

You said, we delivered

We've heard your feedback on what you would like improved here at Bupa Echuca 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 a Monthly Activity Plan'

Carole, one of our Personal Care Attendants, has been busily helping our Lifestyle Team with data entry. Our Lifestyle Team do an amazing job within the home and have a variety of activities for our residents to attend.



The team have implemented a Monthly Activity Plan, which has been a success as it allows residents and family members to plan their month and attend activities on certain days.

You said — 'we want another museum outing'

Residents said they would like another outing to the Aussie Heritage Museum when the weather is better, so we'll be fitting that into our new Monthly Activity Plan.

Staff changes and training

Our Registered Nurses completed the final "Boot Camp" clinical training day this month. It was a huge success and everyone came away with a great deal of information.



Announcements

■ Easter raffle winners

The winners of the Easter raffle were Bell Riddington, William Beatton, Graham Hawker and Lorna Koch. All were very excited with their prizes.

■ Signing in

Families must sign in and out every time they enter and exit Echuca (eg. even if that is 10 times in one day). This is a safety precaution to ensure that in the event of an emergency we can account for everyone in the building.

Voicing your concerns

If you would like to talk to us about anything, please don't hesitate to contact our General Manager, Trish Bennetts, on 03 5480 5300 or Trish.Bennetts@bupacare.com.au to make an appointment.

Bupa | Echuca



Edition 3
5 June 2019

Echuca

Residents and relatives newsletter

What we've been up to

■ Indoor bowls

Our residents spent an afternoon in a friendly game of indoor carpet bowls.





■ Our Team behind the scenes

We would like to say a big thank you to all our cleaning team, laundry team and maintenance officer for the work they've done over the past few weeks dealing with the gastro outbreak and keeping the home to a high standard of cleaning that we've all come to expect. They are our silent achievers who work behind the scenes to keep the wheels turning.



■ Meet some of our people

Our amazing team members all do a brilliant job with our residents – their high energy and zest for life is infectious.

■ Voting

The Australian Electoral Commission visited Echuca so residents could cast their votes in the 2019 Federal election.



■ A taste of China

Our Chef did an amazing job last month with a themed Chinese luncheon, it was a great success and everyone enjoyed the day.



■ Italian feast

Our Chefs cooked up a storm for our Italian-themed lunch held last month for residents and family members, who loved the variety of food on offer. They prepared an Italian feast for all, with an entrée of Balsamic Tomato Bruschetta, a choice of two mains (Beef Osso Bucco with gremolata or Pea Risotto with roasted pumpkin), and finishing with an Italian custard-filled cannoli dessert. Such a delight for the tastebuds! Buonissimo!



Update on our action plan

■ Gastro update

From 37 residents in isolation, we now have three. It's difficult to live in strict isolation, so our staff have been playing cards with affected residents to keep their spirits up as they recover.

Not all samples came back positive for the norovirus, but we still isolated and treated everyone who had symptoms.

Residents were treated to special meals and menus – they were allowed to eat whatever they felt would be OK.

The norovirus loves to live in curtains and carpets, so we had a huge commercial clean throughout the whole home. We'll get the commercial cleaners to return again once we've been given the all-clear to be doubly sure.

We held “how to deal with gastro” training sessions for our Personal Care Attendants and Registered Nurses.

■ Education focus

We're continuing to work through our care planning. We've done some medication training and modules on how to communicate so important information is given out during handovers.