

## Announcements

### ■ Housekeeping

As a duty of care for the safety of all of our residents, families and staff, please note:

### ■ Signing in

Families must sign in and out every time they enter and exit Traralgon. Not doing this could cost lives if we have an emergency evacuation and are delayed trying to locate missing people.

### ■ Portico parking for emergency vehicles only

Please do not park under the portico at any time. Ambulances, police and the fire brigade have been delayed during emergency situations due to being blocked in or unable to access the portico area. Thank you for your consideration in advance.

### ■ Your input needed

We'd like to hold seminars to help you learn more about topics that cover what's happening to your loved ones and how to deal with this.

For example, World Delirium Day is coming up in March – would you like to know more about this subject, which mostly impacts people who have cognitive impairment? Please let us know your thoughts by contacting Rachael Perks, General Manager.

### ■ 2019 meeting schedule review

As we strive to make your suggestions and feedback a reality, and make Bupa Traralgon a flagship home, we have decided to review of our meeting schedule. The monthly Relative meeting will return to the pre-sanction schedule of being a quarterly meeting. The monthly Resident Relative meeting will continue as is with both residents and relatives encouraged to attend. Along the way you will see more surveys asking you “what do you want”, “how can we improve” and “how well are we doing”. It is an exciting time and our focus is on quality improvements based on feedback from our valued residents and their loved ones. If you have issues or concerns, please continue to reach out to either Rachael as the General Manager at [Rachael.Perks@bupacare.com.au](mailto:Rachael.Perks@bupacare.com.au), or the Clinical Care Managers on [ccmtraralgon@bupacare.com.au](mailto:ccmtraralgon@bupacare.com.au)

## Voicing your concerns

If you would like to talk to us about anything, please don't hesitate to contact our General Manager, Rachael Perks on 03 5171 1200 or [Rachael.Perks@bupacare.com.au](mailto:Rachael.Perks@bupacare.com.au) to make an appointment.



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Traralgon

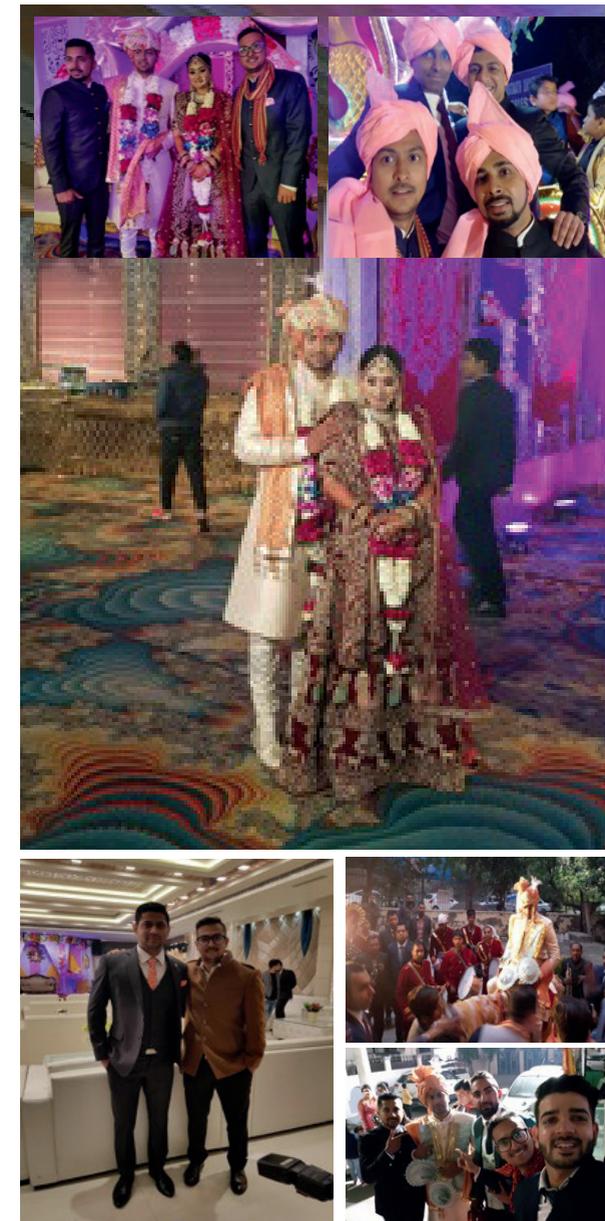
# Residents and relatives newsletter



Bupa | Traralgon

## What we've been up to

Maneesh Khakurel returned from his friend's wedding in India.



# Update on our action plan

## ■ New specialist medical care

We've engaged a bulk-billed geriatrician service to help our residents who are dealing with complex issues, such as the deterioration process due to dementia or a cancer diagnosis. The initial hour-long consultation with the geriatrician will include family members. These geriatrician specialists can write a new medication chart on the spot and provide ongoing care which will streamline the implementation of changes in care, avoiding the delays experienced with the InReach and GP interface.

This new in-house specialist service is a significant value-add improvement and will bolster the delivery of care we're able to provide.

We also still have our InReach service, which deals with an acute crisis, then discharges the resident from their care. InReach then has to work with the resident's GP before a new medication chart can be issued. The Clinical Care Managers (CCMs) have been arranging referrals via our GPs to help prioritise residents with high level needs. Residents and their families are encouraged to let the CCMs know they wish to arrange an appointment and they will help facilitate that for you. We believe this new, streamlined and continuum of care approach will create real and positive care changes for our residents.

## ■ Food and dining experience update

"I've been busting a boiler to get the food right," says General Manager Rachael Perks. "We're passionate about providing tasty food. Mealtimes are so important for our residents, not only for the sustenance and pleasure food should provide, but for the opportunity to come together and socialise. Meal-times really are the highlights that punctuate our day. Food should be something everyone looks forward to. I'm committed to making that a reality here."

To help improve the residents' dining experience, Rachael runs a 2-hour weekly food focus group so residents can provide regular feedback and contribute recipe ideas.

"We go through the menu and borrow menus from other homes and I take along the BUPA recipe book," Rachael says. "We pick an Ingredient of the Week and see what recipes match up with that. It's very interactive. We also talk about the week that was. Our numbers are increasing and we have averaged on some occasions almost 50 per cent of all residents turning up to these sessions."

Another new direction is for a wider variety of vegetarian dishes. "We've consulted a dietician to provide more options, so every lunch and dinner we now have one meat and one vegetarian option. We see this as a fantastic quality improvement that is grounded in the feedback received from residents and relatives alike," says Rachael.

## You said, we delivered

We've heard your feedback on what you would like improved here at Traralgon and value your insights. We are committed to keeping you updated on the latest actions from what you've told us.

### You said - 'we need more lifestyle activities for residents'

Based on this feedback, we've made some changes across our three communities. Jen Barfoot, who's our Lifestyle coordinator, will be spending two days a week in our Dementia Memory Support Unit, McFarlane, and she's being supported on the other 3 days of the week by Larena Radoc.

Elly Roberts is now in our Narkoojee Community and we are in final stages of adding a new Lifestyle person, who has volunteered for us in the past couple of years and has a preschool teaching background.

These changes are already showing results, and residents from our Dementia Memory Support Unit have been going out and enjoying time in the garden.

### You said - 'we want a better medication approach'

After two months of hard work rolling out a Medical Champion approach to our medical administration, our audited number of medication errors reduced significantly. This great result involved a lot of people training, with the help of our Pharmacy and GPs, to ensure accurate and timely delivery of your medication.

The rate of infections, pressure injuries and falls since December have been also been minimised and are tracking in a positive way for our residents.

## Staff Changes

### ■ Recruitment

We welcome Silvia Fenn our new Business Administrator, who has many years of experience at LaTrobe Regional Hospital and recently completed a Diploma in Practice Management. She has a lot of committee/organisational skills which will be a huge asset.

We also have four new Registered Nurses in the process of being recruited, adding to the 4 Registered Nurses who started earlier this year.

Stay tuned for more recruitment announcements soon!

### ■ Staff training

#### Food safety

We've improved our service by ensuring everyone who wants to work or assist in the kitchen has full training and accreditation by gaining their Food Handling Certificate, or doing refresher training. The General Manager and one of our cooks have also gained their Food Supervisor accreditation.

#### Fire drill

We practised our annual fire emergency evacuation two weeks ago. Training experts went over the procedure thoroughly with our maintenance staff and Personal Care Attendants. This drill also reinforced the importance that all visitors MUST use the Visitors' Book to sign in and out, however many times they visit during one day, so we can keep track of everyone who's in the building at any time.