



Buckland

Newsletter of the Buckland
Residential Aged Care Facility

BULLETIN

**December
2020**



Merry Christmas from the CEO

Can you hear sleigh bells ringing? Saying that we are excited to welcome you back into the Nursing Home is the understatement of 2020. As you know, we are open again for visitors! Just in time for Christmas!

If you have been down to the nursing home in the last few days you'll notice that our staff have really gotten stuck into Christmas preparations. Christmas 2020 will be a little different this year, due to Covid-safe requirements, but we are determined to make the season as magical as always. We have two magnificent real Christmas trees that were beautifully decorated by our residents and our elves/DT Team have been busily sprinkling their festive magic throughout the halls. Our team are really embracing the festive mood and are doing their best to make sure Christmas is special for our residents. The man in red himself will be stopping by to visit our residents at the annual resident Christmas Parties and we hope that you will be able to spend some wonderful time with your loved ones this festive season.

As you know, our outgoing CEO Liz Roberts retired in November, after 32 years at Buckland. Her leadership will be sorely missed and I am sure many of you have incredibly fond memories of Liz's kindness and dedication over the years. She will be dearly missed, but I hope you will join me in wishing Liz all the best for the future. May she enjoy the many years of happy gardening ahead! Liz has left exceptional shoes to fill and I am honoured to follow in her footsteps.

[Cont. on next page]



Our new Facility Manager, Mohan Nooney is due to commence his new role with us on the 2nd of December. We are excited to welcome Mohan and know that he will become a treasured member of the Buckland Family.

I would also like to extend my congratulations to our staff member of the month: Christine Nunes! Well done Chris! We hope you enjoy your prize!

This time last year we were bracing ourselves for what would be one of the worst bushfire summers on record. Since then we have weathered a global pandemic more deadly to our elderly than any in our collective memories. 2020 has been the most difficult year in a very long time for many of us, but it is because of the hard work and overwhelming dedication of our staff, and the love, support and understanding shown to us by the entire Buckland community that we have managed to remain Covid Free. I am proud of our entire community and as grateful as ever to each of you.

We are so delighted to be able to welcome you back to visit, and encourage you to come and see your loved ones for Christmas, but please make sure you're staying safe and maintaining social distancing whilst you're here. Just a reminder that masks are compulsory at all times when you are inside the nursing home, including in your loved ones room. We understand this might be difficult sometimes, but we've all done so well to keep Buckland safe from Covid-19, that it would be heartbreaking to fail with the end in sight. Please also ensure that you are staying in resident's bedrooms and not wandering unnecessarily throughout the facility.

If 2020 has taught us anything, it is to appreciate time with the people we love. We are incredibly fortunate, down here on the bottom of the world, to be safe and well and finally able to see our families. My hope for Christmas 2020 is that we are able to appreciate the unique freedom we find ourselves able to enjoy and that we can love our families more fiercely and tenderly than ever.

**WISHING YOU AND YOURS A VERY MERRY CHRISTMAS
AND A SAFE, PEACEFUL AND PROSPEROUS 2021.
YOURS SINCERELY,
JOHANNES**



Welcome to Buckland

Buckland wishes Joyce Forge, Margaret Davey, Isla Dunkley, Gweneth Aitchison, Beryl Freedman, June Henderson, Betty Wright, and Pamela Dobson a hearty welcome and comfort in their new home. Please check the activities on the back page of the bulletin and everyone is welcome to join in.



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

- DCW shopping bus leaves at 10am on Wednesday the 2nd and 16th of December from DCW foyer, weather permitting.
- Please see reception or a DT staff member if you require Coles online shopping order forms. Please have completed shopping order forms returned to the DT Team. 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.



The DCW Kiosk is located next to the Hairdresser & has a wide variety of items for available for purchase. In December the Kiosk will be opened every Thursday (except 24/12/2020) from 10:00 - 11:00am.

Melbourne Cup 2020



Clockwise from left to right: Peter M, Neil A & Tharenii (DTC), Jean A and Claire C

Our Melbourne Cup celebration was held in the BNH ML on Tuesday the 3rd of November. The Fashion Parade exceeded all expectations - all in attendance were beautifully dressed and the room was quickly filled with fancy fascinators and outfits as if we were at the real location of the race track. A beautifully decorated photo booth was set up at the entrance of the lounge that gave a great opportunity for everyone who came to have a marvelous photo taken on their own or with a friend. We watched the race together while enjoying a couple of drinks and tasty snacks. We hope everyone enjoyed this years festivities and thank you to all who contributed to make the day such a success.



Picture above Rose R & Lexie





Clockwise
from left to
right:
Gwen H,
Jess (DTA),
Pauline B,
Betty M,
Joy S,
Mary M,
Dawn C &
Lexie (AIN)





Clockwise from left to right: Florence B, Florence S, Peter M, Annette C & Thareniy (DTC)



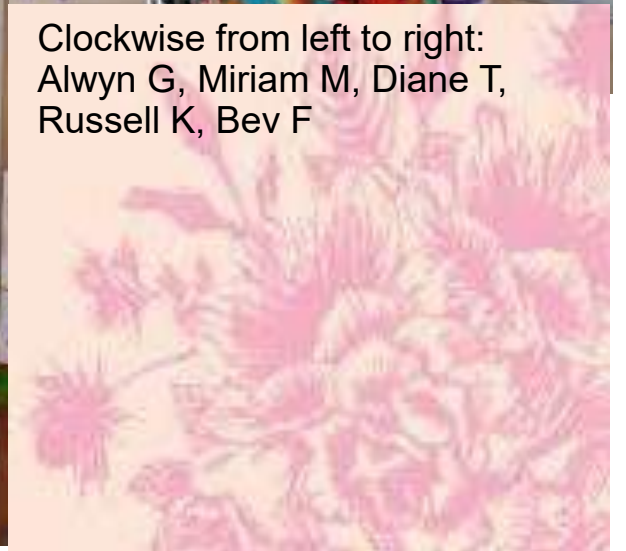
Picture above: Rose (AIN), Jean G, Dorothy M, Gloria M



Clockwise from left to right:
June S,
Jean W,
Merran S,
Indah
(AIN), Alice
(AIN) &
Miriam M



Clockwise from left to right:
Alwyn G, Miriam M, Diane T,
Russell K, Bev F





Clockwise from left to right: Julie H, Rose (AIN), Ron W, Margaret C, Monica K.





Clockwise from left to right: Agnes I, Iris B, Doug K, Rose (AIN), Sandra O, Kevin W, Jess (DTA)





Clockwise from left to right: Bill L, Betty M, Jean G, Nina (DT), Les E, Sandra O, Jean W, Gloria M.



Clockwise from left to right:
Russell K,
Gloria M,
Dorothy J,
Bill L,
Jean-Pierre E,
Agnes I.



Picture above: Virginia (CM), Lisa M, Ina F, Lilia S, Jess (DTA), Florence S.



Picture above: Nina (DT), Jenny (HSC), Peter K, Lisa M, Ina F, Lilia S, Talisa R & Tallara T





Clockwise from left to right: Kevin W, Margaret C, Stephanie (DT), Lucie B, Jill P, Nina (DT), Dorothy G.





Clockwise from left to right: Miriam T, Claire C, Pat H, Mary M, Betty M, Joy S, Tharenii (DTC), Florence S, Henry T.





Clockwise from left to right:
Dorothy M, Alwyn G, Joy S,
Sandra O, Jean-Pierre E,
Florence B, Evelyn C, Pat W,
Diane T.





Clockwise from left
to right: Rose R,
Neville B, Evelyn C,
Elaine R,
Pauline B, Jill P &
Arlene (AIN)





Picture above
Johannes (CEO) & Ina
(Admin)

Picture above Thareniy (DTC),
Stephanie (DT), Jess (DTA) &
Nina (DT).



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



VALE

Sadly, Arthur Short,
Nancy Allen, John Webb,
Margaret Gobert and
Betty Levy
passed away in November.

We offer our sincere
condolences to family and
friends.

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

HAIR DRESSER APPOINTMENTS

BNH appointments can be made at
the Thomas Buckland Wing or
Matron Rothery Wing Nurses
Station. DCW appointments can be
made in the book located outside
the DCW Salon.

Please
see the
RN in
each
wing
for
more
infor-
mation.
Thank
you.



Dawn C at the Hair Dressers

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!

STAFF MEMBER OF THE
MONTH IS

Chris Nunes

CONGRATULATIONS

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".

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!



DCW Church Service is at 11.00am on the 14th of December in DCW Main Lounge.

BNH Church Service in the BNH Main Lounge 7th of December at 11:00am is a Church Service led by our Chaplain, Kaye.

All are welcome



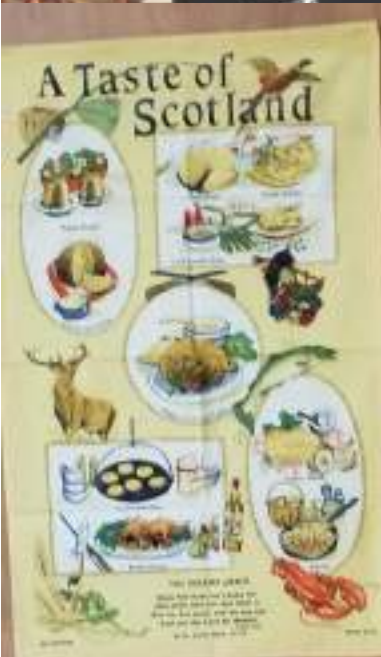
A Christmas Service will be held on Thursday, 24th of December at 11.00am in BNH Main Lounge.



Picture above: Susan Templeman (federal member of Parliament) visited and handed Johannes Brockhaus a new Australian flag.

Scottish Birthday Party

This month we celebrated our Scottish Theme Birthday Party on the 17th in BNH ML. The lounge was decorated with Scottish Dolls and Scottish Tea Towels.



Picture above: Allana and Stephanie (DT)



Clockwise from left to right: Joy S, Margaret B, Kath H, Diane T.



Residents enjoyed live piano music by Nina (DT) and Scottish Dance Performance by Stephanie (DT), Allana and Arlene (AIN) and everyone had a great time.



REMEMBRANCE DAY 2020



Clockwise from left to right Ron W, Joan G, Joan M, Margaret C, Betty M



On 11 November 2020 the combined BNH & DCW Remembrance Day Commemorative Service was conducted in the Nursing Home Main Lounge. The feature story this year was The Great Ocean Road which was built by hand by servicemen who returned from World War I. The road is the largest War Memorial in the world.

Residents who participated were: Bill H (The Ode) Claire C (Prayer of Remembrance) Peter M (laying floral Tribute), Fay W (leading the singing of National Anthem & God Save the Queen). It was an emotional time for some who spoke about their sadness over lost family and friends. After the Commemoration, many Residents shared with the Chaplain and each other memories of family who went to war some of whom received very distinguished medals in both WWI and WWII. They reminisced about that era in their lives and the impact that WWI had on their families previously.

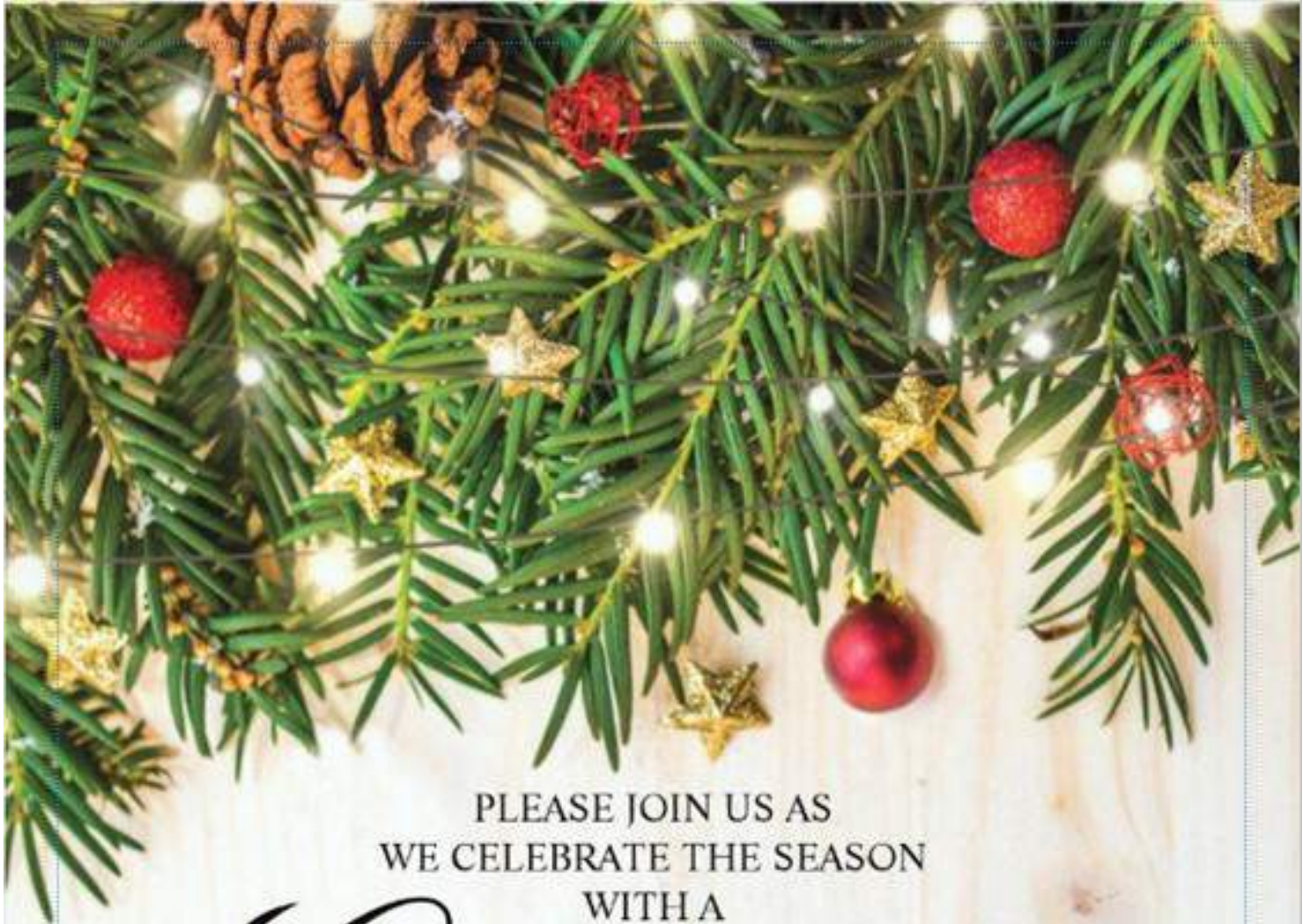
Kaye Johnson, Chaplain.



Picture above Lucie B & Ron L



Picture above: Fay W, Claire C, Kay (C), Peter M, Bill H & Dorothy M.



PLEASE JOIN US AS
WE CELEBRATE THE SEASON
WITH A

Christmas PARTY

TUESDAY, DECEMBER **8TH**, 2020 FOR **DCW** RESIDENTS

2:00 pm ~ 4:00pm DCW Main Lounge

TUESDAY, DECEMBER **15TH**, 2020 FOR **BNH** RESIDENTS

2:00 pm ~ 4:00pm BNH Main Lounge

PLEASE RSVP BY
DECEMBER 5TH TO THE DT TEAM

Did you know? Moving on Audits

Delirium

Buckland result 100% against benchmark 82.3%. The audit measures the organisations recognizing and response to Delirium. The audit addressed the availability of clinically qualified staff to assess and monitor suspected cases of delirium, provide training to staff and have access to appropriate external services to meet the medical needs of the residents.

Hearing Loss

Buckland result 100% against benchmark 80.3%. This audit looks at the organisations ability to meet the needs of those residents with a hearing deficit. The audit explores staff expertise in this area to ensure effective communication for resident with others, identify hearing deficits and raise awareness of alternatives in communication, as well as skill development in managing/fitting hearing appliances.

Consumer Engagement

Buckland result 100% against benchmark 92.6%. Audit reflects the engagement between care and ancillary services, with the resident and their representative to develop a care plan and services relevant to the needs of the individual. With changes to the Aged Care Quality Standards it is a pleasing result against the Industry Benchmark and indicates that Buckland is moving in the right direction to ensure the needs of the individual are at the center of services provided.

Continuous Improvement

Buckland result 100% against benchmark 93.8%. The purpose of the audit is to identify if the organisation can demonstrate, that it connects Quality Improvement initiatives with relevant Aged Care Quality Standards and expected outcomes. This must also achieved, while considering risk, feedback, complaints, delivery of care and self-monitoring performance.



Clockwise from top left: Bill L, Sandra O, Evelyn C & Gwen H

Christmas Craft




Clockwise from left to right: Elsie C, Claire C, November hadn't finished yet, but we started preparing for Christmas. It was an exciting process getting out all the shiny decorations, sorting them and nominating their locations, putting up X-mas trees in both DCW and BNH, and also fluffing up mini trees for the dining rooms and decorating them was a lot of fun. The whole facility now looks pretty with wreaths, bows and X-mas lights. At the craft sessions many residents really enjoyed creating colorful place mats made of used X-mas cards cut outs (idea credits—Alwyn G who is pictured left). Merry Christmas season to everyone!





BUCKLAND NURSING HOME ACTIVITY CALENDAR

SUNDAY	MONDAY	TUESDAY	WEDNESDAY
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WEEK 1 * Please note, social distancing and hygiene

	1	2
 <p>HAIRDRESSER DAY Wednesday- Friday</p>	<p>11.00am Activity Calendar Distribution</p>  <p>2.00pm Decorating BNH Photobooth</p>	<p>10.30am Ladies Pamper Hour BNH ML</p>  <p>11.00am- 11.30am Fitness Session D2</p>

WEEK 2

6	7	8	9
<p>11.30am</p>  <p>ABCTV</p>	<p>11.00am Church Service BNH ML</p> 	 <p>11.00am In Room Christmas Movie</p>	<p>10.30am Ladies Pamper Hour BNH ML</p>  <p>11.00am- 11.30am Fitness Session D2</p>

WEEK 3

13	14	15	16
<p>11.30am</p>  <p>ABCTV</p>	<p>11.00am- 11.30am Fitness Session D2 & D4 OR 11.00am- 12.00 pm Garden Walks</p> 	 <p>2.00pm Christmas Party with Ian Pritchard BNH ML</p>	<p>10.30am Ladies Pamper Hour BNH ML</p>  <p>11.00am- 11.30am Fitness Session D2</p>

DAY	THURSDAY	FRIDAY	SATURDAY
The guidelines need to be adhered to at all activities to keep everyone safe.			
	3	4	5
 	<p>10.00am–11.00am KIOSK DCW BNH ML</p>  <p>11.00am Decorating Christmas Tree in BNH Foyer</p> 	 <p>11.00am Christmas Decorating in BNH ML</p>	<p>11.00am Christmas Decoration in BNH Hallway</p>  <p>2.00pm Golden Memory Karaoke (In Room Channel)</p> <p>Let's Sing Along...</p>
	10	11	12
 	<p>10.00am–11.00am KIOSK DCW</p>  <p>2.00pm Christmas Bingo BNH ML</p> 	<p>11.00am Christmas Trivia BNH ML</p> <p>2.00pm Andre Rieu Christmas Around The World BNH ML</p> 	<p>11.00am Christmas Music (Hallway)</p>  <p>2.00pm Christmas Craft BNH ML</p> 
	17	18	19
 	<p>10.00am–11.00am KIOSK DCW BNH ML</p>  <p>2.30pm Jerrah & Tim BNH ML</p> 	<p>11.00am Christmas Poetry BNH ML</p>  <p>2.00pm Christmas Singalong BNH ML</p>	<p>11.00am Christmas Carol Quiz BNH ML</p>  <p>2.00pm Christmas Movie (In-house Channel 9)</p>

BUCKLAND NURSING HOME ACTIVITIES






SUNDAY	MONDAY	TUESDAY	WEDNESDAY
WEEK 4		* Please note, social distancing and	
20	21	22	23
<p>11.30am</p>  <p>ABCTV</p>	<p>11.00am- 11.30am </p> <p>Fitness Session D2 & D4 OR</p> <p>11.00am- 12.00 pm Garden</p> <p>2.30pm Piano with Nina in Sunroom</p> 	<p>2.00pm Christmas Movie In-house Channel 9</p> <p>6.30pm Carols Night BNH ML</p> 	<p>10.30am Lady Pampers Hour BNH ML</p>  <p>11.00am- 11.30am Fitness Session D2 & D4</p>
WEEK 5			
27	28	29	30
<p>11.30am</p>  <p>ABCTV</p>	<p>11.00am- 11.30am </p> <p>Fitness Session D2 & D4 OR</p> <p>11.00am- 12.00 pm Garden Walks</p> <p>2.00pm Balloon Tennis BNH ML</p> 	<p>11.00am Decorating for Birthday Party BNH ML</p> <p>2.00pm Birthday Party BNH ML</p> 	<p>11.00am Activity Calendar Delivery</p> <p>11.00am- 11.30am Fitness Session D2 & D4</p> <p>2.00pm Movie In-house Channel 9</p> 



ACTIVITY CALENDAR

December 2020

DAY	THURSDAY	FRIDAY	SATURDAY
d hygiene guidelines need to be adhered to at all activities to keep everyone			
	24	25	26
 	11.00am CHRIST-MAS SERVICE 7.30pm Carols by Candlelight In Room Channel 9		10.00am In Room Boxing Day Test Channel 7 2.00pm Reindeer Game BNH ML 

	31	
 	10.00am–11.00am KIOSK DCW BNH ML  2.00pm New Years Eve Party BNH ML 	

BIRTHDAYS

ll Parker
ohn Lean

19th Janet Habegger
20th Len Smith
27th Jean Wulff
27th Ron Liversidge

DONALD COBURN WING ACTIVITY

SUNDAY

MONDAY

TUESDAY

WEDNESDAY

WEEK 1

*** Please note, social distancing and hygiene**

FITNESS DCW ML

CLASS



**10.00am- 10.30am
Monday- Thursday**

1

11.00am Activity Calendar Distribution

2.00pm Christmas Decorating in DCW Hallway



2

10.00am Shopping Bus to Springwood (Library)

2.00pm Christmas Movie DCW ML



WEEK 2

6

7

8

9

11.30am



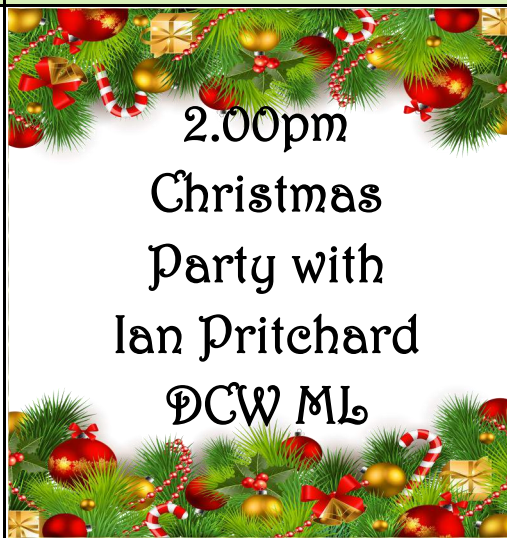
ABCTV

11.00am- 12.00 pm Garden Walks



2.00pm

Christmas Party with Ian Pritchard
DCW ML



10.30am Ladies Pamper Hour
DCW ML



2.00pm Christmas Movie DCW ML

WEEK 3

13

14

15

16

11.30am



ABCTV

11.00am Church Service DCW ML



11.00am Christmas Movie
DCW ML



10.00am Shopping Bus to Springwood (Library)

2.00pm Reindeer Game
BNH ML



CALENDAR December 2020 SUMMER

WEDNESDAY	THURSDAY	FRIDAY	SATURDAY
Please see the guidelines need to be adhered to at all activities to keep everyone safe.			
	3	4	5
 	<p>10.00am–11.00am KIOSK DCW BNH ML</p>  <p>2.30pm Decorating Christmas Tree DCW Library</p> 	 <p>11.00am Christmas Decorating in BNH ML</p>	<p>11.00am Golden Memory Karaoke DCW ML</p> <p>Let's Sing Along...</p> <p>2.00pm Decorating DCW Photobooth</p> 
	10	11	12
 	<p>10.00am–11.00am KIOSK DCW</p>  <p>2.00pm Board Games</p> 	<p>11.00am Christmas Trivia BNH ML</p> <p>2.00pm Andre Rieu Christmas Around The World DCW ML</p> 	 <p>11.00am Christmas Crossword DCW</p>  <p>1.30pm Christmas Music (Hallway)</p> 
	17	18	19
 	<p>10.00am–11.00am KIOSK DCW BNH ML</p>  <p>2.00pm Jerrah & Tim BNH ML</p> 	 <p>11.00am Christmas Singalong DCW ML</p>  <p>11.00 Christmas Poetry DCW Library</p>	<p>11.00am Christmas Movie DCW ML</p>  <p>2.00pm Christmas Carol Quiz DCW</p> 

DONALD COBURN WING ACTIVITY

SUNDAY	MONDAY	TUESDAY	WEDNESDAY
WEEK 4			
* Please note, social distancing and			
20	21	22	23
<p>11.30am</p>  <p>ABCTV</p>	<p>11.00am- 12.00pm Garden Walks</p>  <p>2.00pm Christmas Bingo DCW ML</p> 	<p>2.00pm Christmas Carol Movie DCW ML</p> <p>6.30pm Carols Night BNH ML</p> 	<p>10.30am Lao Pamper Hour DCW ML</p>  <p>11.00am Christmas DCW ML</p>

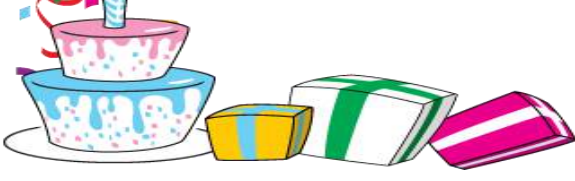
WEEK 5			
27	28	29	30
<p>11.30am</p>  <p>ABCTV</p>	<p>11.00am- 12.00pm Garden Walks</p> <p>2.00pm Magic Memories DCW ML</p> 	<p>11.00am Decorating for Birthday Party BNH ML</p> <p>2.00pm Birthday Party BNH ML</p> 	<p>10.00am Shopping Bus to Springwood (Library)</p> <p>2.00pm Movie DCW ML</p> 



DECEMBER BIRTHDAYS

*1st Eileen Millington
3rd Janet Noonan
21st Maria Skofic*

*29th Roger G
31st Neville B*



Happy Birthday!

CALENDAR December 2020


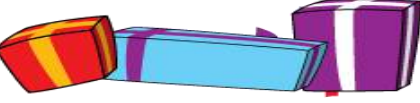
DAY	THURSDAY	FRIDAY	SATURDAY
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d hygiene guidelines need to be adhered to at all activities to keep everyone

	24	25	26
 	<p>11.00am CHRISTMAS SERVICE</p> <p>7.30pm Carols by Candlelight In Room Channel 9</p> 		<p>10.00am In Room Boxing Day Test Channel 7</p> <p>11.00am Christmas Singalong DCW ML</p> 

	31	
 	<p>10.00am–11.00am KIOSK DCW BNH ML</p>  <p>2.00pm New Years Eve Party BNH ML</p> 	 <p>HAIRDRESSER DAY</p>

Gregson Baker

Abbreviation

BNH: Buckland Nursing Home

DCW: Donald Coburn Wing

ML: Main Lounge

MRW: Matron Rothery Wing

TBW: Thomas Buckland Wing



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.