



# TRINITY MANOR BALWYN

## NEWSLETTER

### DECEMBER 2019

#### CONTENT

From the Corporate Services Manager	2
Activities	3
Bus Outing to Yongala Kinder	4
Oaks Day Luncheon	5
Rhythm of Daily Life	6-9
Carl's Comic Corner	10
Birthdays	11
Housekeeping	12-13
Aged Care New Standards	14

May the sweet magic of  
*Christmas*

Not only fill in your  
*heart and soul*

But also spread to your  
*dear and near ones*

Wishing you a Christmas  
filled with  
*fun and joy!*



May this time of the year be filled with peace, hope  
and joy.

On Behalf of Directors, Management and All Staff  
We Wish You and Your Family A Merry Christmas  
and Happy New Year.



# Renovations at Trinity Manor Balwyn

As part of our dedication to the ongoing quality care and service to our elders here at Trinity Manor, we are proposing renovations to the existing rooms and bathrooms at Trinity Manor Balwyn.

We have prepared a display room (Room 110-on the first floor) of the proposed new room, in consultation with some of our current elders who visited our new Trinity Manor Greensborough home. You are more than welcome to come in and view what arefurbished room will look like!

When will the refurbishment take place?

We intend to progressively undertake renovations to the rooms at Trinity Manor Balwyn commencing in the last week of November 2019.

## PROCESS

### Refurbishment undertaken in Neighborhoods:

To minimise disruption to the elders, the proposed Refurbishments will be undertaken in Neighborhoods, commencing in Garden Court. During this period, it will be unsafe for elders and families to be in this area, so access to the area will be restricted to Trinity staff and the builders.

### Temporary relocation of Rooms within Trinity Manor Balwyn:

To ensure the safety of our elders, there will be a temporary relocation of rooms. We will endeavour, where possible, to relocate elders to a similar quality room during the renovation period (e.g similar RADs and room size). Once renovations have been completed, the elders will be able to move back to their newly renovated room. Trinity staff will move, pack and unpack belongings. Family/ friends can help move belongings if you wish.

### Care and Services

The same high level of quality care will be provided to all our elders. Questions and Concerns □ Trinity will confirm all discussions in writing with elders and representatives and will follow up within a week to check if there are any questions. There will be a Deed of Variation to the Existing Residential agreement, citing the temporary room change. This means elders will have the same rights and responsibilities under the original residential agreement.

### Fees:

There will be no change in fees (accommodation payment or Daily Fees) when returning to the newly renovated room.

We look forward to improving the environment for our elders here at Trinity Balwyn. You can contact Wendy or Jasmine at [cibalwyn@trinitymanor.com.au](mailto:cibalwyn@trinitymanor.com.au) or 03 9091 5296 at any time during business hours to ask any questions regarding the proposed renovation, or view the display room.

We will also be commencing a group email for updates on the progress of renovations. If you, or any other family members would like to receive updates, please email us at [cibalwyn@trinitymanor.com.au](mailto:cibalwyn@trinitymanor.com.au)

Yours Sincerely,  
Jasmine Narikuzhy  
Corporate Services Manager



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

## Highlight of Special Activities For DECEMBER

Thursday 5th	Carey Primary Students Write A Xmas Play for Elders— Lower Ground Floor—1.30pm
Tuesday 10th	Elders/Relatives Meeting—Reflection Room—10.45am
Tuesday 10th	Peta Murray & Waterford Valley Singers —Reflection Room—1.30pm
Thursday 12th	<b>Elders/Friends Xmas Luncheon—Lower Ground Floor—12.00n—3.00pm + Entertainment at 1.00pm with Claire Dubery</b>
Monday 16th	<b>Elders/Relatives Xmas Afternoon Tea—(Place to be Announced ) with Omega Potts—Music Therapist—1.30pm—2.30pm</b>
Monday 16th	Janet Booth & Friends Xmas Hymns —Reflection Room—1.30pm
Wednesday 18th	Mass with Father Jacob - Reflection room 3.30-4.00pm
Wednesday 25th	Xmas Day—Traditional Luncheon <i>—Please book to join us for Lunch OR please let us know if Elders will be going out for Lunch on this day, either at Reception or with Care Manager</i>

---

**Hello Everyone,**

**Please choose the best Xmas Celebration that will suit people. Our Luncheons are up to 3 hours in duration and for some of our Elders this length of time, plus a busy noisy atmosphere poses a challenge for them.**

**To include Elders who require a higher level of support and who will enjoy celebrating for a short timeframe, an Afternoon Tea is just what Santa ordered.**

**This means that all have the ability to enjoy celebrating this time of year.**

**If you wish to speak to one of the Lifestyle Team members for clarification please do not hesitate to speak to either Jessie or Cinzia—or you can e-mail Jessie on**

**[jessiebainbridge@trinitymanor.com.au](mailto:jessiebainbridge@trinitymanor.com.au)**







A Bus outing to our little friends Kinder was filled with excitement as our friends were happy to show their Kinder off. A lot of precious moments occurred and we were elated but saddened as our friends embark on the next phase of their lives—school. We will miss them, and look forward in making new friends we meet as this program continues in 2020.



Our friends were quite excited with celebrating Gwen's birthday. They made a pretend cake for her to blow out candles and sing Happy Birthday to her.



*"Fillies, Frocks & Frivolity"*  
**Oaks Day 2019**

We do enjoy a celebration and Melbourne Oaks Day was another excuse to enjoy ourselves over a luncheon, with good company and great music by Laurel. We had several couples attend which was wonderful to see. Oh and we did mention horses! *Thank you to our volunteers, Janine, Amy & Kath who were able to assist.*







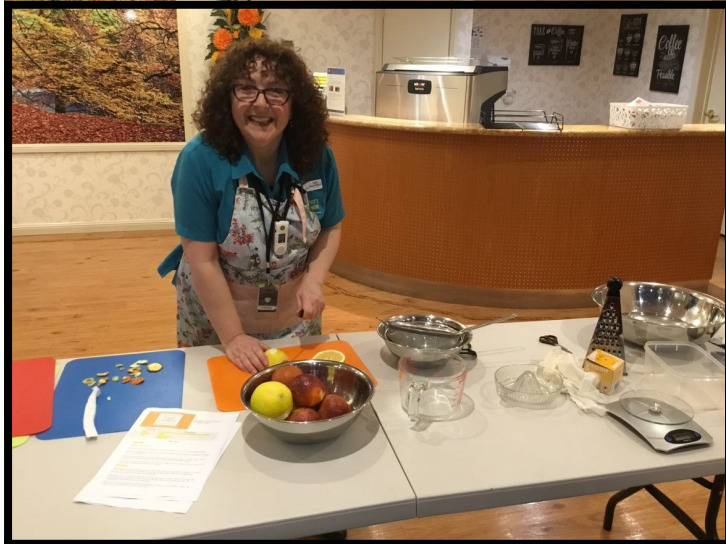
# Rhythm of Daily Life...

At our recent Staff Meeting we surprised Chef Matt who was celebrating 50 years as a Chef. Fiona baked and decorated his cake, and we presented Matt with a pair of Golden Tongs!





# Rhythm of Daily Life...



Whilst on the subject of food; our citrus fruit trees located in our Sensory Garden, were ripe for the picking, looking at them, smelling the fruit, Elders began reminiscing with Cinzia in how they use to make marmalade. Hence the great Marmalade making afternoon came about. The marmalade was prepared with Matt cooking the marmalade in the kitchen. And (drum roll please) the final product!



High Tea— ever so popular, discovering the A-Z of inventions.





# Rhythm of Daily Life...

Congratulations to Daniel and his wife, on the delivery of a sweet little baby girl. The pictures are of little Jessa only a few hours old, perfectly cooked! Mum and Bub are doing fine and all home now. How Sweet



Wayne brought in his driving simulator which was a hit with Elders, unsure how the driving went though, however it was a hoot to “drive” again.







# Rhythm of Daily Life...

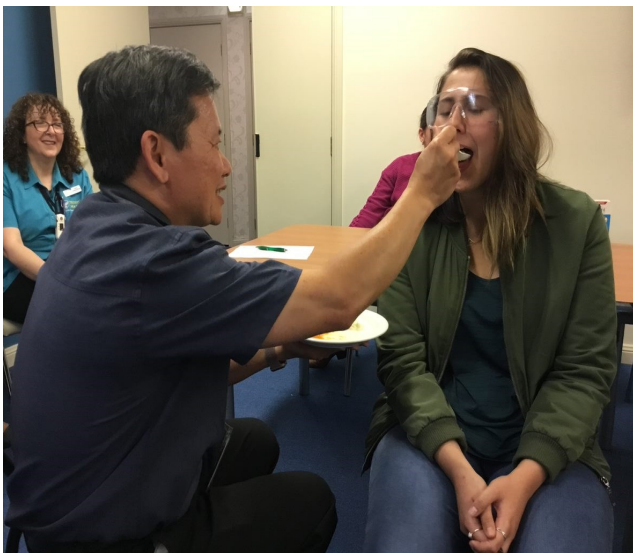


Took advantage of Seniors Week with a delightful special afternoon tea served at the Canterbury International Hotel.

Thank you to our newest bus driver Volunteer, Andrew, who has joined the Lifestyle Crew.

All year we have posted training that all staff attend, below is part of our training, what it feels like to be supported to eat. Staff put on Glasses smeared with petroleum jelly to represent failing eye sight and was on the receiving end in being supported to eat. This was a great learning curve ! Just a little insight to our dedication in training our staff.

We have been working on our 2020 Training Calendar and welcome suggestions on other training we could include. Send ideas to Jessie or speak with Tim for consideration.



# 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)

Welcome to Melbourne.  
Winter starts at 6am.  
Spring starts at 11am.  
Summer is at 2pm and Autumn starts at 5pm.  
Dress accordingly.

**OF COURSE I  
TALK TO MYSELF.**  
SOMETIMES I NEED EXPERT ADVICE.

My therapist told me the way to achieve true inner peace is to finish what I start. So far I've finished two bags of M&Ms and a chocolate cake. I feel better already.

**I WALK AROUND LIKE EVERYTHING IS FINE, BUT DEEP DOWN, INSIDE MY SHOE, MY SOCK IS SLIDING OFF.**

**3 OUT OF 4 VOICES  
IN MY HEAD WANT TO  
SLEEP**

**( The other wants to know if penguins have knees! )**





# HAPPY BIRTHDAY



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

Betty J	4th	Marlene W	4th	Sandy F	12th
Wilma M	22nd	Helen D	25th	David A	2nd



HAPPY BIRTHDAY TO ALL OUR  
WONDERFUL ELDERS!



# 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 Reception who will be able to organize one to be either e-mailed or collected.

## **VISITORS ELECTRONIC SIGN IN**

### **LOCATED AT RECEPTION**

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





## 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

**10th December**

**Time is 10.45am, 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 need to be signed out whenever they leave the home 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.



## The new Aged Care Quality Standards



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.