

## Announcements

Families must sign in and out every time they enter and exit Echuca (eg. even if it is 10 times in one day). If we have an emergency evacuation, we need to know exactly who is in the building so we can account for them.

## Voicing your concerns

If you would like to talk to us about anything, we welcome meetings with residents and relatives. Please contact our Acting General Manager, Trish Bennetts, on 03 5480 5300 or [Trish.Bennetts@bupacare.com.au](mailto:Trish.Bennetts@bupacare.com.au) to make an appointment.



**Edition 2**  
22 May 2019

**Echuca**

# Residents and relatives newsletter



## What we've been up to

### ■ Echuca Bupa Café

Our residents look forward to socialising and catching up with old friends over a cappuccino and scones with jam and cream at our Bupa Café, which is held two mornings each week. Donna and Rex the dog, who is very popular, also enjoy the social aspect. Rex laps up all the attention the residents lavish on him. Two of our Lifestyle team members provide table service.





### ■ Meals on Wheels

It's all aboard the Bupa bus each week as our residents deliver Meals on Wheels to the Echuca community. They love the outing. Once the meals have been delivered, the Lifestyle team takes our residents for a scenic drive around the town, then we all head back home again in time for lunch.

### ■ Pool anyone?

Kevin and Pat enjoy a friendly game of pool — they're not playing for sheep stations here!



### ■ Pamper time

It's pampering time again, with residents enjoying a hand massage or having their nails painted in the colours of their choice. It's a very popular activity with our ladies.

### ■ Happiest man in the house

John always has a smile on his face, his infectious grin brightens our day!

### ■ Words on Wheels

Our local library visits each month and this time Bev Werner read to our residents about "Magnificent Mothers". This story time gives residents a chance to reminisce and share stories with one other.



## Update on our action plan

### ■ New Acting General Manager

Trish Bennetts will be the Acting General Manager at Bupa Echuca for the next three months. Trish has extensive experience and hails from Bupa New Zealand's Waireka Care home. Please make Trish feel welcome.

### ■ Gastro outbreak

We've been on lockdown for the past couple of weeks due to a gastro outbreak, so it has been a challenging time with many residents and staff feeling sick. Team members are working hard to keep everyone's spirits uplifted.

Samples have been taken from those who are ill and sent for testing, and we're waiting for the results. We notify the relevant health authorities daily to keep them up-to-date regarding our situation.

## Staff changes and training

### ■ Boot camp

Our Registered Nurses did an intense "Boot Camp", a clinical training day, earlier this month.



### ■ Fire drill

We completed our second session of fire training. There was a very good turnout and enthusiastic participation from staff.

### ■ Staying up-to-date

We've completed another full schedule of training — Registered Nurses' Responsibility Post-Death, Bupa Management System Induction, How to Access and Find Work Instructions, International Normalised Ratio Monitoring Work Instruction, Outbreak Management "333 Rule" and Standard Precautions.

### ■ Catering staff

We're excited to have found a suitable part-time cook/kitchenhand and we are waiting on the candidate's confirmation of acceptance. An added bonus is she is also a qualified Personal Care Attendant, so would be able to assist in this area when required.

### ■ Work Health & Safety Representatives

If you would like to join the WHS Committee, please contact your Clinical Care Manager. We are looking for several team members to provide much-needed support to our current committee.