

News from Quirindi Retirement Homes

June 2017

"Managers Message"

I am delighted to announce that a new Director of Nursing has been appointed and will commence her role here at Eloura on the 17th July. Barbara is relocating with her husband to Quirindi from the South Coast and brings with her a wealth of experience in Aged Care. The ongoing challenge of getting appropriately qualified and skilled people to work within our industry, especially in regional areas continues; so while we have had a couple of stop starts since the departure of Ruth Bock last year, I am confident that Barbara will not only be a great fit within the team, but will provide the stability and guidance that both residents and staff deserve.

Given I have already made reference to the challenges within the industry, I would like to make mention of the negative media attention our industry has faced yet again over recent days. There was a scathing report published in the Sydney Morning Herald on Monday 29 May, which stated, *"Australia's nursing homes are increasingly deadly places for their residents, with a 400 per cent increase in preventable deaths over the past decade"* It is my understanding that this also generated a less than positive conversation involving Karl Stefanovic on the Today Show.

I am certainly not going to buy into the argument, or dispute the statistics gathered. However, what I am going to do is state the fact that this type of media mania does not assist in any way shape or form. In fact all it does is make the numerous challenges we have in attracting and retaining good staff even greater. Having been in Aged Care management for over 25 years, I have witnessed many of my colleagues simply walk away, taking bucket loads of compassion and a wealth of expertise with them, as they simply got tired of trying to defend our industry and our staff, who for the best part do an amazing job.

I am not excusing poor management, neglect or bad practices, but I am defending the fact that as the level of frailty increases, so will the risk of a fall or another incident that may result in a resident being injured and/or dying sooner than if the injury had not occurred. On these occasions it is upsetting for all involved, especially the families and I am certainly not minimising that fact. But I have to ask, unless we are talking about genuine neglect, where I totally agree everyone should be held accountable, what is to be gained by finding someone to blame? Whether it be the Government of the day, the managers, the staff or the hundreds of volunteers, we are all doing the very best we can and no one knows the path our life journey will take us, or when and how it will end.

So to all of the wonderful people who contribute to the care and wellbeing of our aged people, regardless of where they reside, hold your heads up high. You do a great job and you do it because you care about others, as opposed to doing it to sell a story.

Until next month,

Take Care

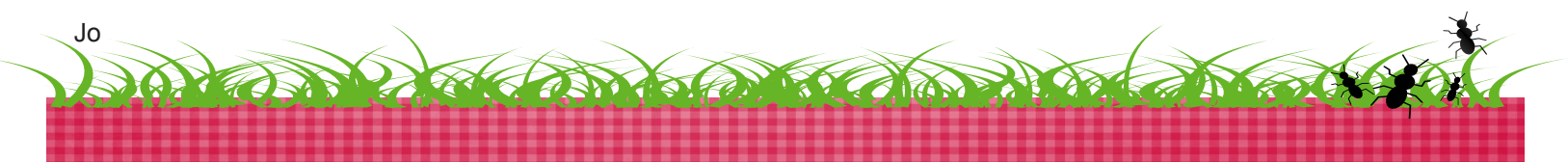
Jo



General Manager
Jo Bailey

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"Care that Counts"

Staying warm and healthy in Winter.

Our residents during the winter season are at greater risk of hypothermia due to their advancing age and physiological changes. Their subcutaneous fat layer thins so it has less insulation and a decreasing ability to maintain desirable body temperature and their metabolic responses to the cold may be compromised. Exposure to cold environments increases the risk of a heart attack, stroke and pneumonia.

We need to always check our resident's room temperature, encourage them to wear thick or double layers of clothing. Proper diet is also very important, offer them warm beverages. At night give them enough warm blankets to cover themselves and be comfortable. Please do not forget to close windows to keep the heat inside the facility. Have a nice winter season.

Cheers,

Arvin Manzano

Care Manager

Policy of the Month

POLICY: RESIDENT CARE

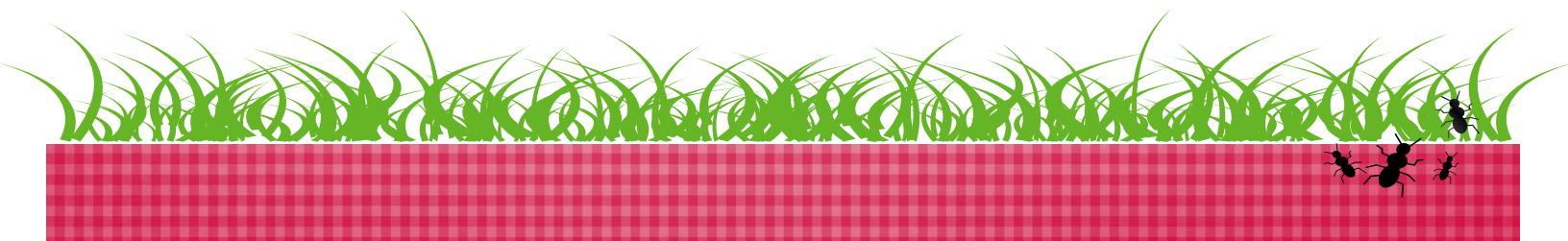
PRACTICE: All Residents will be provided with care and assistance that is commensurate with their individual assessed needs and preferences, including but not limited to; nutrition & hydration; personal care; mobility; social, cultural & spiritual.

Eloura Auxiliary Jotting

Such an amazing response to the Mothers' Day Raffle which was generously donated by Quirindi Pharmacy. The Auxiliary was overwhelmed with the amount raised from both our two selling days outside Quirindi Newsagent and from the support from staff & residents at Eloura itself. Possibly our best result. Thanks to everyone involved. The winner, Margaret Carter, was delighted indeed.

All money raised goes back to Eloura for the purchase of items which directly benefit the Residents.

Next meeting to be held on June 20th!



Quality News—How we are making good better

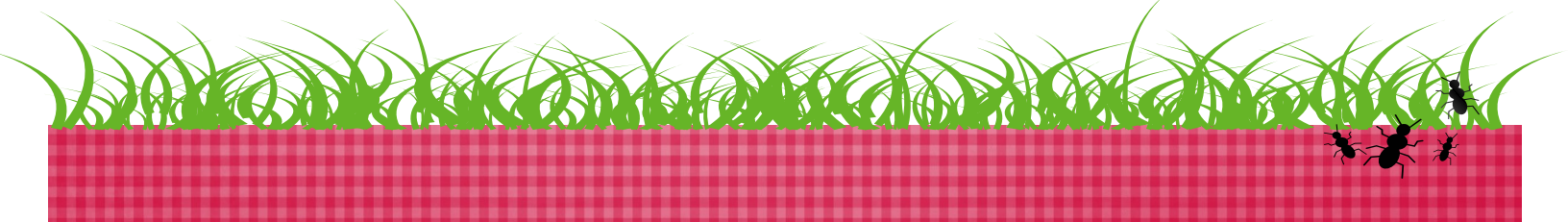
Quality Improvement team would like to wish one of our residents a very happy 100th Birthday, Harold Golland celebrated this amazing milestone on the 27th of May. Staff at Eloura had a party for Harold on Thursday the 25th and celebrated his special day with him. Many of the residents who have spent time with Harold over his time being at Eloura joined him in celebration and sent him well wishes along with Harold's family who came for the special morning tea.

Harold has joined the 100 club with one of our residents, Cyril Barwick.

See you all next month for some more news from QIT.



On Harold's cake was a picture of the shearing shed from his property.



Resident Ramblings

Autumn is coming to a close and winter is upon us, with it being -3 a couple of nights ago. We welcome all new Residents to our Family and hope you enjoy the camaraderie here at Eloura. As always condolences and commiserations to the families and friends who have passed away recently.

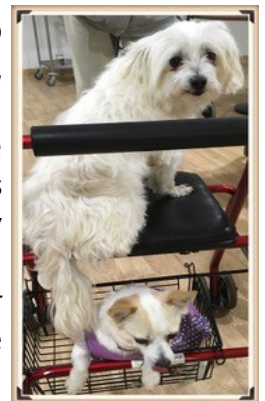
We have had a number of memorable occasions during the past month, including birthdays and a special Celebration for Harold Golland's 100th. Congratulations to all.

Our Activities team have been busy as usual with their vast array of pastimes, giving us untold choices to be entertained and occupied.

Quirindi Historical Society must be thanked again for their extended generosity in donating the latest of Dorothy Durrant's in conjunction with photographer Graeme Collins new book 'Quirindi 2000'. We look forward to regular visits from members of the Historical Society to our relaxed and informal Friday Arvo Chats.

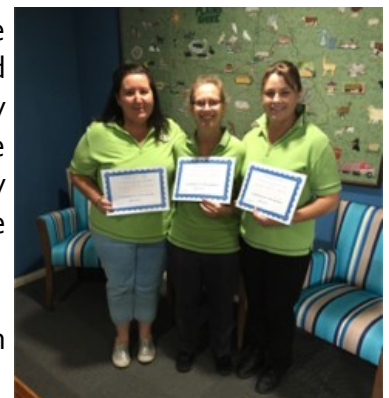
Our new administration Front Office staff member, Kathlin is continuing doing a fine job following in Chloe's footsteps. We also thank our visiting RN from New Zealand, Heather, for the fine work she did during her stay with us. Nothing was too much trouble for her carrying out her duties with a beaming and warm smile. A blast from the past blew in to assist with work duties for a few weeks bringing the cold evenings along as well: Our very special Ruth Bock. It was such a joy to see her mix and mingle with many folk she looked after previously. We all wish her well in her future endeavors.

Another two special guests arrived to the joy and pleasure of many residents. One of our most popular carers, Leisa bought in two of her pets, Mia and Maggie, the most loveable visitors we have had the pleasure of sharing time with.



And now to our "Flowers of the Month".

We could not go past some of our hardest workers who very rarely receive the recognition they deserve. They are our Laundry staff, Alanna, Marlene and Kathy – we thank you for all that you do always with a smile and a cheery disposition. How on earth you succeed with all the laundry requirements of the residents and Eloura as a whole is beyond our comprehension. We sincerely thank you and hope that these certificates show our appreciation for the services you provide.



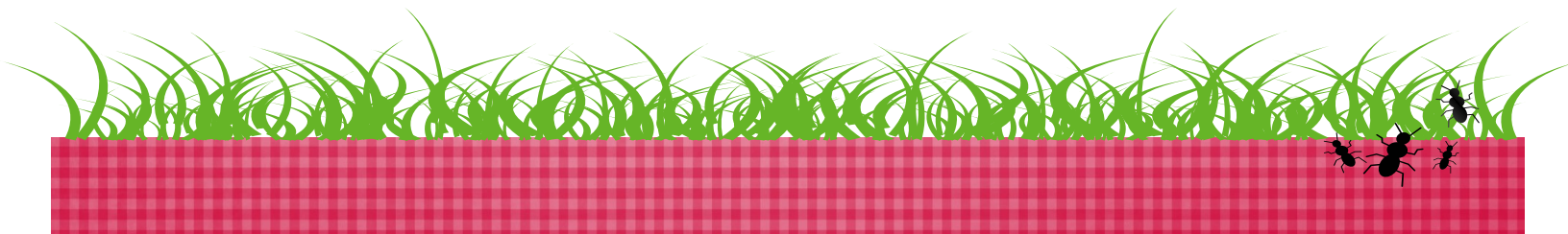
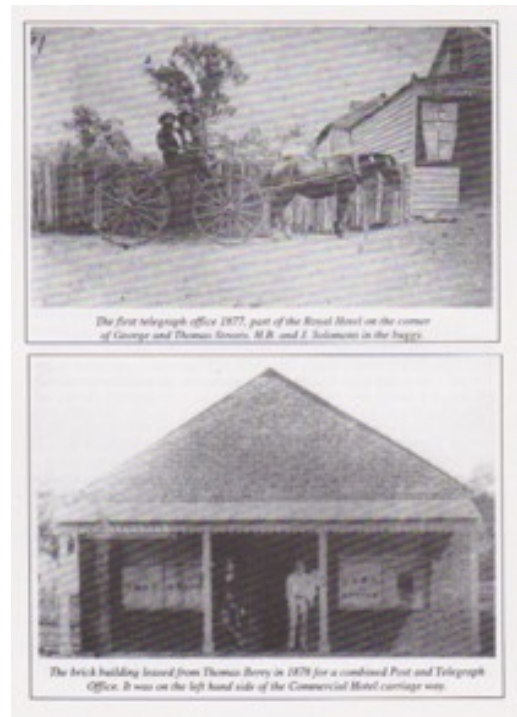
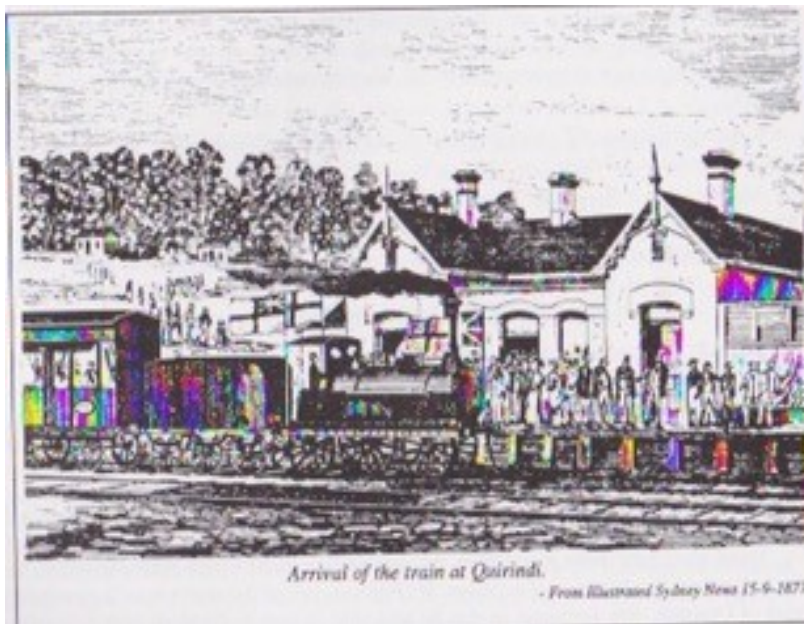
We thank again Quirindi Florist for their continuing and generous support in supplying the beautiful flower

Cheers for now from all the residents of Eloura, our home, the nicest place to be.



Resident Ramblings

The History of Quirindi in Pictures – Part two



Out and about



On Tuesday 2nd of May Eloura Residents went out on a Bus Outing to the Quirindi Heritage Museum.

Whilst there the residents took rides on the miniature trains and had a sausage sizzle for lunch on a lovely sunny day.

Wednesday 3rd of May Eloura Residents were invited down to Impact Café Quirindi, along with Quirindi Pre School for Morning Tea.

A wonderful morning was had with residents enjoying a yummy morning tea followed by a sing song and dance performance by the Pre School.

Thank you to Colleen Wills and Quirindi CWA for sponsoring both of these Bus Outings.



Out and about



In house entertainment is always well supported by Eloura Residents.

Residents enjoy listening to the familiar songs and singing along with some songs reminding them of treasured memories from years gone by.

We have begun reading a book this month - From Alice To Ocean, pictured are residents sitting in the warmth of the afternoon sun listening to the book being read.

Carpet Bowls is one of our enjoyed activities, it is great to see residents supporting and cheering each other on when participating in this regular activity.



Australia's Biggest Morning Tea

Where: Eloura Level 2 Activity Area

Date: Tuesday 20th of June 2017

Time: 10am

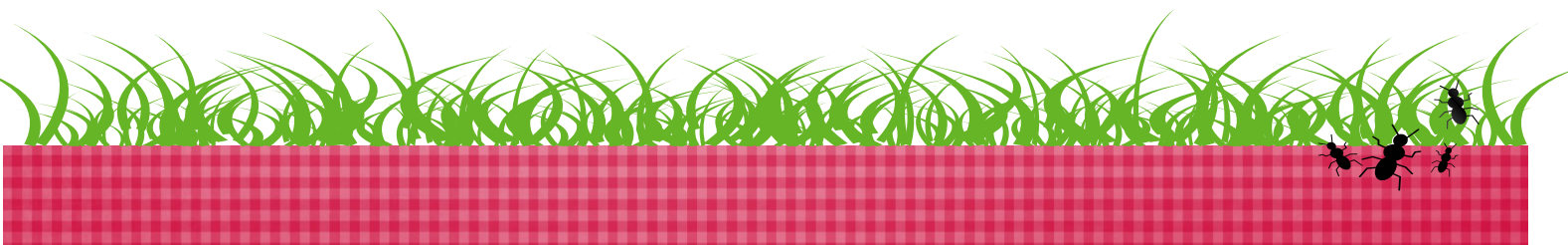
Cost: Gold Coin Donation

You are invited to join us as we host Australia's Biggest Morning Tea. Come along and have a cup of tea with the residents, their families, staff and visitors here at Eloura. If you can, please bring along something small in the way of a cake, slice, biscuits or sandwiches.


If you have any inquires please talk to the Activities staff on

6741 2225 or 6741 2216

Please RSVP by 16th June



June 2017

Sun	Mon	Tue	Wed	Thu	Fri	Sat
				1 Gunnedah Eisteddfod	2 9:30 – 11:00 Miss Melissa's School of Music Resident chit chat Level 3	3 9:30-11:00 Northern Daily Leader Reading
4	5 9:30-11:00 Bingo 11:00 Exercise with Jo	6 9:30-11:00 Wilf Macbeth	7 9:30 – 11:00 Italian Cultural day	8 9:30-11:00 Hoi 2:00 Book From Alice To The Ocean	9 9:30-11:00 Harvest Christian Church 2:00 Resident chit chat Level 3	10 9:30-11:00 Northern Daily Leader Reading
11	12 Queens Birthday Public Holiday	13 9:30-11:00 Uniting Church/ Sing Along 1:30 Cooking	14 9:30-11:00 Craft 2:00 Bible Studies	15 9:30-11:00 Hoi 2:00 Book From Alice To The Ocean	16 9:30-11:00 Bingo Resident chit chat Level 3	17 9:30-11:00 Northern Daily Leader Reading
18	19 9:30-11:00 Bingo 11:00 Exercise with Jo	20 10:00 Biggest Morning Tea 2:00 Place to Call Home	21 9:30-11:00 Craft 2:00 Sing Along With Roz	22 9:30-11:00 Hoi 1:30 Werris Creek Singers	23 9:30-11:00 Pre School Resident chit chat Level 3 Visit	24 9:30-11:00 Northern Daily Leader Reading
25	26 9:30-11:00 Bingo 11:00 Exercise with Jo	27 9:30-11:00 Pianola with Fran 2:00 Movie	28 9:30-11:00 Residents Meeting	29 9:30-11:00 Hoi 2:30 Pastoral Care	30 9:30-11:00 Entertainment With Glen	 3rd Barry Bielefeld

Independent Living Units

Church Ave, Quirindi



“The Gables”,

Bond or Ingoing Contribution Instalment? There is a choice!

There is an alternative to paying a bond to gain occupancy into one of our 2 bedroom units. Units are available for immediate occupancy and if you would like further information in relation to the alternative option of paying the \$160,000 in a lump sum, we encourage you to contact us.

The Gables are conveniently located close to the shopping district, social and medical facilities.

With quality kitchen; open plan living area; separate bathroom and laundry; reverse cycle air conditioning; security lighting and 24 hour emergency call system, the Gables provide a great lifestyle without the worry and burden of maintaining and repairing your home and garden.

Inspections available at your convenience by contacting;

Ann Bernard at Quirindi Retirement Homes Limited on (02) 6741 2222

Eloura”

Comments Compliments & Concerns.

If you have something you would like to suggest or a concern you would like to raise, we encourage you to complete one of our forms. We are genuinely committed to improving the services we deliver, and your feedback is a valuable tool in helping us to get it right. To have your suggestions and ideas documented also assists us in tracking our progress and monitoring changes, to ensure they are effective. Receipt of your completed form and actions taken to address the issue will be acknowledged in line with your preferred option of reply.

Thank you for your support with this process.

Jo Bailey,

General Manager

SUGGESTION FOR IMPROVEMENT ISSUE OF CONCERN COMPLIMENT

Please identify the service area involved:

Clinical & Personal Care Laundry Food Services Cleaning Leisure & Lifestyle

Other _____

Details; _____

(Please attach page if further room is required)

How do you think this could be improved? _____

Would you like someone from the management team to call you in relation to the issue raised?

YES NO N/A

General Manager Care Manager Administration Staff

Are you happy to receive an email in relation to the actions taken?

YES (email address) _____ NO N/A

Would you prefer a written response?

YES NO N/A

PRINT NAME: _____ (optional) ¹¹ Date: _____

Your right to submit this confidentially is respected. However if you are comfortable to include your name, it does give us the opportunity to give feedback directly to you.

Please place the completed form in the SUGGESTION BOX located in the foyer on each floor or give to a staff member. Confidential forms can be placed in the envelop provided.

OFFICE USE ONLY

ACTION TAKEN: _____ Date: _____

Was feedback provided in line with preferred options?

YES NO N/A

Feedback provided by: _____ Designation: _____ Date: _____

Is further monitoring or follow up required?

YES NO N/A

Details; _____
