



Newsletter of the Buckland
Residential Aged Care Facility

BULLETIN

**August
2020**

A LETTER FROM THE CEO – AUGUST 2020

It goes without saying 2020 has been a difficult year on several fronts. As we started 2020, we were still dealing with the significant threat of bushfires and saw much of the eastern states of the country experiencing devastating fires. We were spared to a good degree, but regardless a lot of effort, manpower and money was allocated to dealing with the anticipated threat. We really hadn't put the bushfires behind us before we were confronted with the COVID-19 threat which still looms before us on a daily basis.

It is fair to say the ongoing pressure of dealing with COVID-19 is taking a toll on the community; for some it means the loss of jobs, for others home schooling, and others working in the home as an office.

For the Buckland Residential Aged Care Facility, the impact of COVID-19 has been obviously significant. We are caring for the most vulnerable of people – the frail aged. For many of our residents it has meant a change to their daily routines around activities outside the facility itself, as well as not having the same regular access to visitors as is the norm. For our staff, the impact is also very real and somewhat stressful. They have been asked to alter their daily home routines in line with protecting themselves from exposure to COVID-19 with the added burden of knowing they need to be particularly mindful of what its introduction into the facility could mean. I extend my heartfelt thanks and admiration to them for their ongoing efforts to protect the health and safety of the residents.

There is no doubt a very big impact is being felt by the resident's families and loved ones. I totally understand just how difficult it is to not have the usual free rein of the facility and to be able to come and go as you wish without being asked to provide details of your previous movements, influenza vaccinations, etc. To you I also give my thanks for your ongoing understanding and willingness to work with us in the joint goal of protecting the residents.

The influence of COVID-19 is being felt by us all, but the potential price we would pay for not remaining vigilant is far too great to ignore. We are currently dealing with a phenomenon that has not been experienced since the 1918-19 Spanish flu, where 500 million people were infected (1/3 of the world's population) with an estimated 20-50 million deaths. Currently in Australia we have the resources to deal with this pandemic, but it will require ongoing observance of the public health orders in place and a good degree of common sense and compliance.

So, in closing for this month, I thank each and every one of you for your ongoing adherence of the current controls we have in place. Let us hope that in the not too distant future we can again 'throw open the doors' and again enjoy each other's company and companionship.

Until next month, look after yourselves.....Liz

A LETTER FROM THE FACILITY MANAGER – AUGUST 2020

We find ourselves in August already! We are certainly enduring challenging times and we are all well aware of the impact that the COVID-19 pandemic is having on our Buckland family and on the wider community. I would like to thank you once again for your support and understanding at this time. These times are challenging for us all, and we must all continue to be mindful, but I do have some good news to share!

There was a food safety audit conducted in July and we received an A rating. I would like to commend our kitchen staff for their tireless work and exceptional attention to detail, and our hospitality services coordinator, Jenny Leulleik for achieving such a fantastic result.

Continued on next page

I'd like to officially welcome our new Finance Manager, Natalie Shephard to Buckland. Natalie joins us from Orange and brings with her a wealth of experience and knowledge, with over a decade of experience in Aged Care and many years in the corporate sector. We are delighted to have her on board and hope that she loves the Blue Mountains as much as we do.

Our new Leisure and Lifestyle coordinator Thareniy Nanthakumaran has also joined us. I'm sure many of you have already met Thareniy and are as taken by her warm and friendly manner and her fantastic plans for activities as we are. Welcome ladies!

In addition to these two new staff members, we have recently received approval from the board to increase staffing on the floor. We are currently recruiting new care staff and will soon be able to have as many pairs of hands on the floor as possible.

In response to the ongoing pandemic, our staff are continuing to receive ongoing training in infection control on our own internal training platform, as well as externally. You will also have noticed that all of our staff are now wearing masks at all times. This ensures that the risk of COVID-19 being transmitted is minimised and helps keep us all safe. It can be challenging at times, but rest assured that the lovely smiles hidden beneath the masks are still there! We have a wonderful team here at Buckland, and I am so proud of their ongoing commitment and dedication.

We recently engaged a third party to survey a sample of our staff, to assess how they felt about working at Buckland and I am delighted to inform you that the feedback we received was fantastic. As a supported team is absolutely vital to the provision of exemplary care, I am very happy to report that the survey indicated that our staff feel happy and supported here at Buckland, even in spite of a global pandemic. I would also like to note that 100% of staff surveyed could identify with Buckland's values and mission.

Continued on next page

I would like to make special mention of our employee of the month award recipients for August. Shane Farrell has been a part of Buckland's GSO team for years and you will have all experienced Shane's infectious laugh, dependable kindness and attention to detail first hand.

Rhonda Heberlein, who runs our laundry, you may not be so familiar with, but she has been absolutely integral to Buckland for almost fifteen years. Rhonda is part of the Buckland family and I would like to make special mention of her dedication and many years of service.

Our third employee of the month for August has not been with us for long. Fun Mapfupa is one of our fantastic Registered Nurses, but in the few short months that Fun has been with us, she has impressed with her wonderful positive manner and her thorough clinical skills.

Congratulations Shane, Rhonda and Fun! We are so proud to have you as part of the Buckland team!

Here's hoping that we can finally catch a break in August and that the COVID-19 numbers in Australia fall. Spring is just around the corner and it reminds us that, like winter, all challenging times do come to an end. We're determined to do all we can to continue keeping our community safe and well and thank you once again for your support and kindness. Wishing you happiness and good health. Johannes.

**DO YOU HAVE ANY SUGGESTIONS FOR OUR
ACTIVITIES PROGRAM?**

Please see a member of the Diversional Therapy 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 available every month for residents and everyone is invited to complete at their own leisure. See how many activities you can complete!



Welcome to Buckland

Buckland wishes Peter Ward and Ama Kars a hearty welcome and comfort in their new home.



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 Diversional Therapy 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 on the 6th and 20th of August.

If you would like to try this service for the first time please speak to a DT Team member who will explain the billing process.



**STAFF MEMBER OF THE
MONTH IS**

Shane, Fun, Rhonda

CONGRATULATIONS



TBW BBQ LUNCH

Residents are invited to join us for a BBQ lunch on the 28th of August from 11.30am with lunch to be served in your Dining Rooms.



Activities in Matron Rothery Wing, Thomas Buckland Wing

A new type of activity was introduced recently to BNH and DCW residents and has been a big hit - **Flower Bingo**. The colourful cards which feature a variety of flowers evoked very fond memories of growing these favourite plants in our gardens and reminded us of their wonderful perfumes. The melodies and lyrics of flower related songs such as "Lily of the Valley", "My Wild Irish Rose", "Built me up Buttercup", "Daisy, Daisy", "A White Sports Coat and a Pink Carnation", "Tulips from Amsterdam", "Lavender Blue" just popped into our heads when we came across these flowers during the game and in so doing a spontaneous singalong took place. In the course of the game a mystery was solved concerning a flower which was named "Mum". After some intensive brain storming the answer was found. It turned out to be a shortened form of "Chrysanthemum" to everybody's relief. We have been on the hunt for other bingo games so keep a lookout for these on the August calendar.



Pictured from above is Lorna H, Nelda K, & Gloria M.

Jerrah & Tim (& Nina) performed outside for our DCW Residents—What a Treat!

This month we welcomed back Jerrah & Tim for an outdoor performance due to COVID 19. Residents were eager to sing along and enjoy the music from the convenience of their balconies and shared a message of thanks to Jerrah and Tim. Of course, Nina (DT) did not miss an opportunity to join in and brought along her keyboard melodica.

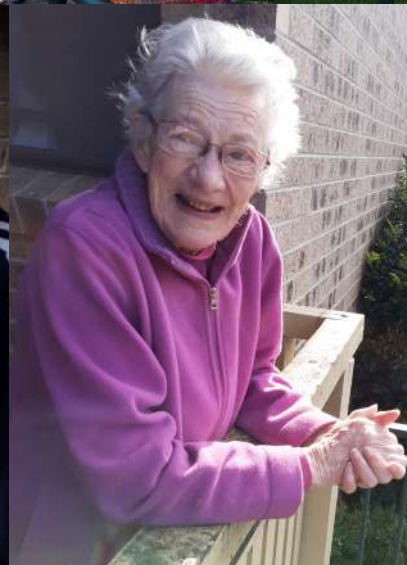
Pictured left is Tim & Jerrah performing for June S & Dorothy G.



Pictured right: Arthur B & Joy S
 Pictured below: Beryl M, Les E,
 Jess, Jerrah & Tim, Joy S, Nina
 (DT) & Olive H.



Pictured right is: Les E & June S
 Pictured below: Peter M & Alwyn G.





Annette C, Bill L, Irene F at the World Chocolate Day.

World Chocolate Day

World Chocolate Day is an annual celebration of chocolate occurring globally on July 7. This year we decided to celebrate World Chocolate Day in Buckland. Our residents enjoyed all kinds of goodies made from chocolate, including chocolate milk, hot chocolate, chocolate candy bars, chocolate cake and chocolate puddings. We discovered various facts and histories of Chocolate. Did you know Europeans account for almost half of the world's chocolate consumption? I am sure Australia is not too far behind!



Pictured above is Miriam M.

Pictured above is Miriam M, Marion G, Dawn C, & Diane T.





Pictured above is Thareniy (DTC), Bill G & Margaret G.



Pictured above in front: Margaret G, Kevin W & Neil P
Pictured in back row is Joan G & Stan B. Below is Pat R, Florence S, Pat R, Thareniy (DTC), Marion G.





Pictured above is Stephanie (DT) with Lucie B; Win J & Thareniy (DTC)



Pictured above is Stephanie (DT) with Ron L.

Sheelagh G with Thareniy (DTC).



Jean G & Stephanie (DT).

Margaret G; Evelyn C & Thareniy (DTC)



Pat R & Yvette (Admin).

Amy B & Stephanie (DT).



Pictured above is Dawn C with Yvette (Admin) & Pauline B & Stephanie (DT)



Pictured above is John P with Stephanie (DT) & Thareniy (DTC) with Jill P.



Pictured above is Thareniy (DTC) with Mary M & Marion G & Stephanie (DT)

BASTILLE DAY HAPPY HOUR

Bastille Day is the national day of France, which is celebrated on the 14th of July each year. We celebrated Bastille Day this year by having a French themed hallway happy hour. We decorated the happy hour trolley with the crafts made by residents during art and craft group. Residents enjoyed a variety of pastries, sparkling wine, cheese and crackers while listening to French tunes in the hallway.



Stephanie with Iris B & Gwen H & Yvette (Admin).



Thareniy with Istvan T.

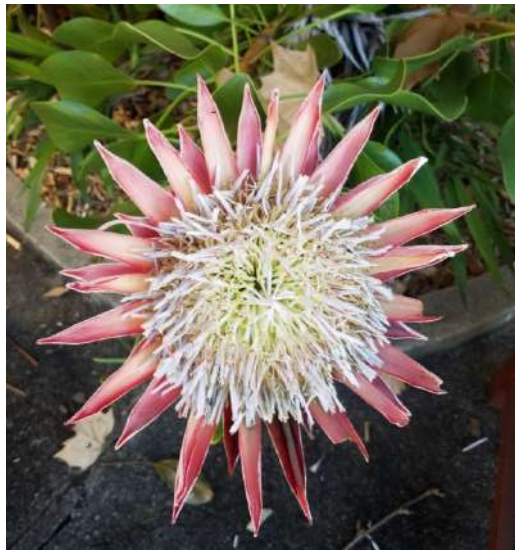
Pictured above is Diane T.



Yvette (Admin) with Pauline B; Marian H with Stephanie (DT).

Garden Tours

Thank you to Irene and Ruth who identified they myster flower from last month's bulletin. It is a Cynaroides (King) Protea which is an iconic flower from South Africa. It has the largest flower head from this family. It is also known as king sugar bush, honey pot or giant protea. As you can see from the photos, have been enjoying the winter sun when it is available!



Pictured above is Jack A



Pictured above is Betty M, Dawn C & Neil P.



Pictured above is Marion G, Bill G, Bill L.

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? _____

(Please circle)
Issue raised & suggestion made by _____ **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

Referrals

96.9% was achieved against an industry benchmark of 89.6% this audit focuses on the referral network of organisation record for each individual, organisation and/or provider in its referral to external care and services that consumers may require if their condition deteriorates.

Social, Personal, & Community Life

This audit focuses on participation of consumers in their communities in order to maintain social and personal relationships, and engagement in activities that interest them. It also focuses on assessment, planning and programming of activities which involves identification of consumers' needs, goals, and preferences. Buckland achieved 94.9% against an industry benchmark of 89.7%.

Workforce Management

The industry average for this audit was 88.1%. This audit focuses on workforce planning which involves strategies to maintain continuity of care and services for consumers, compliance with relevant legislative requirements and ensuring high-quality care and services at all times. It also focuses on recruitment processes, organisation of staff rosters, retention, credentialing, and reference check for all employees. Buckland achieved the result of 94.5%

Workforce Interaction with Consumers

This audit assesses the organisations approach to recruitment, workforce, training, and education that supports and respects the care of the consumer. Furthermore, focuses on demonstration of workforces' possession of the skills and experience required to be responsive to gender and diversity needs and preferences. Buckland achieved 98.3% against an industry benchmark of 91.7%.



VALE

Sadly, Russell Johnson and
Philip Gleitzman
passed away in July.

We offer our sincere
condolences to family and
friends.

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



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 be a part of this
great project!



The DCW Kiosk is located next to the
Hairdresser & has a wide variety of
items for available for purchase.
In August the Kiosk will be opened
every Wednesday from
10:00 - 11:30am.

Visiting Window

Please come and visit
your

loved ones at the
visiting window!

Please book in a
suitable time with the
DT Team by sending an
email to

**dt-bh@buckland-
rv.com.au**



Jack A enjoying
a window visit in D5

DONALD COBURN WING ACTIVITY CALENDAR

AUGUST 2020

WINTER

WEEK 1 * Please note, social distancing and hygiene guidelines need to be adhered to at all activities to keep everyone safe.

SATURDAY

1

Residents Birthdays in August.

6th Joy Stanmore 23rd Fay Wooldridge
7th Jean Wyburd 25th Margaret Duff
13th Elsie Clarke 26th Beryl Matysek
15th Ellen Andresen



11.00 am DCW ML
Relaxation Music



WEEK 2

SUNDAY

2

MONDAY

3

TUESDAY

4

WEDNESDAY

5

THURSDAY

6

FRIDAY

7

SATURDAY

8

11.30am.
Songs of
Praise
ABCTV

10.00am Activity
Calendar Delivery DCW
10.00am - 10.30 am
Fitness Session DCW ML
2.30pm Word Game BNH
ML



10.00am - 10.30am
Fitness Session DCW ML
2.00pm Gentlemen's
League: BNH ML
Beer Pong Game for
International Beer Day



10.00am-11.30am
Kiosk
10.00am - 10.30 am
Fitness Session DCW ML
2.00pm
Movie
Day
ML



HAIRDRESSER DAY
10.00am - 10.30 am
Fitness Session DCW ML
10.30am Ladies
Pamper
Hour:
DCW



International Beer Day
10.00am Garden Walks



11.00am DCW ML
Nature Music



WEEK 3

SUNDAY

9

MONDAY

10

TUESDAY

11

WEDNESDAY

12

THURSDAY

13

FRIDAY

14

SATURDAY

15

11.30am.
Songs of
Praise
ABCTV

10.00am - 10.30 am
Fitness Session DCW ML
2.30pm
Golden Memory
Karaoke BNH ML



10.00am - 10.30 am
Fitness Session DCW ML
11.30am Birthday Party
(Hallway Happy Hour)



10.00am-11.30am
Kiosk
11.00am - 11.30 am
Fitness Session DCW ML
2.00pm
Movie
Day
DCW ML



HAIRDRESSER DAY
10.00am - 10.30 am
Fitness Session DCW ML
10.30am Ladies
Pamper
Hour:
DCW





10.00am Garden walks



Ferragosto Festival
11.00 am DCW ML
Italian Music



WEEK 4					
SUNDAY	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY
16	17	18	19	20	21
11.30am Songs of Praise ABCTV	10.00am- 10.30 am Fitness Session DCW ML 2.30pm MUSIC WITH NINA BNH ML	10.00am- 10.30 am Fitness Session DCW ML 2.00pm Italian Ferragosto Celebration BNH ML	10.00am-11.30am Kiosk 10.00am- 10.30 am Fitness Session ML 2.00pm Movie Day DCW ML	HAIRDRESSER DAY 10.00am- 10.30 am Fitness session DCW ML 10.30am Ladies Pamper Hour: DCW	10.00am Garden Walks 11.00am DCW ML <i>Piano Music</i>
WEEK 5					
23	24	25	26	27	28
11.30am Songs of Praise ABCTV	10.00am- 10.30 am Fitness Session DCW ML 2.00pm Board Games BNH ML	10.00am- 10.30 am Fitness Session DCW ML 10.30am- 11.00am WHO AM I? ML 2.30pm Dog Bingo BNH ML	10.00am-11.30am Kiosk 10.00am- 10.30 am Fitness Session DCW ML 2.00pm Movie Day DCW ML	HAIRDRESSER DAY 10.00am- 10.30 am Fitness Session DCW ML 10.30am Ladies Pamper Hour: DCW	10.00am Garden Walks 11.00 am Relaxation Music 2.00 pm DCW ML Fun Riddles
WEEK 6					
30	31				
11.30am Songs of Praise ABCTV	10.00am- 10.30am Fitness Session DCW ML 2.00pm Evolving Railways DCW ML	<div><p>BOON FERRAGOSTOI 18th August 2020 (Tuesday) 2.00pm- 4.00pm BNH ML</p></div> <div><p>Venice is a unique city in that it is built upon a lagoon surrounded by the Adriatic Sea</p></div> <div><p>Abbreviation; BNH: Buckland Nursing Home DCW: Donald Coburn Wing ML: Main Lounge</p></div>			

BUCKLAND NURSING HOME ACTIVITY CALENDAR

AUGUST 2020

WINTER

WEEK 1 * Please note, social distancing and hygiene guidelines need to be adhered to at all activities to keep everyone safe.

SATURDAY

1

Residents Birthdays in August

2nd Ama Kars
5th Islwyn Jones
12th Andrew Costello
12th Vi Wilkinson
13th Mary Magann
18th Joan Mumford

Horses' Birthday
11.00am Nature Music (Hallway)



2.30pm Card Making BNH ML



WEEK 2

SUNDAY

2

11.30am
Songs of Praise
ABC TV

10.00am Activity Calendar Delivery BNH

2.30pm Word Game BNH ML



11.00am Garden Walks

2.00pm Gentlemen's League: BNH ML

Beer Pong Game



TUESDAY

4

WEDNESDAY

5

11.00am - 11.30am D4 This Day In History

11.30am - 12.00 pm Fitness Session D2 & D4

2.00pm Movie Time In Room



THURSDAY

6

10.30am Ladies Pamper Hour: DCW ML



2.30pm Magic Memories BNH ML

FRIDAY

7

11.00am St Mary's Cathedrals (Virtual Church Service) BNH ML

11.30am - 12.00 pm Fitness Session D2 & D4

2.30pm Book Trolley



SATURDAY

8

11.00am Relaxation Music (In room Channel 9)

2.00pm Ferragosto Art & Craft BNH ML



WEEK 3

9

11.30am
Songs of Praise
ABC TV

11.00am Poetry & Reminiscing BNH ML

2.30pm Golden Memory Karaoke BNH ML



11

11.00 am St Andrew's Cathedrals (Virtual Church Service) BNH ML



2.00pm Andre Rieu (In room Channel 9)

12

10.00am-11.30am Kiosk DCW



11.00am - 11.30am WHO AM I? D2

11.30am - 12.00 pm Fitness Session D2 & D4

13

10.30am Ladies Pamper Hour: DCW ML



2.30pm Italian Trivia

14

11.00am - 12.00 pm Garden Walks

OR

11.30am - 12.00 pm Fitness Session D2 & D4



2.30pm Dog Bingo BNH ML

15













Ferragosto Festival

11.00 am Italian Music (In room Channel 9)



2.30pm Italian Quiz BNH ML

BUCKLAND NURSING HOME ACTIVITY CALENDAR AUGUST 2020 WINTER

WEEK 4						
SUNDAY	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY
16	17	18	19	20	21	22
11.30am <i>Songs of Praise</i> ABCTV	11.00am Book Reading With Stephanie BNH ML  2.30pm <i>Music</i> WITH NINA BNH ML	11.00am <i>Decorating for Ferragosto Day.</i> 2.00pm Italian Ferragosto & Birthday Celebration BNH ML 	11.00am - 11.30am Short Story: Mona Lisa 11.30am - 12.00 pm Fitness Session D2 & D4 2.00pm <i>Movie Time</i> In Room 	10.30am Ladies Pamper hour: DCW ML 2.30pm Magic Memories BNH ML 	11.00am Target Letter Game OR 11.30am - 12.00 pm Fitness Session 2.30pm Book Trolley 	11.00am Piano Music (Hallway)  2.00pm Card craft BNH ML 
WEEK 5						
23	24	25	26	27	28	29
11.30am <i>Songs of Praise</i> ABCTV	11.00am Garden Walks 2.00pm Board Games BNH ML 	11.00am Crossword Puzzle BNH ML 2.00pm Blindfold Tasting Competition BNH ML 	10.00am-11.30am <i>Kiosk</i> 11.00am - 11.30am This Day In History 11.30am - 12.00 pm Fitness Session D2 & D4 	10.30am Ladies Pamper hour: DCW ML 2.30pm Word Games ML 	12.00pm BBQ (In Dining Rooms) <i>It's BBQ Time!</i> 11.30am - 12.00 pm Fitness Session D2 & D4 	11.00am Relaxation Music (In Room Channel 9) 
WEEK 6						
30	31					
11.30am <i>Songs of Praise</i> ABCTV	11.00am Garden Club  2.30 pm School Days BNH ML 	 Venice is a unique city in that it is built upon a lagoon surrounded by the Adriatic Sea.	 Fox Classics has a mid-day movie on Channel 6			
					 BUON FERRAGOSTO! 18th August 2020 (Tuesday) 2.00pm - 4.00pm BNH ML	Abbreviation: BNH: Buckland Nursing Home DCW: Donald Coburn Wing ML: Main Lounge