



# TRINITY MANOR BURWOOD NEWSLETTER ISSUE 1 2020

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CITY OF MELBOURNE  
AT DUSK



## MESSAGE FROM Monica—Site Manager

To all our family and friends,

Happy New Year from Trinity Manor Burwood. As this new year blossoms, we have many exciting opportunities arising for our staff and elders in our home.

At Trinity Manor; our vision is to implement an elder centered community that focuses on consistent safe and high quality care and services that optimize choice, independence, health and wellbeing and quality of life. Our mission is to create a community filled with diversity, spontaneity, and companionship, the belief in the significance of the human spirit and the celebration of the contribution by all its members.

A focus on our Training for a moment. As it has been highlighted in Royal Commission there has been a focus on training for Staff within the Aged Care Environment. Trinity invests in it staff with ongoing training throughout the year. Some of the subjects you see are repeated so that we ensure all staff are given ample time to attend and consolidate their training. Currently we have developed our list of Training for 2020 with a huge emphasis on risk management; any additional training suggestions from family, friends and Elders, we would appreciate your suggestions.

Would you like to be involved in Staff Training in 2020? Please let Jessie or myself know and we can organize for you to be involved, just let us know if you wish to attend. We will offer the same invitation to our Elders. Continuous training and investment also keeps staff on the cutting edge of industry developments.

Staff who are competent and on top of changing the industry standards helps Trinity to hold a position as a leader and strong competitor within the aged care industry.

At Trinity Manor, we would like to ensure the care received is of high quality; to ensure the continuity of our high quality care services, we really appreciate your feedback which can include; any suggestions, compliments or concerns that you may have. This can be through our improvement forms located at reception or directly to management.

Novel Coronavirus: Please take a hand out that is in the sign in out area, as sent out via Department of Health on this Virus. We ask that you heed all recommendations by Department of Health prior to visiting the home. We have also put in place similar actions amongst our staff and outsourced groups. The Department of Health will provide regular updates as more information becomes available: [www.health.gov.au](http://www.health.gov.au) please do not hesitate to visit this site.

We hope you have a safe and happy year ahead.

Monica G

## Weekly Social Calendar - A Gentle Reminder that:

- ◆ View Hard Copy of 'Weekly Social Calendar' is handed to Elders and in their rooms and is also located on Bulletin Board near Multi Craft/Sensory Room
- ◆ View 'Special Event Posters' displayed at Reception & on Bulletin Boards

### FEBRUARY SPECIAL EVENTS:

Introduction of Seated Mansa Yoga Activity (*please see Social Calendar*)

Saturday 15th                      Teddy Bear Picnic with Aft Tea—2.30 til 3.30pm

Tuesday 25th                      Pancake Afternoon—1.30 til 2.30pm

### MARCH SPECIAL EVENTS:

Tuesday 3rd                      Armchair Travel to Borneo—Jessie's Travels—1.30pm

Tuesday 10th                      Reminiscing on Great Women & Achievements

Tuesday 17th                      St Patricks Day Celebrations—Irish Sing a Longs

Wednesday 25th                      Start of Footie Season—Pizza Luncheon —\$10.00 per person

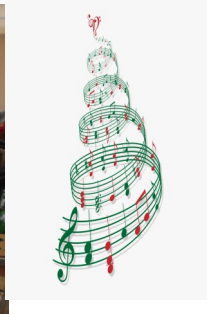
## TRAINING STAFF TRAINING—JANUARY, FEBRUARY & MARCH

- ⇒ Dysphagia: Awareness & Support for Swallowing Difficulties
- ⇒ Leadership Skills (Nurses & Site Managers)
- ⇒ Outbreak Management
- ⇒ Caring for Veterans with PTSD & Dementia
- ⇒ Mental Health: Defining Dementia Depression & Delirium
- ⇒ Dementia: Engaging the Person in Meaningful Activities
- ⇒ Dementia: Understanding & Responding to BPSD
- ⇒ Falls Prevention Management (Nurses)
- ⇒ Infection Control: the Basic Principles
- ⇒ Elder Abuse, Missing Persons & Compulsory Reporting
- ⇒ Workplace Bullying & Harassment
- ⇒ Infection Prevention & Control & Antimicrobial Stewardship (Nurses)
- ⇒ WHS: Looking after your Back
- ⇒ Falls Prevention: Implementing a Falls Prevention Program
- ⇒ Resolving Confrontational Situations





Sharing some of the photos of our Christmas afternoon tea celebrations, thank you to all, family, friends and staff who made the day special for all. Plus a visit by Santa!



More Fun times with Volunteers and Family

Julie with Family & Staff enjoying the Afternoon





What's In Santa's Sack  
Of Goodies?



# Rhythm of Daily Life...

With the warmer weather and when not too hot Debbie and Elders have been revamping our Courtyard, tidying up and replanting of plants. Thank you to families & Elders for donations of Garden Creatures for us to enjoy.





# Rhythm of Daily Life...

Keeping Busy, whether it is engaged in a group activity, such as bingo or craft or helping out with folding or having a chat.



A lovely group from St Thomas' Church in Burwood recently visited us in bringing Prayers, Hymns and Companionship amongst all.

We are in talks to see if we could organize regular visits. Watch this space .....

# 25 tips for visiting a person with Alzheimer's

Many people simply don't know how to interact with people who have Alzheimer's.

The following 25 tips will help you improve the quality of your visits.

- 1. Make Eye Contact:** Always approach them face-to-face and make eye contact. It is vital that they actually see you.
- 2. Be at Their Level:** Move your head to be at the same level as their head. Kneel or sit down to reach their level. Do not stand or hover over them. It may be intimidating or scary.
- 3. Tell Them What You Are Going to Do Before You Do It:** This is particularly important if you are going to touch them so they don't think you are grabbing them.
- 4. Speak Slowly:** Speak at one half your normal speed. Take a breath between each sentence. Give them a chance to catch up to your words.
- 5. Speak in Short Sentences:** Speak in short, direct sentences with only one idea to each sentence. Usually they can only focus on one idea at a time.
- 6. Only Ask One Question at a Time:** Let them answer it before you ask another question. You can ask who, what, where and when, but not why. Why is too complicated. They may fail and get frustrated.
- 7. Don't say "remember":** Many times they will not be able to remember, and you are just pointing out their shortcomings. That may be perceived as insulting and can cause anger and/or embarrassment.
- 8. Turn Negatives Into Positives:** For example say, "Let's go here" instead of "Don't go there."
- 9. Don't Talk Down to Them:** Don't talk to them as though they were a child. Respect the fact that they are an adult, and treat them as such.
- 10. Validate Their Feelings:** Don't just try to convince them they shouldn't be feeling a certain way. Say something like, "I see that you are angry (sad, upset, etc.) It let's them know they are not alone.
- 11. Talk About the Old Times More Than Recent Information:** They are more likely to remember events from the distant past.
- 12. Do Something With the Person:** Bring pictures, CDs of music the person used to enjoy, or other "props" (such as items related to one of the person's special interests), to bring up pleasant memories.





**15. Keep Visiting Even Though They May Not Remember Who You**

**Are:** Even though they may not recognize you they may really enjoy visiting with you, and that's what matters.

**16. Use Therapeutic Touch With the Person:** People with Alzheimer's may yearn to be touched. You should always get verbal or non-verbal permission before touching a person with dementia. There are different types of touch: light, moving touch is stimulating; deep, slow touch is calming.

**17. Ask Only One Question at a Time:** The person can typically only register one thing at a time.

**18. If a Person Starts Getting Agitated, Stop What You're Doing and Change the Activity or Subject:** You can stop an activity and start a new one. You can also quickly change the subject of discussion.

**19. Do Not Correct the Person:** This may embarrass them or lead to an argument.

**20. Do Not Argue With the Person:** Don't even think about arguing with the person. You can't win.

**21. Use Their Name Frequently When Talking With Them:** Most people respond positively to hearing their name and people with Alzheimer's are usually no different.

**22. Don't Visit if You Find They Already Have A Visitor:** If a person already has one visitor adding another one may be too much stimulation for them.

**23. Don't Just Assume the Person Doesn't Remember Something:** People with Alzheimer's may have moments of perfect lucidity during which they will remember things they wouldn't otherwise remember.

**24. Don't Tell The a Loved One Has Passed Away if They Ask About the Person:** This may just upset the person. It's best to tell a white lie and say something such as the person is away and will return soon.

**25. Don't Even Bring up Topics That May Upset Them:** Again, this may lead to a nasty argument.

If you seek more support contact

[National Dementia Helpline](#)

[1800 100 500](#)



## ELDERS & RELATIVES

### MEETINGS

A reminder to please put the below dates in your calendar for 2020

All Elders and Relatives are most welcome to attend these meetings and contribute to our continuous effort to make this Home the best place for our Elders to live.

### TUESDAYS

4th February

7th April

2nd June

4th August

6th October

1st December

**Time is 3.00pm held in  
Jessie Lounge**

We love to see relatives and visitors join Elders for a meal.

However, a reminder for you— please remember that we require you to order your meal a minimum of 2 hours prior to a Lunch or Dinner Meal and collect a Meal Voucher to present to catering staff. You can book days ahead too!!

All Elders are served their meals first then those that have pre-ordered their meals.

In not ordering prior to a meal we cannot guarantee that there will be a meal there for you and hence cause disappointment.

**Please help us to enable you to have an enjoyable meal at Trinity Manor**



### ELDERS OUTINGS

#### & HOME VISITS

When Elders relatives organize to take their loved one home or out for outings, it is important to please let the Care Manager know for our information so that they can assist you in any particular needs and provide any medications required.

**Elders must be signed out whenever they leave the facility and signed back when you return.**

See Care Manager for appropriate form based in Elders file.

### FOOD BROUGHT IN:



If visitors bring food for the Elders, please see the Care Manager first, as specific forms in Elders files must be completed.

High Risk foods like meat, fish and dairy will be discarded if not eaten immediately.

Cooked food brought in, again, must be eaten immediately and cannot be stored.

Non-perishable items such as biscuits, must be in a sealed container, labeled and must be dated if kept in the Elders room.

We ask Visitors not to give brought in food to other Elders not only because of the food safety requirements but because the resident may have a medical condition or allergies that may prevent them from eating the food including the possibility that they may choke.

# Safety & Emergencies

Trinity Manor has an active Health and Safety Program and has systems in place to identify and eliminate/control hazards. If an elder or visitor identifies a hazard please inform staff verbally or complete an Improvement Form for us to follow up. Please ensure your own safety and that of other elders and staff by being mindful of closing doors behind you.

Staff have been trained for emergency procedures. In the event of an emergency, for example fire, follow staffs instructions. Emergency practice drills are conducted each year. You may be asked if you would like to participate.

Trinity Manor is well protected with its advanced and extensive fire detection and fire fighting installations. However, it is recommended that you familiarise yourself with the fire exit locations.

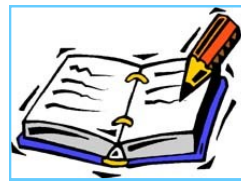
If you hear fire alarm sounding, please await instructions from a staff member.

## Please remember in the event of a fire:

- ◆ DO NOT USE THE LIFTS
- ◆ REMAIN CALM
- ◆ PRESS THE NURSE CALL BUTTON TO ATTRACT THE ATTENTION OF A STAFF MEMBER

## If you are evacuated, please:

- ◆ Remain calm
- ◆ Leave all belongings behind you
- ◆ Follow the instructions of the staff member
- ◆ Go to the designated assembly area and await further instructions
- ◆ Any visitors or family with an Elders at the time of a Fire or Emergency are also requested to remain in your room and await instructions from staff to ensure an ordered response to emergency procedures.



## **VISITORS SIGN IN BOOK**

### **LOCATED AT RECEPTION**

Visitors are reminded that **ALL** visitors need to sign the visitor's book on your way **IN and OUT** of the facility. Not only will this enable us to account for everyone in the case of an emergency, such as fire, but it is an OH&S requirement. The book is located in the entrance foyer.



## ELDERS CLOTHING

### **Please remember:**

When bringing in new items of clothing, please put these in a bag with that Elder's full name clearly written on the bag and then given into the Nurses station.

We can then label the new items for you.

Blooms Pharmacy is the Pharmacy Group who supplies all medications .

Address:

107 Lower Plenty Rd, Rosanna

For Queries Contact:

9457 2328