



# TRINITY MANOR BALWYN

## NEWSLETTER

### MAY 2019

|  |       |
|--|-------|
| Site Manager Message                           | 2     |
| Special Events & Staff                         | 3     |
| Training for April                             |       |
| ANZAC Day                                      | 4-5   |
| Eden Forum Dates -                             | 6     |
| Rhythm of Daily Life                           | 7-10  |
| Carl's Comic Corner                            | 11    |
| Birthdays                                      | 12    |
| Housekeeping Info                              | 13-14 |
| Snapshot of New Aged<br>Care Quality Standards | 15    |
| Explanation of New<br>Charter of Rights        | 16    |



**To All the Mothers, Mother In Law,  
Grandmothers, Step Mothers  
Have a Wonderful Day filled with Love**



## *MESSAGE FROM WENDY CALDER, SITE MANAGER*

Gosh, Mother's Day is arriving and the autumnal weather has greeted us. I trust many are enjoying the maple leaves turning those beautiful reds, oranges and yellows.

Thank you to Elders, family members and the Lifestyle team for placing those who protected our country at the centre of our thoughts on ANZAC Day. The remembrance ceremony being all the more poignant with Joan, Marjorie and Stuart attending. They each played a major role in serving the Australian people. Thank you.

I would like to say a big thank you to the Elders for assisting Trinity Care with the support of new staff. You may have noticed that it has got a little quieter now that the staff, who commenced with us, have moved over to the Greensborough site. We are expecting Elders to start living with the team at Greensborough in May. An exciting time.

I'm sure you have noticed a number of new staff who are staying at Balwyn? Now that Candice has a more senior role we have a new Clinical Care Coordinator starting with us. You will meet Cassandra over the coming days and weeks as she commences in her new role. I would like to thank Yan for her dedication doing a great job over the past weeks. She is pleased to be picking up her Care Manager role again.

### **Mail: For your convenience we would like to highlight a change in collection of mail.**

Representatives can pick up the mail from Reception during hours and from the Nurses Station out of hours. We hope this change may assist you in mail collection.

**Please find information on the last pages of this edition regarding the new Aged Care Standards and the new Aged Care Charter. There will be ongoing information, education and forums supporting Elders, family members and staff with these changes through Eden Forums. The dates of these Eden Forums for each home area, which we will be beginning in May is highlighted on page 6, we hope to see you there.**

Enjoy the month of May, and oh, thank you to all those who have taken up the Flu Vaccination, Elders, family members and staff as this keeps us all healthier.

Kind Regards  
Wendy

### ***From Lifestyle Team:***

Oops seems I got the date of our Draft Horse visit wrong, it is this month they visit. What a jam packed month of exciting experiences ahead. It all starts with the Mothers Day Lunch with Frank Darling to entertain.

We will meet our new little friends from Yongala Kindergarten too!!

### **Please note the Mobile Voting Unit will be here on Monday 6th May.**

As always we welcome the involvement of family and friends in any of our activities, do not hesitate to join us any time. **A reminder** to *Check out* 'Weekly Activities Planners' - as well as – 'Special Event Posters on our Communal Bulletin Boards and at Reception to keep up with all the latest happenings. Ask any time for **Copies of Elder Photos** – these can be printed on demand; to give to family and friends.

As always we welcome Family & Elder input in new Activities we could introduce in 2019. We love



## Highlight of Special Activities & List of Training For MAY

Weekly Social Calendar is Available For Viewing Via Trinity Manor Website

[www.trinitycare.com.au](http://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

|                |  |
|----------------|--|
| Wednesday 1st  | Floral Arranging — 1.30PM—1ST FLOOR LOUNGE   |
| Thursday 2nd   | <b>Mothers Day Luncheon with Frank Darling—Lower Ground floor</b>                  |
| Friday 3rd     | Students from Camberwell Grammar Visit—9.45am—10.30am<br>Lower Ground Floor        |
| Sunday 5th     | New Life Christian Youth Group—10.30am—Reflection Room                             |
| Monday 6th     | Mobile Voting Unit here—9.30am to 12.30pm—Lower Ground Floor<br>Meeting Room       |
| Monday 6th     | Music Therapy with Omega Potts — 1.30PM—1ST FLOOR LOUNGE                           |
| Wednesday 8th  | Catholic Communion—3.00pm—Reflection Room  |
| Thursday 9th   | Coffee & Conversation with Kath C— 2.00pm Royal Lounge Suite                       |
| Friday 10th    | Peter—Leather Workshop —2.00PM—REFLECTION ROOM                                     |
| Tuesday 14th   | Staff Meeting—12.30 to 2.30pm  |
| Tuesday 14th   | <b>Draft Horses Visit us today— 1.00pm—Front Reception Car Port</b>                |
| Thursday 16th  | <b>Yongala Kinder Children Visit—10.00am til 11.30am—Lower Ground Floor</b>        |
| Thursday 16th  | Classical Music Appreciation with Peta—1.30pm—REFLECTION ROOM                      |
| Friday 17th    | Knit n Natter with Volunteers —2.00pm—Reflection Room                              |
| Monday 20th    | Music Therapy with Omega Potts — 1.30PM—1ST FLOOR LOUNGE                           |
| Wednesday 22nd | Catholic Communion with Elena —3.00PM—REFLECTION ROOM                              |
| Monday 27th    | High Tea with Cinzia, Chris & Gabby (Volunteers) — 2.00-3.00pm-<br>Reflection Room |
| Tuesday 28th   | Entertainment with Steph Raneuf—1.30pm—Lower Ground Floor                          |
| Friday 31st    | Knit n Natter with Volunteers —2.00pm—Reflection Room                              |

### STAFF TRAINING

- ◆ Pain: Recognizing & Responding
- ◆ A Guide to Food Safe Handling
- ◆ Infection Control: Laundry & Cleaning
- ◆ EDEN Alternative & New Standard Training



# ANZAC DAY



A respectful & warm ANZAC Day Ceremony held on the day. Thank you to our Volunteers, Janine, Amy and Chris who assisted in the morning. We say thanks to Stuart, Joan, Marjorie and Shirley's husband Charles. They morning made us reflect not only on the past but how thankful we are for the present.



Stuart who enlisted into the AIF with his Twin Brother



Joan, longest serving woman who worked as a Code Breaker.



Marjorie who served in The Army







We congregated outside for the Raising of the Australian Flag.



The Timeless Power of the Eden Forums.

*"I have seen there is no more powerful way to initiate significant change than to convene a conversation... It is always like this. Real change begins with the simple act of people talking about what they care about. Starting a conversation is the most powerful means we have for bringing about significant change"*

*Margaret Wheatley*

The above quote is timely as we face significant change within the Aged Care Sector with the implementation of New Standards. At Trinity our adoption of the Eden Alternative is see's us in a great position to extend our current culture whilst meeting these New Standards.

We are committed in sharing this journey with all and as such we will be holding Eden Forums with our Elders and extend a warm invitation to Family members of Elders to join us.

Please put these dates in your diaries.

**Monday 20th**      Eden Home Area of Elders & Families — 11.30 am—Reflection Room

**Wednesday 22nd**      Monomeath Home Area of Elders & Families—11.30am—Reflection Room

**Thursday 23rd**      Boulevard & Victoria Home Area of Elders & Families — 11.30 am—  
Reflection Room

**Friday 24th**      Garden Court Home Area of Elders & Families — 11.30 am —  
Reflection Room

**Monday 27th**      Royal Home Area of Elders & Families — 11.00 am — Royal Lounge

Together we are Stronger in bringing change.

On the Agenda we will discuss The New Standards, the New Charter of Rights, the Eden Project and open the Forum to Elders and determine the next dates to meet.







# Rhythm of Daily Life...



Opera singer Jason Wasely sings out our favorite Opera ensembles. Jason brought along his wife who is a singer and stage performer, their child was due—well any moment!!!



Jason & Bernie belt out a beautiful number







# Rhythm of Daily Life...



Children from Music School came by to show us their skills. Our Musical Future is in very good hands. Youngest child was 5 and very accomplished.



Piano performance by 3 children



Easter Raffle Winners  
Helen & our volunteer  
Kath







# Rhythm of Daily Life...



Sandy and her girlfriends transform the Sensory Garden in the Middle Courtyard, now know as Sandy's Corner!

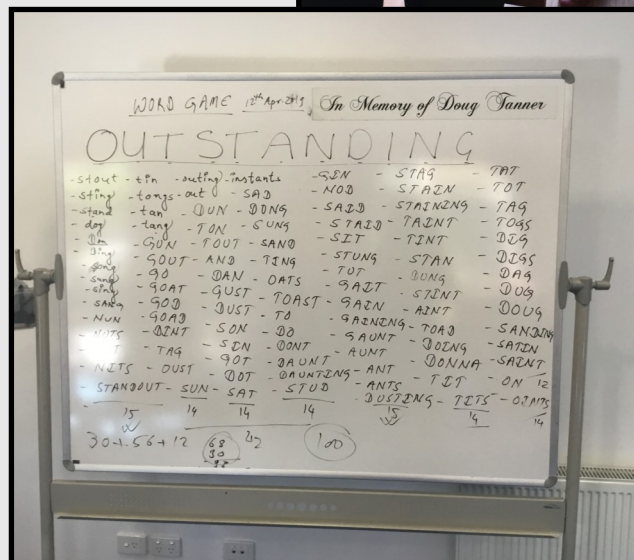


Omega Potts, our Music Therapist has become a friend to all.



Elders were able to think of 100 words out of the word **OUTSTANDING!**

This is a great Brain Exercise.







# Rhythm of Daily Life...



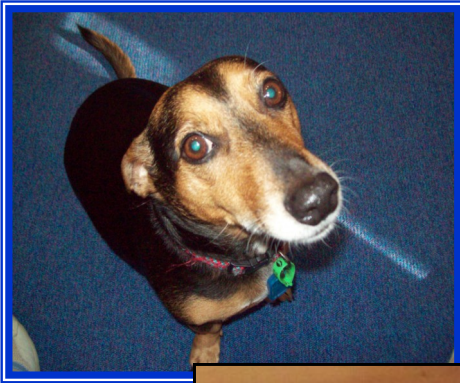
Monash Aires joined us for some old fashion Entertainment, sing a longs and companionship



Staff and Elders generally spending time together.



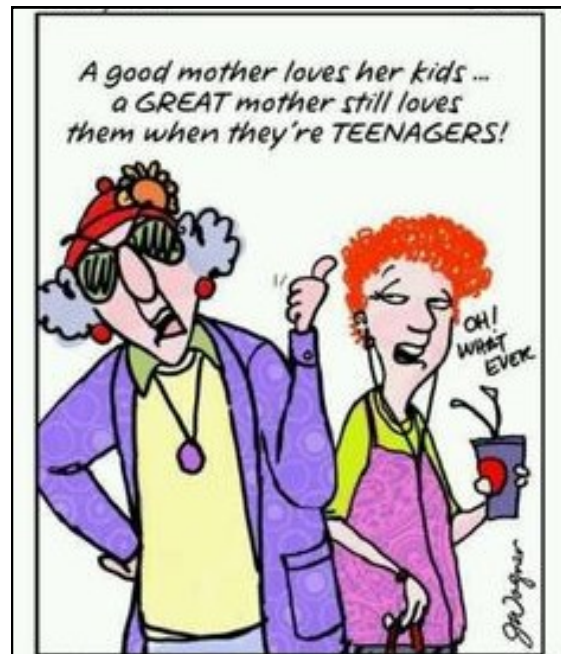
# Carl's Comic Corner



WANTED: JOKES & PET STORIES TO ADD TO MY PAGE

Email: *to my human assistant*—Jessie from Lifestyle  
[jessiebainbridge@trinitymanor.com.au](mailto:jessiebainbridge@trinitymanor.com.au)

**Mother** *noun.* A person with the ability to detect a lie, hear the smallest noises, and see out the back of their head.



## Happy Mother's Day



# HAPPY BIRTHDAY



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

|             |      |          |      |
|-------------|------|----------|------|
| Margaret D. | 4th  | Maria L. | 20th |
| Lorli R.    | 28th | Betty B. | 29th |
| Eric S.     | 29th | Dawn L.  | 30th |



Betty celebrates with her family



Lorli celebrates a second time with Marsh and Trinity family.



# 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](http://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](http://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).