

Update on our action plan

■ Maggie Beer Foundation food training

Our General Manager Rachael Perks went to Melbourne for the Maggie Beer Foundation's two-day "Creating an Appetite for Life" forum. Culinary queen Maggie, 74, ran the course along with expert chefs and cooks who work in the aged care sector.

Maggie's philosophy is inspired by her concern about getting older and wanting to continue eating seasonal, fresh and wholesome meals.

Several speakers explained the scientific principles of food and how to use a best-practice approach for sourcing nutritious ingredients, budgeting, building relationships with suppliers, developing aged care-specific recipes, and managing a dining room.

A key message was — "it's about the food, not the fork". This means that if we can get residents to engage with food in a positive way that encourages their autonomy, it will improve their dining experience.

There were many examples of how to serve food in a creative and visually pleasing style — for example, one of the chefs made a beetroot jelly with rich flavours, which was cut into smaller pieces so it could be eaten with your fingers.

There were talks about how your taste buds and sense of smell change as you age, so you need your food to be much saltier, tart or sweeter.

A researcher, who's doing a study involving 6000 residents in aged care, talked about how the elderly need "a fair bit of protein" to build muscle, which in turn helps to prevent falls.

An important takeaway was the need to provide protein on more occasions, as residents often don't have a huge appetite.

This means tea and coffee rounds, when sweet biscuits are offered, could be viewed as a missed opportunity to provide protein. Instead of eating biscuits, which could put someone off their dinner or lunch, it would be better to provide a protein-rich choice instead.

One way to achieve this is by adding skim milk powder to just about everything because it's higher in protein than full-fat milk powder.

So we did this by making, for the first time, fresh fruit smoothies for morning tea. The combinations included banana (potassium and long energy), cinnamon and honey (honey is a natural antibiotic), and Milo with real berries (berries have antioxidants).

The kitchen originally made two litres of smoothies but ran out, so ended up making eight litres as pretty much everyone wanted a smoothie instead of tea and coffee. Our chef noticed the McFarlane room went very quiet as everyone intently focused on enjoying their smoothies.

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 want an inspired dining experience'

At the Maggie Beer course, Rachael was introduced to new Bupa executive chef Carlo Napoli, who has just started with the organisation to inspire and help homes across Victoria to improve our overall food experience.

You said — 'we want more lifestyle experiences'

One of the residents' favourites, Barn Buddies Mobile Animal Farm, came to visit so everyone had a turn at hugging and giving pats to the cute and cuddly animals — lambs, goats, bunnies and guinea pigs. The animals cheer up even the quietest residents and are successful in bringing everyone out of their shells.

Staff Changes

■ Staff training

We'll be signing up our Chef, Stacey Miller, for the Maggie Beer Foundation's next Cooking Chefs session. We've also put forward the idea to the Foundation that it would be great to have this training available for our other staff, such as Personal Care Assistants, who could benefit from learning about the entire food experience, such as how to use visual elements to improve presentation.

■ Catering staff needed

We're looking for staff, particularly for our catering area, who need to have a passion for creating a positive meal experience. We're hiring for a positive attitude. Please note that all job applications now go through our centralised recruitment section, which is done via Seek.com, so if you've referred anyone for a job with us, please let Rachael know, so she can flag it with our People Services team and we can keep an eye out. It would be nice if you already have a Food Safety Certificate (which takes a few hours to complete and you can do it online). We can pay to provide keen candidates with further training.

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 to make an appointment.



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Traralgon

Residents and relatives newsletter



Announcements

■ Update on our sanctions

As you will be aware, the Department of Health decided to impose a further sanction on our home, following a review by the Aged Care Quality and Safety Commission. We are deeply disappointed by this decision, however we will continue to work closely with the Department of Health and the Aged Care Quality and Safety Commission to assist the home to reach full compliance.

We have reappointed our independent advisor and administrator so that our improvements continue to be made and are embedded for the long term.

Please contact our Operations Manager, Leanne Pretorius on 03 5171 1200 with any questions.

■ Clarification of how we apply the security of tenure clause in your resident agreement

We recently issued communications providing clarification on a specific clause in our resident agreement. As you may be aware, “security of tenure” in the aged care setting means the obligation of aged care providers such as Bupa to provide residents with a safe and secure environment, and agreed levels of care, for as long as they need.

A provision in our standard resident agreement relating to Bupa’s ability to move residents between beds and rooms may not comply with the User Rights Principles under the Aged Care Act. A recent letter outlined the circumstances in which we may move

residents between beds and rooms within the care home. In the rare circumstances that such a move may be required, appropriate consultation would always take place with the resident and, where appropriate, their representative – and we would always comply with the security of tenure provisions.

Such moves are very rare, but we wanted to clarify matters to ensure there is no confusion. Please contact your General Manager if you require further information.

■ Correction — Risk assessment for washing machine

Due to an editing error, the last newsletter said we were following up ways for residents to do their own washing. This is incorrect. As mentioned at Relatives and Residents meetings, we’re unable to fulfil this promise (made by previous management) to provide a separate washing machine due to the results of a risk assessment. Thank you for your understanding.

■ Welcome to baby Evie

Congratulations to our Enrolled Nurse, Emily, and her partner, one of our Personal Care Assistants, Brayden, who welcomed their first baby, a girl, Evie, on 28 March. Her proud parents sent this message: “Mum and Dad doing well, baby gorgeous.”

■ Lifestyle staff

Our new Lifestyle person’s start has been delayed due to unforeseen circumstances, but will still be coming onboard in the future. We send our best wishes in the meantime.

■ Surveys

Please urgently return the three surveys we sent out regarding:

1. our Lifestyle program
2. residents and relatives general experience of our home
3. thoughts on the revamped Resident of the Day program.

All of the surveys were sent out with stamped self-addressed envelopes so please return them in the mail as soon as possible. We’ve already had some great ideas come in for visits from obedience dogs and movie nights. We’re really keen to receive your feedback.

What we’ve been up to

■ Complaints — use email for urgent issues

General Manager Rachael Perks has asked that relatives contact her by email — Rachael.Perks@bupacare.com.au — when you have an urgent issue.

Please don’t leave urgent complaints in the Dropbox outside Rachael’s office, as she is the only person who has the key, and is sometimes away from the home.

If you would like to talk to us about anything, please don’t hesitate to contact Rachael on 03 5171 1200 or Rachael.Perks@bupacare.com.au to make an appointment.

Puppets Alive!

The Narkoojee common area was overflowing when we held a dementia-oriented puppet show, Puppets Alive. Residents were invited to reach out and touch the puppets and there was plenty of visual stimulation and comedy. The show was aimed at several cognitive levels, so there was something for everyone to enjoy.

