



# TRINITY MANOR BALWYN

## NEWSLETTER

### APRIL 2019

Site Manager Message 2

Special Events & Staff 3

Training for April

Outing to Melbourne's  
International Flower  
Show 4-5

Rhythm of Daily Life 6-7

Congratulations Kim &  
Jannine 8

Carl's Comic Corner 9

Birthdays 10

Housekeeping Info 10-12

Snapshot of New Aged  
Care Quality Standards 13

Explanation of New  
Charter of Rights 14



## *MESSAGE FROM WENDY CALDER, SITE MANAGER*

Hello Everyone and welcome to the April edition of our Newsletter.

Of course, April is a month of remembrance, an important month for all Australians and New Zealanders to ensure those who fought in and too often suffered loss from protecting this great country and its people. We remember and will not forget.

This year April also reminds us of our youth, Easter festivities, family and for many opportunities to participate in faith-based occasions. Happy Easter to All.

2019 has been a busy year already. Personally I am very pleased to have been apart of the Trinity Care family. It has been 3 months since I joined the community and I can honestly say my feet have not hit the ground. It has been marvellous to meet so many of the Elders and family members. If we haven't met I hope we connect in the near future.

2019 is a year of change for Aged Care with the Royal Commission being a major forum that will help to shape the way care is delivered to Elders for years to come.

The introduction of the new Aged Care Quality Standards is here with exciting and no doubt sometime challenging ways to change and improve the Aged Care experience for Elders and their families.

We would like to invite you to walk this journey with us, we will share information and be inviting you to assist us, working together to achieve positive outcomes. Please see pages 13 - 15 of this addition of the Newsletter and look out in the months ahead for further information and ways to participate.

Have a great month.

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

April brings exciting experiences. We are pleased to have Jason Wasely back with us, including Monash Aires, and then we have our Draft Horses back to visit.

If you have ever thought of Volunteering, now is the time to enquire. Lifestyle would appreciate your time and input. Just speak to one of the Lifestyle Team for a non obligatory chat.

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 feedback and suggestions! **We hope you enjoy the April newsletter.**



# Highlight of Special Activities & List of Training For APRIL

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

**Monday 1st**                      **Music Therapy with Omega Potts — 1.30PM—1ST FLOOR LOUNGE**  
**Tuesday 2nd**                      **Fran—Beauty Therapist Visits**

**Monday 8th**                      **Jason Wasely—Opera Singer —1.30pm—Lower Ground Floor**  
**Tuesday 9th**                      **Elders / Relatives Meeting—10.30am—Reflection Room**

**Wednesday 10th**                      **Catholic Communion—3.00pm—Reflection Room**  
**Thursday 11th**                      **Coffee & Conversation with Kath C— 2.00pm Royal Lounge Suite**  
**Friday 12th**                      **Peter—Leather Workshop —2.00PM—REFLECTION ROOM**

**Monday 15th**                      **Music Therapy with Omega Potts — 1.30PM—1ST FLOOR LOUNGE**  
**Tuesday 16th**                      **Draft Horses Visit us today— 1.00pm—Front Reception Car Port**  
**Thursday 18th**                      **Classical Music Appreciation with Peta—1.30pm—REFLECTION ROOM**

**EASTER WEEKEND—Good Friday 19TH TO Easter Monday 22ND—Public Holiday, visits with family and mini activities with staff throughout the day**

**Tuesday 23rd**                      **Monash Aires Entertain—1.30pm Lower Ground Floor**  
**Wednesday 24th**                      **Catholic Communion with Elena —3.00PM—REFLECTION ROOM**  
**Thursday 25th**                      **ANZAC Day Service at 11.30am—Reflection Room**  
**Friday 26th**                      **Knit n Natter with Volunteers—2.00pm**

**Monday 29th**                      **High Tea with Cinzia, Chris & Gabby (Volunteers) — 2.00-3.00pm-Reflection Room**

## STAFF TRAINING

- ◆ Caring for a Person with Respiratory Issues
- ◆ Dementia: Engaging the Person in Meaningful Activities
- ◆ Customer Service: Providing a 5 Star Experience
- ◆ EDEN Alternative & New Standard Training



# MELBOURNE INTERNATIONAL FLOWER AND GARDEN SHOW

PRESENTED BY



27 - 31 March 2019

Royal Exhibition Building & Carlton Gardens

The smell of freshly cut grass and bursting blooms were in the Melbourne air for the 24th annual Show as Elders chose to have a day at the Melbourne International Flower & Garden Show. We were blessed with perfect Melbourne weather whilst walking around the Carlton Gardens.



Pam in front a display of  
Vegetables



Connie's daughter Ro  
joined her mum



Helen enjoying the displays





More amazing displays to see. We met the recipient of the Bronze Medal Winner





# Rhythm of Daily Life...



The lovely Michelle came by to give us a taste of Jewellery making via a hands on workshop. Best thing we were able to keep the Jewellery we made.



Sandy never lets the grass grow under her feet. Here she is helping us clean out the fridges.



Cinzia's Autumn table for monthly High Tea. A lot of effort is put into these High Tea's each month with a fabulous Theme to go with it





# Rhythm of Daily Life...



Our Friends, The Treble Tones visited us lending their voices to fabulous songs with companionship following their concert.



Ladies enjoying an outing to Palace Cinema's where they went to see the new Storm Boy movie, finishing off with a lunch that includes Champagne



Lorli enjoys a walk along the hallways looking at the various paintings



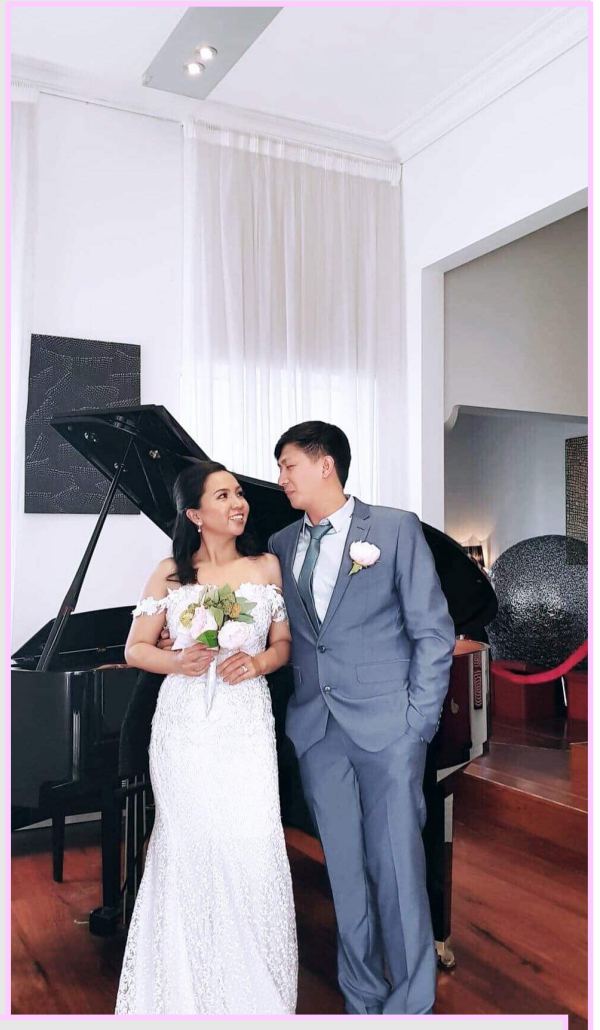
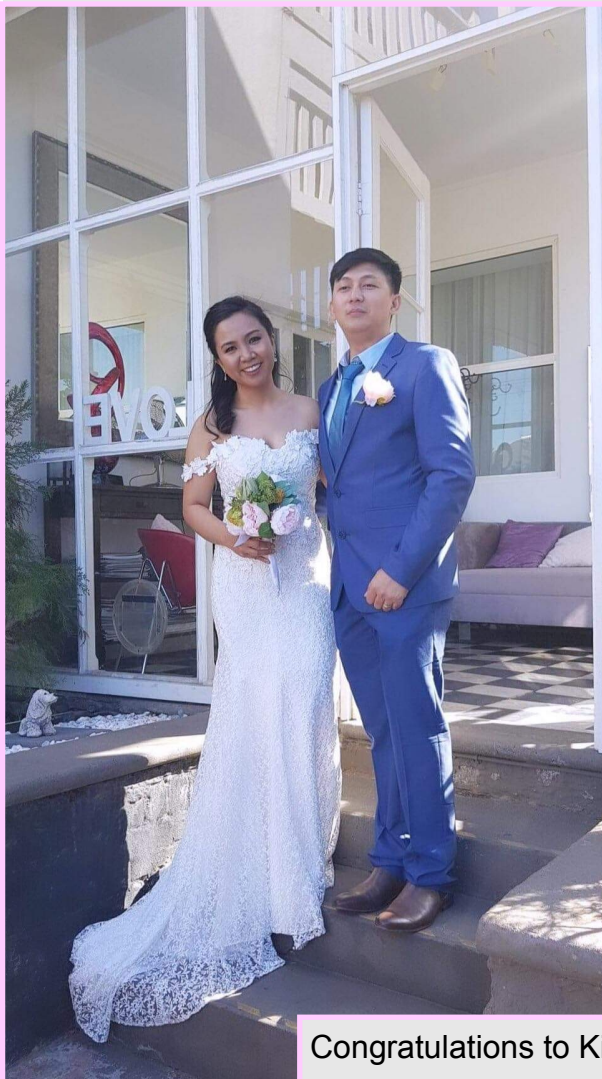
A Montessori approach to Activities in Garden Court.





# Rhythm of Daily Life...

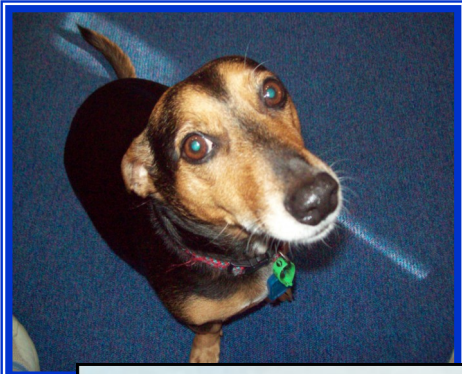
*Congratulations*  
on this start of something beautiful!  
much love, health and happiness  
to you both on this happy occasion.



Congratulations to Kim and his new wife, Jannine on their recent nuptials. Thank you both for sharing your beautiful pictures of your wedding with us.







# 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)

“Communication must be HOT. That’s Honest, Open, and Two-way.” - Dan Oswald



No matter what job you have in life, your success will be determined 5% by your academic credentials, 15% by your professional experiences, and 80% by your communication skills.

**Funny how your quality of life improves drastically when you surround yourself with good, intelligent, kind-hearted positive loving people.**



# HAPPY BIRTHDAY



## Warm Birthday Wishes to the Following Elders in the Month of April 2019

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



Eldo celebrates with his wife, Franca and his Trinity Family



Reginald & Family enjoy time together



Helen with Cinzia & Matt celebrate



Happy Birthday  
Renee!



# 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

**9th April**

**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).