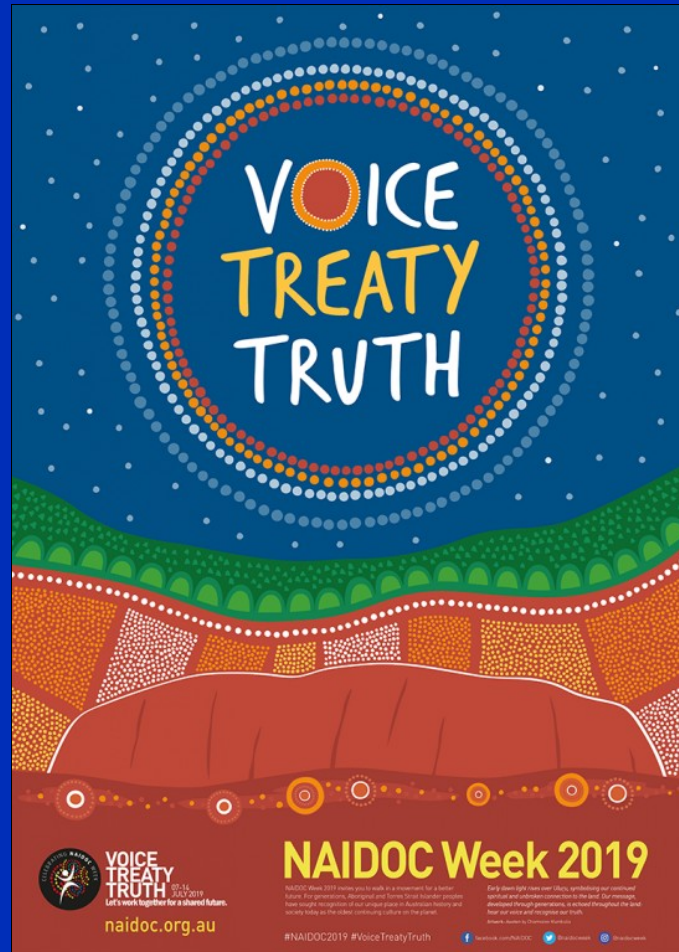




TRINITY MANOR BALWYN

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2019 NAIDOC Poster

The 2019 National NAIDOC Poster was designed by Charmaine Mumbulla, a Kaurna/Narungga woman.

Charmaine's artwork shows the early dawn light rising over Uluru, symbolizing a continued spiritual and unbroken connection to the land. The circles at the base of Uluru represent the historic gathering in May 2017 of Aboriginal and Torres Strait Islander leaders, who adopted the Uluru Statement from the Heart. The message, developed through generations, is echoed throughout the land: hear our voice and recognize our truth. We call for a new beginning, marked by a formal process of agreement and truth-telling, that will allow us to move forward together.



MESSAGE FROM WENDY CALDER, SITE MANAGER

We welcome July with special respects to the Traditional Owners of Australia this month. National Aborigines and Islanders Day Observance Committee (NAIDOC) week taking place from Sunday 7th of July. We will welcome Kath Curtin on Thursday 11th of July who will be sharing her experiences as a Nurse in the Outback from 1959 to 1961. Sure to be an interesting event drawing on experiences from a time and environment that created many challenges.

Last month we asked if Elders and relatives would like to be contacted with key information regards Aged Care and Trinity Manor Balwyn. We will be contacting people this month to ensure people have had the opportunity to consider this communication method. In our busy lives we hope that email communication will assist all in being contactable and enhancing connection between us.

If you would like to receive emails from Trinity Manor Management please email Emilija on Reception, letting us know which Elder you are representing at Trinity Manor Balwyn.

Email: email@trinitymanor.com.au

We introduce Eden Forums last month which was a great opportunity to discuss the improvement in sanitizer products and dispensers for soaps, body wash, toilet paper and hand towels. Elders were offered choice, the large majority choosing the new products. There were a few early concerns regards dispensing of toilet paper which was soon rectified with training on loading the product correctly.

The Eden Forums continue regularly in each area. This is a time for Elders to talk to us about areas they would like to see change or make suggestions as well as offering a time for staff to share information and consult with the Elders regards changes that will impact on their home.

You may have noticed Daniel, our painter, in the home recently? Daniel is freshening up the home in communal areas as well as addressing wall damage and painting needs in Elders Rooms. You may be contacted in regards assisting us to move Elders into another room for a short period if required. This is sure to lift the living environment appearance.

The 1st of July saw the introduction of the new Aged Care Standards and the Aged Care Charter of Rights. We are very busy working through the requirements of these changes. Further information is on page 13 and 15 of the Newsletter.

I trust you enjoy the lovely photos in the Newsletter showing great events and personal times for Elders.

Have a great July!

Highlight of Special Activities & List of Training For July

Weekly Social Calendar is Available For Viewing Via Trinity Manor Website

www.trinitycare.com.au

Please Go To Drop Down Box—Residential Care

Click Onto Balwyn Site—Then Onto Lifestyle Calendar

- ◆ View Hard Copy of 'Weekly Social Calendar' located on Bulletin Boards
- ◆ View 'Special Event Posters' displayed at Reception & on Bulletin Boards
- ◆ View 'Extra Activities' in 1st Floor Dining Room
- ◆ Suitable Activities offered in Garden Court in the Morning and Afternoons

Monday 8th	Music Therapy with Omega Potts — 1.30PM—1ST FLOOR LOUNGE
Sunday 7th	New Life Christian Group Visits—10.30am —REFLECTION ROOM
Monday 8th	Coxy the Singing Cowboy entertains —1.30pm—REFLECTION ROOM
Tuesday 9th	Fran Beauty Therapist Visits—10.00am onwards
Tuesday 9th	Youth Classical Music group visit—10.45am
Wednesday 10th	Choir Practice—11.00am—LOWER GROUND FLOOR (Each Wednesday)
Wednesday 10th	Catholic Communion with Elena —3.00PM—REFLECTION ROOM
Thursday 11th	NAIDOC Week Presentation—Kath Curtain—Nursing in the Outback 1959 to 1961—1.30pm—REFLECTION ROOM
Thursday 11th	Staff Meeting—12.30 to 2.30pm
Friday 12th	Peter—Leather Workshop —2.00PM—REFLECTION ROOM
Monday 15th	Music Therapy with Omega Potts — 1.30PM—1ST FLOOR LOUNGE
Thursday 18th	Elder Advocacy & Resident's Rights Australia Presentation 2.00pm—REFLECTION ROOM
Monday 22nd	Timeless Melodies Entertains—1.30pm—LOWER GROUND FLOOR
Tuesday 23rd	Fran Beauty Therapist Visits—10.00am onwards
Wednesday 24th	Catholic Communion with Elena —3.00PM—REFLECTION ROOM
Friday 28th	Knit n Natter with Volunteers —2.00pm—REFLECTION ROOM
Monday 29th	High Tea with Cinzia, Chris & Gabby (Volunteers) — 2.00-3.00pm- REFLECTION ROOM

STAFF TRAINING

Trinity Manor's Vision & Mission & Value's

Manual Handling

System Training (presented by Prof Ian McDonald)

Elder Advocacy & Resident's Right

Caring for Sensory Loss/hearing Aids

Clinical Assessment: Cardiopulmonary System

Promoting health & Wellness

Hospitality Training

Wound Management

Antimicrobial Stewardship

Chemical handling

International Dysphasia Diet Standardization Initiative

Fire Emergency Procedures & Drill

Continence Management

Hoist Machine & Lifting Principles

Mental Health: Defining Dementia Depression & Delirium

CPR Update

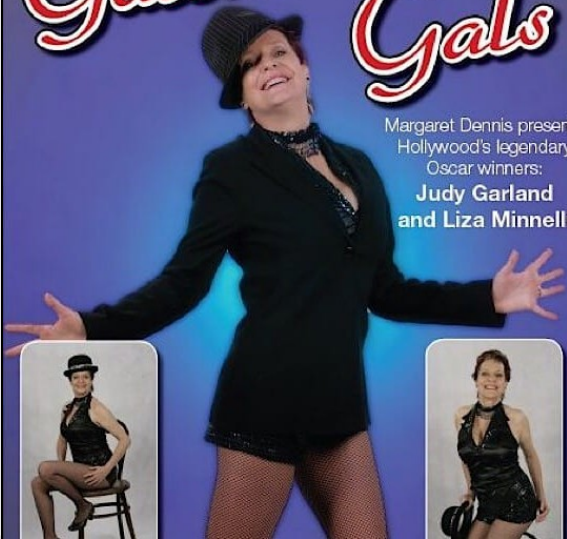
ACFI Documentation

Clinical Device Management



Garland Gals

Margaret Dennis presents
Hollywood's legendary
Oscar winners:
Judy Garland
and **Liza Minnelli**



Judy Garland visited Trinity Manor in the disguise of Margaret Dennis who put on a superb Cabaret Show, delighting us to the music of Judy Garland and Liza Minnelli, including background stories on them.

We followed up with a special Cabaret style dinner, with a few family members joining us who enjoyed the atmosphere of our Cabaret Club.

Elders feedback is that they loved it and have given us plenty of ideas for further adventures to try.





Rhythm of Daily Life...

Lovely Katandra Singers spent an afternoon with us



Claire Dubery is one of our favorite entertainers, lending her voice to classical musicals that we enjoy.



1st Choir Practice. Wayne & Elders have formed the Trinity Choir, watch out at Christmas Time





Rhythm of Daily Life...



Anna is definitely the Bird Whisperer. Anna with Denise our Clinical masseuse, chat to our 2 Cockatiels, Jack & Jill. Jack & Jill enjoy the company of Elders in our Garden Court Home area.

They especially enjoy classical music & musicals. Anna has formed a bond with both birds who recognize her, with Jill lovingly sharing little love kisses with her human, Anna.



Elders enjoyed a special Sunday afternoon with the Christian Men's Choir





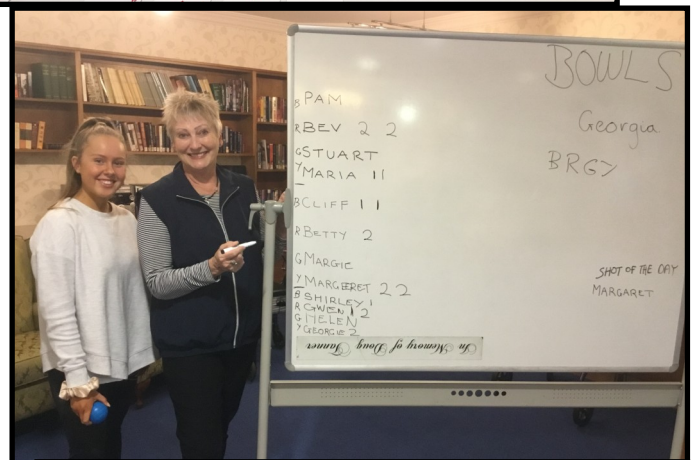
Rhythm of Daily Life...



Enjoying an afternoon of Card Games.
Dawn (right) - the Card Sharp!!



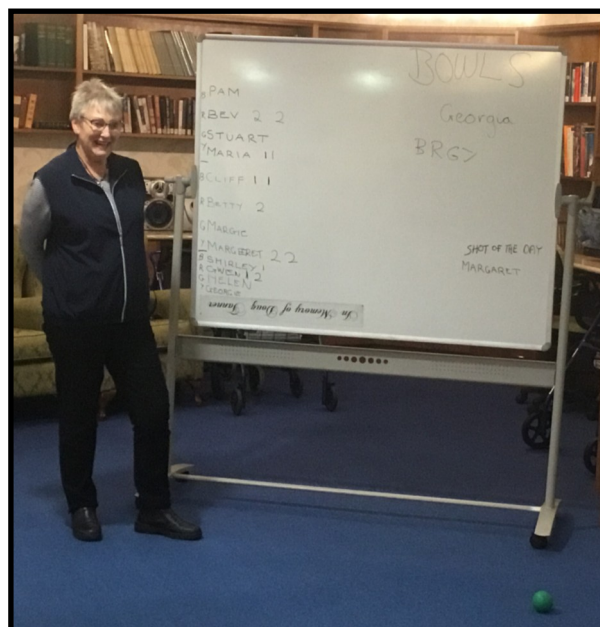
Helen with a Genazzano Community Service Student, working on a project together



Volunteer Janine helped in Carpet Bowls by our 2nd Genazzano Community Service Student.



Doris reading to Kim a classic book, Alice in Wonderland.



Volunteers are love in motion.

- Author Unknown



Elders & Lifestyle Team Are Seeking Volunteers

Can you or someone you know spare some time to support our array of Activities? We have a few vacancies available to help us to expand the satisfaction of Elders, keeping people engaged and socialized within the Community of Trinity Manor.

Vacancies Include:

- ◆ Join us as we Introduce a Walking Group
- ◆ Monday Morning—Morning Sitdance
- ◆ Wednesday Morning—Choir Practice
- ◆ Wednesday Afternoon—Bingo
- ◆ Thursday Morning—Carpet Bowls
- ◆ Friday Morning—Tai Chi
- ◆ Individual Visits

Training and full support provided. Do you want to know what it is like Volunteering at Trinity?

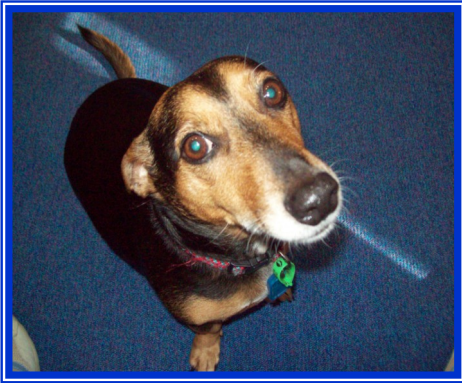
Contact Jessie on 9091-5200 or jessiebainbridge@trinitymanor.com.au one of our current Volunteers would be happy to speak to you.

Research **has shown**
that people who
volunteer often
live longer.

volunteering
helps you live longer

-Allen Klein





Carl's Comic Corner

WANTED: JOKES & PET STORIES TO ADD TO MY PAGE

Email: *to my human assistant*—Jessie from Lifestyle
jessiebainbridge@trinitymanor.com.au

In the 16th century, Michelangelo and Leonardo da Vinci arrived at the patent office to register their latest inventions.

When asked by Leonardo what his newest invention was, Michelangelo said it enabled a man to see straight through a brick wall.

Leonardo was amazed to hear of such technology, so clearly ahead of its time. “What name have you chosen for your invention?” he asked

“The Window” Michelangelo replied.

What did the ocean say to the shore?

**Nothing...
It just waved.**

What do you call fake spaghetti?

An impasta.

Q: Why did the tomato turn red?

A: Because it saw the salad dressing!





HAPPY BIRTHDAY



Warm Birthday Wishes to the Following Elders in the Month of June 2019

Marsh G

3rd June

Connie H.

16th June

Robert C.

27th June



Marsh with her second get together and before her large gathering of family in Café Westbury



Make a Wish and Blow out the Candles but don't tell us your Wish!!

Happy Birthday Connie

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.

Please note, for Nursing Only Queries:

Direct Phone number for Care Manager

Ground Floor is 9091 5244

Direct Phone number for Care Manager

First Floor is 9091 5299

Main Reception Number for all other General

Enquiries is 9091-5200

BOOKING OF CAFÉ WESTBURY

It is wonderful to see families celebrate special occasions with their Elder. As a reminder to everyone, for 3 or more people, we do require you to use the Café Area and fill a booking form. You can have our wonderful Chef prepare food for you or you can bring in your own delights.

This is for the convenience towards other Elders whilst they go about their day to day activity.

So please, for 3 or more people celebrating, we do ask you to book and use the Café Area; note this does incur a cleaning charge.

For a booking form just ask Joseph Chacko or Lifestyle Staff who will be able to organize one to be either e-mailed or collected.

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 & RELATIVES

MEETINGS

A reminder to please put the below dates in your calendar for 2019

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

11th June

13th August

8th October

10th December

Time is 10.30am, held in Reflection Room

Another reminder, please check with us for any mail that may have arrived.

Mail addressed to elders is kept in the Nurse's station, both 1st Floor and Ground Floor areas. Next time you are in just ask one of the staff to check for you.

Deepdene Pharmacy is the Pharmacy Group who supplies all medications. Drop in and see them, they are a friendly group and they are just up the road on the corner of Pretoria St and Whitehorse Road.

For Queries Contact:
9817 2018

FLU VACCINE

HAVE YOU HAD YOURS?

Influenza affects people of all ages, especially the elderly.

Our Elders are susceptible to the flue due to health reasons & in some cases medications that can reduce their immune system.

We request Family & Friends to consider having a Flu Vaccine for the protection of our Elders.

Should you have a slight sniffle please reconsider visiting as even a sniffle has the ability for an Elder to be affected.

Trinity Manor does have a flu vaccination program for Staff & Volunteers.

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

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.





Visit: www.aacqa.gov.au/guidance

From 1 July 2019, the Quality Agency expects organizations providing aged care services in Australia will be compliant with the new Aged Care Quality Standards. The Aged Care Quality Standards were developed by the Australian Government Department of Health in collaboration with consumers, carers, aged care providers, aged care workers, clinicians and other experts.

Compliance with the Quality Standards is mandatory when caring for people. Organizations are required to demonstrate performance on an ongoing basis to meet Australian Government requirements. The Australian Government may take action of organizations do not comply.

Standards provide a framework of core requirements for quality and safety. Some Standards will apply differently to organizations, depending on the types of care and services they provide. Many organizations will go beyond these core requirements to provide a higher standard of care and services for consumers.

The Quality Standards focus on outcomes for consumers and reflect the level of care and services the community can expect from organizations that provide Commonwealth subsidized aged care services.

The Quality Standards will move from 4 Standards to 8, the Quality Standards are made up of the below individual standards:

1. Consumer dignity and choice
2. Ongoing assessment and planning with consumers
3. Personal care and clinical care
4. Services and supports for daily living
5. Organization's service environment
6. Feedback and complaints
7. Human resources
8. Organizational governance.

Each of the Quality Standards is expressed in 3 ways:

1. A statement of outcome for the consumer
2. A statement of expectation for the organization
3. Organizational requirements to demonstrate that the standard has been met.

The structure of the standards allows quality assessors' assessment and monitoring processes to focus on consumer outcomes and consider evidence of the consumer's experience and the systems and processes that the organization has in place to support the provision of safe and quality care and services.

Trinity Manor is beginning its journey in embracing the new Standards and to have been implemented prior to 1st July.

For detailed information this can be accessed via www.aacqa.gov.au/guidance

Single Charter of Rights and Responsibilities

Trinity Care has a responsibility to support consumers to understand the new Charter that comes into effect from 1 July 2019.

As a provider of aged care services, a copy of the new Charter, signed by a senior member of Trinity Care, must be offered to consumers and we are able to assist in explaining the rights to you. Consumers, or their authorized representative, are to have reasonable opportunity to sign a copy and return it to Trinity Manor.

The purpose of requesting the consumer's signature is to allow them to acknowledge they have received the Charter and had assistance to understand them. Consumers or not required to sign the document however we encourage you to as a way of seeking advice.

Regardless of whether you return a signed copy of the New Charter, services will remain to be provided by Trinity Care.

Key changes

The new Charter will make it easier for consumers, their families, carers and representatives to understand what they can expect from an aged care service.

Rights afforded to consumers under the existing charters will be maintained through the new Charter, the new Aged Care Quality Standards, amendments to the User Rights Principles 2014

(User Rights Principles), and other laws that inform the delivery and quality of aged care. This includes rights under the *Competition and Consumer Act 2010* and Commonwealth anti discrimination law.

In addition, changes have been made to the home care security of tenure provision to include critical consumer responsibilities currently contained in the Charter of care recipients rights and responsibilities – home care (eg: payment of fees).