the culture, cuisine and all the amazing things the countries have to offer, This has been a great distraction from what has currently been happening around with the world, Residents have especially loves all the aromas of the food and seeing our staff dress up and have a laugh.

### **What are we continuing to do here at Ottrey Homes during this COVID 19 Pandemic?**

We are currently keeping residents active to avoid boredom by continuing with our lifestyle programs as normal with the introduction however of small groups of no more than 10 persons We are also aware of our responsibilities in relation to the governments social distancing principles.

For those residents who do not wish to socialise in a group setting we have provided in room activity packs for them to enjoy with crosswords, wordsearches, spot the difference, riddles, code breakers, sudoku and adult coloring in books to help pass the time.

Lifestyle staff are making sure that regular time is spent with all residents to ask how they are going and provide answers to any questions they might have, to alleviate any anxieties about the situation we find ourselves in.

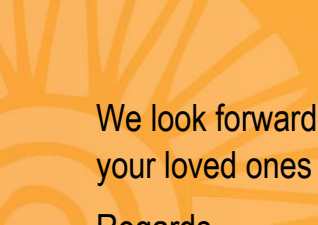
We have been providing regular opportunities for all residents to walk outside and exercise, through introducing scheduled regular periods outside for all residents including those who can't transfer themselves outdoors, especially where this is a part of their normal routine.

We have also made additional living spaces outside with plenty of seating so residents can make their way outside when they wish to.

For those who enjoy Facebook, keep an eye out for regular posts and photos. Search "Ottrey Homes" and like our page. Please note, photos of residents will only be posted if you/ the resident have provided written consent to do so.

We Look forward to the new Activities hub that has been many years in the making here at Ottrey Homes and are proud to say that it will be up and running I the next couple of weeks, We look forward to many hours of fun and laughter for all of our residents here at Ottrey Homes.





We look forward to hearing from all of you and please take comfort in knowing that we are keeping all your loved ones happy safe and well.

Regards

Eily Nunn

Lifestyle Coordinator

# CEO / Director of Nursing Report

## Autumn 2020 Newsletter

As I sit here reflecting on the last 4 months, I cannot help but be so grateful for the PEOPLE with whom I have the pleasure to spend my working days. This is not only the residents in our care and our wonderful staff, but representatives, families and friends who are so used to visiting regularly.

Recent months have been hectic to say the least! In late January 2020, as all family members are aware, we were notified of a potential threat to residents in the form of a new global Pandemic, COVID-19. Little did we know the impact this would have on us as an organisation, a community and society as a whole! While other organisations slowed (even closed) in the wake of legislated restrictions, our industry has rallied, stockpiled (where able) and boosted staffing numbers in preparation.

When the risk of COVID was identified, the Federal Government set some guidelines around visitors to residential aged care facilities which we felt would be difficult to enforce and, in our opinion, would still potentially put residents at risk. As residents and representatives are aware, we made a decision to enforce 'lock-down' of the facility with limited access to visitors (unless absolutely necessary), in order to protect the residents in our care. This decision has been wholly supported and respected by residents and their families, and I would like to take this opportunity to thank everyone for their support in the difficult decisions we have had to make around visitation.

Additionally, as you are all now aware, from 1<sup>st</sup> May 2020, no visitor, volunteer or staff member is allowed to enter a residential aged care facility unless they have had their influenza vaccine. Whilst influenza and COVID-19 are completely different viruses, both would have devastating implications should we experience an outbreak. To date all (100%) residents and staff have now been immunized against Influenza. We have had a great response from family members and other potential visitors who are gradually sending through the evidence of their Fluvax. Thanks so much for your support (again!) – keep those documents coming in!

### **Building Works**

On Wednesday 1<sup>st</sup> April, part of the new wing (Murray River House) was handed over to us, to enable residents to be transferred there to enable us to refurbish and extend the existing dementia-specific wing Tatjana. We now have use of 11 bedrooms of the planned 22-bed wing, kitchenette, dining/lounge area, Hairdresser's salon and staff offices. **Residents have settled in well.** The transfer was seamless and Tatjana has since been emptied in readiness for the refurbishment.

The next stage of the building program includes refurbishment and extension of Tatjana to become a 21-bed wing (to be re-named 'Orchard House').

We have since been advised by the builder that they are hoping to hand over the final beds in the new Murray River House by the end of May. Unfortunately at this stage, we are unable to increase our bed numbers until we have the completed occupancy certificate for the whole 32 beds, however we may be able to move higher acuity residents into the bigger rooms in order to refurbish their older rooms.

Builders have requested an extension of time due to a number of issues including vandalism in the workshop and the requirement to build concrete access into the maintenance shed. The Contract practical completion date has now been adjusted to **7 October 2020**.

Once again, I would like to sincerely thank you all for your support and messages of kindness and love in this trying time. While the way ahead isn't exactly clear, there is definitely light at the end of this tunnel and lots of wonderful developments to look forward to in 2020 and into 2021.

Tracey Gemmill  
CEO/Director of Nursing

## Residents Clothing

Whilst our Laundry staff do a wonderful job in washing and laundering our resident's clothing and underwear, there comes a time when some items are no longer fit to be worn.

So the next time you come for a visit, could you please check that your family member has

- enough underwear
- pajamas and nightwear
- the outer garments are in good condition, named and suitable for wear.
- Adequate safe footwear

If this is not the case, please remove any unsuitable items and replace them, All new items of both clothing and footwear are required to be taken to the laundry for labeling before the resident wears it. Thank you for your cooperation

## Why Volunteer in a Residential Aged Care Facility?

Spending time with Ottrey Homes residents can be a beautifully rewarding experience and play a vital role in enhancing their lives.

Support by Volunteers is a vital part of quality services for Aged Care residents. Without Volunteers, many of the additional services provided in the Residential Aged Care setting would be impossible.

We encourage our volunteers to share their time or an activity that they love doing. It's these little moments of companionship that often lead to beautiful friendships and lasting memories. Volunteering at one our residence is a great way to stay social, learn and become part of your community.

You may even have a hobby or skill that you would like to have added to our lifestyle and wellbeing programs! Feel free to let us know.

If you are interested in volunteering with Ottrey Homes or you would like to have a look at our Volunteering brochure, please contact our Lifestyle coordinator on 5871 9124 or email [Eily.Nunn@ottreyhomes.com.au](mailto:Eily.Nunn@ottreyhomes.com.au)



## Industry Code for Visiting Residential Aged Care Homes during COVID-19

The period of COVID-19 refers to as long as there are active cases of COVID-19 in the community

No visitor should attend an aged care home if:

- **they are unwell or displaying any cold/flu, respiratory or COVID-19 related symptoms.**
- **They do not have an up-to-date influenza vaccination**

Visitors must comply with the home's infection prevention and control measures. At a minimum, the entry requirements include:

- **Being required to respond honestly to screening questions about COVID-19 risk factors,**
- **demonstrating an up to date flu vaccination; and**
- **complying with visitor requirements which include mandatory hand hygiene,**
- **being temperature checked upon arrival,**
- **wearing Personal Protective Equipment (PPE) if required, (*this is not a requirement at the present time!*)**
- **attending to social distancing requirements and remaining in a resident's room or designated visiting areas.**

Visitors will be time-limited to between **30 minutes and 2 hours** – In Victoria, a person can have up to 2 visitors per day. Exceptions can be made to time constraints in the following circumstances –

- **Where a resident is dying**
- **Where a person has travelled long distances to visit after giving prior notice**
- **Where there is an established pattern of contributing to a residents care for example – coming in to feed a person daily**

Any visits should occur in the **residents bedroom only** to facilitate social distancing.

Alternately. The **café courtyard** can be utilised in case you want to pop in for a coffee.

These practices will be adopted during the period of COVID-19, after which usual visiting practices will return

Should we experience an outbreak of COVID-19 at Ottrey Homes, tighter visitor restrictions will of course need to be implemented again.

So, at present whilst it is not quite yet “business as usual”, you will gradually begin to see an easing of restrictions here at Ottrey.



In the meantime –

- There will be only one point of entry to the facility i.e. the front door
- The door will remain locked and visitors will not have access to the code – simply press the large green button to the right of the door and our reception staff will give you access. Note – we will need to take your temperature and ask you questions.
- We will continue to encourage alternative ways to connect in order to reduce excessive traffic (such as Facetime, Skye and our popular ‘Window of Love” bookings)
- We continue to encourage you to try to stay away if possible!

When this is all over, all relatives will receive a new door code to come and go freely. Under normal circumstances we do NOT have visiting hours here, and no restrictions on the time you spend with your loved one.