



TRINITY MANOR BALWYN

NEWSLETTER

JUNE 2019

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The Winter Night Market in the month
of June at
Queen Victoria Market
has become a bit of an institution for
Melbournian's



MESSAGE FROM WENDY CALDER, SITE MANAGER

Welcome to winter – well almost. It certainly has been a beautiful, yet mild Autumn. Trinity Manor has central heating and every Elder has a personal heater in their Room, as well as heaters in common areas. We endeavour to assist the Elders to be comfortable by assisting with adjustment of heaters. Please let one of the staff members know if you feel adjustments need to be made.

We are exploring the idea of Winter Walking Groups which would involve groups of Elders being assisted to walk / or assisted in a wheel chair, appropriate distances within the home, circuits if possible. This is in the development stage, we are hoping to provide motivation by mapping progress to a key location such as the Melbourne Post Office or Bendigo for example. Such programs have been shown to maintain mobility, decrease falls and improve Well-being. We hope the Elders will get involved and enjoy the program. Have a great June.

Items

June and July are months of the year Curtain and Sheers are taken down and washed. A schedule commences on the 1st of June. The curtains in each room will be taken down, washed and returned in the same day. Please accept our apologies for the interruption this may cause. If it is not convenient please notify the Laundry staff and we will reschedule to another more suitable date.

We would like feedback on the mail system for external letters coming into the home for Elders. We introduced this in May. For Elders who are unable to accept their mail, the nominated representative will receive a call from our Receptionists that mail has arrived. It will be placed in a black mail box for collection from Reception when open or the appropriate Nursing Station when Reception is closed. If you are finding the system works for you, or not, please let Emilija on reception know so we can assess the effectiveness of the change.

Email addresses: at times Management from Trinity Manor would like to message key people in Elders lives. Examples of information we would share are; the road works that took place in May, the visiting Polling Booth that attended for the Federal Election, any change that is going on in the home that is felt important to notify both Elders and their nominated representative.

If you would like to receive emails from Trinity Manor Management, to be notified of items that impact on Elders and the home please email Emilija on Reception, letting us know which Elder you are representing at Trinity Manor Balwyn. Email: email@trinitymanor.com.au

Eden Forums have commenced through out the home. This is an initiative to assist us to understand the needs of Elders. Wendy, Jessie, Cinzia and Wayne spend 20 to 30 minutes in Communities talking to Elders in a group or individually to ask if there are areas the service could improve on or if can assist with on an individual basis. The aim is to contact each area once every 4 to 6 weeks. We continue to remain available for individual assisted as needed.

The Eden Forums also give us an opportunity to share information about changes that will be occurring in the home. One such item we are currently talking about is the change in toilet roll dispensers. The new dispensers will make it far easier for Elders to maintain independence as the paper is centralised in a round container and easy to locate. For those with visual concerns they will be easily able to identify the dispenser and locate the paper. For those with dexterity concerns the paper is easy to grasp and release from the container.

The change over is due to take place in June.

Highlight of Special Activities & List of Training For June

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 3rd	Music Therapy with Omega Potts — 1.30PM—1ST FLOOR LOUNGE
Monday 3rd	Katandra Singers entertain —1.30pm—REFLECTION ROOM
Thursday 6th	Melbourne Men's Choir—1.30pm—LOWER GROUND FLOOR
Tuesday 11th	Fran Beauty Therapist Visits—10.00am onwards
Tuesday 11th	Elders / Relatives Meeting—10.30am—REFLECTION ROOM
Wednesday 12th	Staff Meeting—12.30 to 2.30pm
Wednesday 12th	Catholic Communion with Elena —3.00PM—REFLECTION ROOM
Thursday 13th	Coffee & Conversation with Kath C— 2.00pm -ROYAL LOUNGE ROOM
Thursday 13th	Judy Garland Show—4.00pm—LOWER GROUND FLOOR
Friday 14th	Peter—Leather Workshop —2.00PM—REFLECTION ROOM
Sunday 16th	Mass with Father Jacob—3.00pm—REFLECTION ROOM
Monday 17th	Music Therapy with Omega Potts — 1.30PM—1ST FLOOR LOUNGE
Thursday 20th	Classical Music Appreciation with Peta—1.30pm—REFLECTION ROOM
Monday 20th	Music Therapy with Omega Potts — 1.30PM—1ST FLOOR LOUNGE
Wednesday 22nd	
Monday 24th	High Tea with Cinzia, Chris & Gabby (Volunteers) — 2.00-3.00pm- REFLECTION ROOM
Wednesday 26th	Catholic Communion with Elena —3.00PM—REFLECTION ROOM
Thursday 27th	Claire Dubery Entertains—1.30pm—LOWER GROUND FLOOR
Friday 28th	Knit n Natter with Volunteers —2.00pm—REFLECTION ROOM

STAFF TRAINING

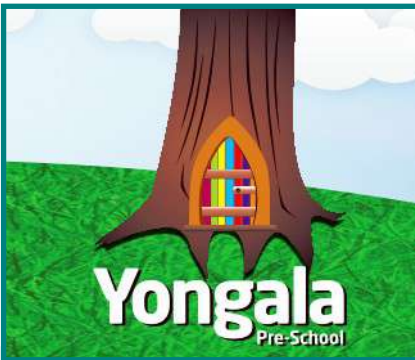
- ◆ Dignity and Personalized Care



FUN was the word of the day when we had Elders, family and friends join for a an afternoon of delights. A special luncheon with entertainment by Frank Darling was the order of the day in celebrating our wonderful mums, aunties, grandparent, great grandparent and all those wonderful women who have played a significant role in the family. Dancing and even a conga line completed the day.







Our little friends visited for the first time in 2019. Even after a few months they have grown. Wonderful to enjoy times with these 4 year olds and view the world from their eyes. There was singing and games to play. This year it is our 10th Anniversary of when both Yongala & Trinity collaborated in this intergenerational program.



This little man chose to dress up for the elders, complete with jacket, vest & a hankie in his pocket, impressing us all with his dress style



Horace & Wuzza made a quick visit to say hello to the friends they made last time they came. Both are only 10 years old, young for a horse. Although they were on their best behavior, Horace's eating habits couldn't be described such!! As any juvenile, all he wanted to do was fill his mouth with so many carrots he could not fit it all in which made for hilarious (and messy) results as he could not chew it quick enough. A few Elders did wear some of the carrots!!!



Sandy with Wuzza



Merle with Horace



Staff were just as enamored with these gentle giants



Horace & Wuzza Visit



Rhythm of Daily Life...



Say Hello to Wayne, who has joined the Lifestyle Team. It hasn't taken Wayne very long to find his feet and build rapport with everyone, plus enjoying time spent with people surely helps



Staff spending quality time with Elders in activities, we created Flower Bingo game, a lot of concentration going on here!

DID YOU KNOW:

Researchers have found that playing *bingo* has multiple health *benefits* for the elderly. It takes concentration - which improves listening and short term memory skills and it promotes socialization - which is essential for seniors to maintain a happy and healthy lifestyle.



Rhythm of Daily Life...



Cinzia with Elders in floral arranging activity, the smell in the 1st Floor dining room was amazing!!



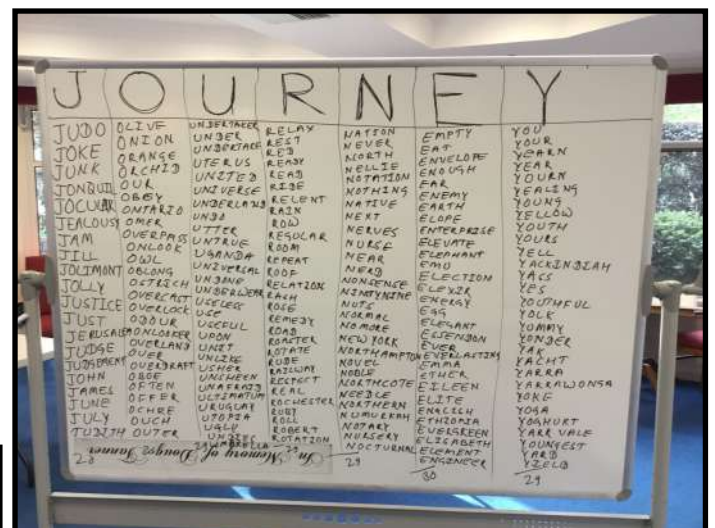
Great time with the Camberwell Grammar School music ensemble. Very talented group of ladies



Lorli with her daughter



Daniel hosts our Word from a Word Activity—using our concentration and memory skills





Rhythm of Daily Life...

Elders & Staff had a great time exploring all the beautiful Leaves gathered from a walk, bringing them back for others to also have fun.



Sometimes it is the wonder of nature & spending time with people that brings out the best smiles. Truly an Eden Approach





Rhythm of Daily Life...



Fabulous High Tea display that Cinzia spends time to do. Elders enjoying the afternoon



Steph Ranouf had us up and dancing to so many beautiful tunes and songs.



it is
a girl!



Welcome Sienna
From All at Trinity Manor



Congratulations to Jemma, Dad—Jordan & Big Sister—Evelyn—we have watched as mum (our Receptionist) blossomed through her pregnancy. We can hardly wait to meet you!!

Introducing Baby GIRL

Hi, my name is Sienna

Parents Jemma & Jordan

Birthday 22nd May 19 Time 08:23

Sex female Birth Weight 3890g

Length 51cm H.C. _____

Midwife Anita + Jo Room No. _____

Doctor/s _____

HUGGIES ultimate

Sienna says
hello, after only
a few hours of
being born.



Evelyn on Big Sister Duties,
happy to help out.



A besotted Dad,
Jordan.





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

JOKE SENT IN BY GEORGE VORLICEK (Thank You George!)

Bruce went to the police station and asked to speak to the burglar who had broken into his house the previous night.

“You’ll get your chance in court” said the policeman.

“I have to know how he got into the house without waking my wife!” pleaded Bruce.

“I’ve been trying to do that for years!”

Drinking wine on the patio.
Counts as an outdoor
activity.





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



Dawn surrounded with her friends



Pam loving her Card.



Pam with Family



Happy Birthday Angela



Joan with her Granddaughter & Son



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).

