

Buckland

Newsletter of the Buckland
Residential Aged Care Facility

BULLETIN

April
2020

A LETTER FROM THE CEO- APRIL 2020

So much can change in just one month. I don't think any of us would have thought we would be in the situation we are currently in with widespread self isolation, State borders closed and fines for those not following government requirements. There is no doubt we are currently in a 'brave new world' with the odd person telling me we are living in George Orwell's '1984'. Whilst I agree we are experiencing a degree of government control over our lives, I am grateful to our government for all their efforts in attempting to contain the COVID-19 virus and minimising to the greatest extent possible significant loss of lives in this country.

As you would all be aware Buckland has 'closed' the residential aged care facility down; with visitors only being allowed in the most exceptional of circumstances.

The Buckland directors, management team, staff and most importantly our residents appreciate the understanding so many relatives and regular visitors have shown towards the measures being taken in the interests of protecting the lives of our residents.



Pictured above: Gwen H reading her book.

Continued from previous page....

Again, all of you would have seen the daily briefings by our Prime Minister, Health ministers and authorities, epidemiologists, etc. who are imploring people to not expose the elderly to any chance of contracting this virus. It is only by the efforts of us all that any impact can be made in reducing the spread in the community and finally in time eliminating the risk this virus has had worldwide.

Please also be aware the staff of the facility are working really hard to continue to care with love and dedication for our residents. I have personally witnessed this and feel honoured to work with such a dedicated team. I thank and acknowledge our facility manager, Johannes Brockhaus who is doing an incredible job in managing all the resources required to ensure the facility runs smoothly and efficiently. He brings an exceptional level of solid leadership, calmness and stability to all during these difficult times.

I would recommend that each of you keep yourselves updated as to the regular advice and changes that are occurring by accessing the Buckland website www.buckland-rv.com.au

There is no doubt this current difficult situation will end at some time in the future. But until then I ask that we all remain considerate and caring, try to be kind to each other and know that as the TV ad state 'we're all in this together'.

Until next month, and more so than ever - look after yourselves.....
Regards Liz

Info on Coronavirus (COVID-19) **and why it is better to stay safe**

Why this virus is so dangerous for older people and people with chronic medical conditions?

The risk of serious illness from coronavirus increases if you are older or if you have a chronic medical condition.

The highest rate of fatalities is among older people, particularly those with other serious health conditions or a weakened immune system.

There is currently no cure or vaccine for coronavirus, or immunity in the community, so you need to make sure you protect yourself.

Protecting yourself

Good hygiene and taking care when interacting with other residents are the best defences for you and your family against coronavirus. This includes:

- covering your coughs and sneezes with your elbow or a tissue
- disposing of used tissues immediately into a rubbish bin and washing your hands
- washing your hands often with soap and water, including before and after eating and after going to the toilet, and when you have been out to shops or other places
- using alcohol-based hand sanitisers (60% alcohol)
- cleaning and disinfecting surfaces you have touched
- stay 2 metres away — 2 arms' length — from other people. This is an example of social distancing
- avoid non-essential travel
- consider having your groceries and essential items delivered to you by us
- Keep up to date with our newsletter and website

Symptoms

Symptoms include (but are not limited to) fever, a dry cough, tiredness, a sore throat and difficulty breathing.

If you develop mild symptoms of COVID-19

- We will help you to isolate yourself
- We will supply you with all personal protective equipment you need
- We help you to practise good hand hygiene
- We will call your doctor and tell them about your symptoms and whether you have had contact with someone diagnosed with COVID-19

If you have any concerns about COVID-19 or suggestions on how we could improve our service to you, feel free to speak with our COVID-19 liaison officer Lisa Murray. Alternatively, you can approach any staff member who you feel comfortable with. We will support you through these difficult times.

Warm Regards,
Johannes

RELATIVES MEETING VIA “ZOOM”

We invite all relatives to join us for our first live meeting held via the “Zoom app”.
Meeting date & time - Tuesday 28th April 2020, 3:00pm-4:00pm.

How to attend this meeting?

1. Download the Zoom app on any of the following (PC, android, iphone, tablet, ipad) - *Note: this is a meeting with video & audio.
2. You will receive an **sms/email invitation** from the meeting host. Click on the **link** (join via PC, Mac, iOS or Android). You will be taken to the meeting.

Other option - telephone dial in: You will receive an email from the meeting host - It will display the Dial in number which you can ring and join the meeting.

You do not need to RSVP for this meeting however, if you would like to attend, please test your zoom app and ensure you have a stable internet connection. We look forward to the trial of this new form of communication with you all!



Welcome to Buckland

Buckland wishes Jack Ainslie,
Kevin Chalkley & Edna Robinson
a hearty welcome and comfort in their new
home. Please check the calendars on the
back pages for special events this month.



The Buckland Chaplain is generally available for
Residents and their families each Monday and Tuesday.
Requests to see her can be made through Reception or
the Leisure & Lifestyle Team.

SHOPPING INFORMATION

As we are unable to run the DCW shopping bus at this time until further notice, we welcome you to use the Shopping Order forms. Please see reception or a DT staff member if you require one of these. Please have completed shopping order forms returned to reception by the 10th of April. If you would like to try this service for the first time please speak to a DT Team member to explain the billing process. Coles is making an Online Priority Service which will be up and running in the first few weeks of April.

STAFF MEMBER OF THE
MONTH IS

Beverly Pressman

CONGRATULATIONS



Please join us in
creating
special gifts for the
**Operation Christmas
Child 2020**
Shoe Box
Project.

Let the DT Team
know if you would like
to a party of this great
project!

BNH BIRTHDAY PARTY

What a lovely Birthday Party get together we had on Tuesday March 10th. The BNH main lounge was decorated in white and green as the theme for the gathering was St Patrick's Day.

We listened to and viewed video clips of traditional Irish music and everyone joined in singing "Happy Birthday" to our birthday celebrants which was followed by an Irish quiz. Thank you to all who came and made this a special occasion for the residents celebrating a March Birthday. Nina, (DT).



Pictured above is Florence B, Philip G & Flora R cutting the birthday cake.



Pictured above is Bill with Marjorie R & Pauline B cutting the birthday cake.



Pictured left is Peter M, Helen P and Alwyn G cutting the birthday cake and Sandra O dressed in a St Patrick's Day costume.



DCW BIRTHDAY PARTY

Another birthday party with a St Patrick's Day theme was held in the DCW main Lounge. Everyone was delighted watching the breathtaking and legendary Riverdance show with its meticulous steps and fast precise rhythms. Some of our residents shared recollections of going to watch the show in the Her Majesty's Theatre when it came to Sydney. It was hard not to clap or tap to the rhythm of the music, and even the DTs adlibbed a couple of reel steps while delivering rounds of drinks and party snacks. Then we demonstrated our excellent knowledge of geography and the traditions of Ireland by answering fun and challenging questions from an Irish quiz. The time flew by quickly and the party was soon over but everybody left with lifted spirits and fond memories. Nina (DT).



Pictured above from left to right: Pat W, Betty L, Eileen M & Dorothy M.

HARMONY DAY 2020! The Buckland residents of DCW and BNH celebrated harmony day in the respective lounges. This event is held around Australia to promote diversity and acceptance of other cultures. On our map of the World we put a marker on the location of birth of each resident and joined these together which created a lovely display. We took it in turns to go on an arm chair travel to each of these destinations and the residents took great pleasure in sharing with others at the group the cultural food and notable landmarks of their country of birth as well as the national flag. Photos and video clips from residents hometowns were displayed and viewed which brought smiles to residents faces as they recognised their favourite places they had been to in years gone by. As we received overwhelmingly positive feedback we hope to celebrate this day again in 2021 and we would love to incorporate any suggestions that you may have. Thank you to everyone who joined in to make this year's inaugural event such a success! Stephanie (DT).



Pictured above from left to right: Gwen H & Jean-Piere E.



Pictured above from left to right: Margaret G & Diane T.



Pictured above from left to right: Peter M & Joy S.



Pictured above from left to right: Shelagh G, Istvan T & Irene F.



Pictured above from left to right: Diane T, Bill L & Lucie B.



Pictured above from left to right: Marjorie C, Alwyn G & Beryl M.



Pictured above from left to right: Ron L & Evelyn C.



Pictured above from left to right: Fay W &



HAPPY ST DAVID'S DAY

There was an abundance of cultural activities in March, starting with the celebration of St David's Day, who is known as the patron Saint of Wales, on the 2nd of March. We ran the activities in the morning in the BNH main lounge and in the DCW main lounge in the afternoon. We learned a lot about Welsh traditions and how St David's day is celebrated in Wales from a Welsh quiz while making beautiful colourful paper daffodils - the floral symbol of Wales. Residents took these bright flowers home with them and the daffodil flowers were also used to decorate the lounge. They are a reminder of the rich Welsh culture which is one of the many we share here at Buckland. Nina (DT).



Pictured above clockwise from top left: Marjorie C, Alwyn G, Pamela P, Eileen M & Gloria M.



Pictured above from left to right: Peter M, Bill L, Florence B & Joy S.

MARCH MYSTERY ACTIVITY

The mystery activity was revealed on Wednesday the 18th as a Gardening activity in the BNH Main Lounge. Although Manfred from Springwood Garden Club could not be here in person, he sent along a slideshow presentation of flowers and garden scenes from Summer and Autumn for the residents to admire. Residents then took part in a sensory activity where plants with delightful fragrances were identified including the beautiful aroma of the Frangipani flower. Our attention was then taken to a “turning of the soil” event as the new garden vegepod beds was unveiled. Residents who volunteered went outside to perform the ceremony and took part in being the first to “turn the soil”. This looks to be a great activity that many residents will be able to take part in! Stephanie (DT).

ATTENTION:

*The **BNH Resident and Relative Meeting** that was scheduled for the **7th of April** at has been **cancelled**.*

*The new date and time
Advised on Page 4.*

DCW BBQ LUNCH



Residents are invited to join us for a BBQ lunch on the 24th from 11.30am with lunch to be served in your room. Please **RSVP** to reception by April 16th.



Pictured above from left to right: Margaret G, Flora R & Irene F & Iris B & Flora R.

FLORA CELEBRATES 109 YEARS YOUNG!

Flora turned 109 this month and a celebration was held in her honour with the BNH residents which included friends that have known her for many years. Flora was presented with a cake and flowers during the afternoon tea and a card that was signed by all the staff and management was given to her on her birthday.

Flora's daughter Jean also provided some anecdotes to be shared at the party that described some of Flora's experiences throughout her life and the now famous people that she worked alongside. A slideshow of photos of Flora that showcased her warm smile was also displayed during the party. Flora is known to so many and it was special for all to be able to celebrate this special milestone with her. Stephanie (DT).

DO YOU HAVE ANY SUGGESTIONS FOR OUR ACTIVITIES PROGRAM?

Please see a member of the Leisure & Lifestyle Team or leave a message in the suggestion box in the foyer. We will endeavour to incorporate these suggestions into the activity program. Thankyou!

The Buckland "BULLETIN" is available **online** in full **COLOUR!** Just visit our website www.buckland-rv.com.au and click on the link: "LATEST NEWS".

MONTHLY ACTIVITY BOOKLETS

Keep your eye out for the monthly activity booklets. These are supplied to the BNH and DCW reception areas alongside the monthly Buckland Bulletin. Everyone is invited to take a copy to complete at their leisure. See how many activities you can complete!



BNH BBQ LUNCH

The planned BBQ lunch went ahead for the BNH residents on Friday the 27th of March with a change in format with the residents

enjoying the special lunch in the comfort of their room. Residents had the fun of having their photo taken with a message for their loved ones and we have included a few! Stephanie (DT).

Pictured above from left to right: Doug A & Shane F; Diane T.



Pictured above from left to right: Mary M & Iris B.



Pictured above from left to right: Jill P & Amy B.



Pictured above from left to right: Bill R, Gwen H & Evelyn C.

DCW KISOK

The kiosk openings were increased in March upon customer demand. Whilst everyone enjoyed shopping here, we appreciated the moment to socialising with others whom we have not had a chance to see around recently, all done whilst maintaining our 2m distance! In April



Pictured above from left to right: Pamela P, Olive H, Joy S & Kathleen H.



Pictured above from left to right: Pat W, Lino M, Arnold M, Marjorie C.

however we will be utilising more of the Coles Online services to fulfill our shopping needs, please speak to DT staff for more details! Anuja (LLC)

BUCKLAND

Praise / Complaint Action Form

Location: (Tick) ☐ Residential Aged Care Facility
 ☒ Buckland Retirement Village

Date: / /

Name:	Telephone No:
Address:	
Name of Resident / Staff Member (if applicable):	
Relationship to Resident / Staff Member (if applicable):	

Nature of feedback: _____

[illegible]

Signature Resident / Representative / Staff Member:

Please forward to Facility Manager

Signature Care Manager

Date: / /

BUCKLAND

Suggestions/Opportunities for Improvements

Please complete the following, even the smallest issue is important to record.

Date ____/____/____ **Location:** Buckland Residential Aged Care Facility
(please tick one) Buckland Self Care Village

What is the suggestion, issue or concern? Include dates, times, persons involved as relevant.

What action could be taken to improve?_____

Issue raised & suggestion made by _____ **(Please circle)**
resident / visitor / staff / contractor

Please leave completed form in the box.

Issue Reviewed ____/____/____ **By:** _____

Aged Care Standards Reference:

Management Systems, Staffing & Organisational Development Health & Personal Care

Resident Lifestyle Physical Environment & Safe Systems Other

Risk Rating

Serious High Moderate Low

Action taken to meet suggestion or resolve the issue/concern & prevent recurrence

Outcome / Result_____

Evaluation of effectiveness (6 months post action taken)_____

Signature _____ **Name** _____ **Date** _____

Please forward to the Facility Manager



Charter of Aged Care Rights

All people receiving Australian Government funded residential care, home care or other aged care services in the community have rights.

I have the right to:

1. safe and high-quality care and services;
2. be treated with dignity and respect;
3. have my identity, culture and diversity valued and supported;
4. live without abuse and neglect;
5. be informed about my care and services in a way I understand;
6. access all information about myself, including information about my rights, care and services;
7. have control over and make choices about my care, and personal and social life, including where choices involve personal risk;
8. have control over, and make decisions about, the personal aspects of my daily life, financial affairs and possessions;
9. my independence;
10. be listened to and understood;
11. have a person of my choice, including an aged care advocate, support me or speak on my behalf;
12. complain free from reprisal, and to have my complaints dealt with fairly and promptly;
13. personal privacy and to have my personal information protected;
14. exercise my rights without it adversely affecting the way I am treated.

If you have concerns about the aged care you are receiving, you can:

- talk to your aged care provider, in the first instance,
- speak with an aged care advocate on **1800 700 600** or visit **opan.com.au**, for support to raise your concerns, or
- contact the **Aged Care Quality and Safety Commission** on **1800 951 822** or visit its website, **agedcarequality.gov.au**. The Commission can help you resolve a complaint about your aged care provider.

DID YOU KNOW? MOVING ON AUDITS

Consumer Identity, Dignity and Respect Audit

Organisations are required to ensure residents are provided with an inclusive and culturally safe environment to reside in. The organisation should be welcoming to all people who contribute to the residents' wellbeing, this includes families, local community, internal and external services etc. The organisation should demonstrate their systems, policies and procedures for promoting and maintaining consumer identity, dignity, respect and cultural safety. Buckland achieved 98% against a benchmark of 90.3%.

Privacy and Confidentiality Audit

This audit looked at the organisations ability to ensure that resident privacy and confidentiality systems, policies and practices are in line with resident outcome. Residents should report they are treated with dignity and respect, that they can make informed choices about care and services, live the life they choose, while maintaining their own identity. Buckland realised 97.4% in this audit against an industry benchmarking figure of 91.6%.

Choking / Dysphagia Audit

This audit looks at the organisation having effective risk management systems and practices, specifically focusing in this instance on high-impact and high-prevalence risk. The audit identifies the organisations assessment process in identifying at risk residents, managing any episode of choking/dysphagia, educate and support the workforce to minimize risk associated with choking/dysphagia, access to relevant health professionals e.g. speech pathologist, dietitian, dentist etc. Buckland achieved 100% against a benchmark of 86.3%.

Financial Governance Audit

This audit looks at the organisations broad financial governance systems. The organisation should have effective financial governance systems in place and provide: Consistency, Accountability, Transparency, Integrity, Financial Stewardship and Accounting Standards. There should be effective risk management systems in place and have a process to identify and manage both direct and indirect financial risks. Buckland achieved 100% against a benchmark of 87.8%.



VALE

Sadly, Kathleen Sumner, Ken Tabrett and Sheila Stalgis passed away in March.

We offer our sincere condolences to family and friends.

Special thoughts and memories remain in our hearts and minds here at Buckland.



Visiting Window

Please come and visit your loved ones by sending an email to

dt-bh@buckland-rv.com.au

We will be able to book in a time for you & provide all the details required.

Family Fun Day

Unfortunately we have to **post pone** this event we had organised for everyone.

New date to be advised.



On the bright side, this will give all the grandchildren and great grandchildren more time to practice their performance for the day!

