



Newsletter of the Buckland
Residential Aged Care Facility

BULLETIN

**July
2020**

A LETTER FROM THE CEO – JULY 2020

Welcome to the July edition of the Buckland Bulletin. It is pleasing to open this month acknowledging the wonderful efforts of our community as a whole in addressing the COVID-19 pandemic. The current levels of new cases in the community are certainly encouraging, but as we have seen from Melbourne we are certainly not out of the woods as yet.

I know Johannes, our facility manager will bring you up to date with the ongoing work the facility is undertaking to ensure we do the very best we can to keep the virus out of Buckland. This will take an ongoing, sustained effort and I invite each and every one of you to be part of our team effort in protecting our residents from this deadly virus.

It is with a bit of a heavy heart that I formally advise that the Buckland Spring Fete will not be held this year. At this time, we are still not aware of what the social distancing restrictions will look like in September and there is no way we could undertake all the work involved in any less time than we have right now. Each year the preparations for the fete get underway in March/April with then a steady build up over the next five to six months. So regardless of how well the community does over the next few weeks/months there is now no time to undertake all the work required. Also very importantly, it is difficult to know how we could in all good faith ask for donations from the local businesses after the extremely trying times they have experienced since late last year – firstly with the bushfires and now the pandemic. It is my sincere hope that 2021 will be a much better year for all concerned and that the 2021 fete will be a fantastic event being bigger and better than ever.

Finally, for this month I need to let you all know that we haven't 'forgotten' about the planned refurbishment of the Donald Coburn Wing of the facility. As most of you are aware, we were just about to commence the building work when the pandemic struck. In some ways it was fortuitous that we hadn't started work as more than likely we would have had to cease until the pandemic was more fully resolved. We will continue to measure the risk and as soon as it is deemed 'reasonable' to start, we will do so. But it goes without saying, that at this time the most important thing is to keep the facility safe and have as few external parties on site as possible.

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

A Letter from the Facility Manager

Can you believe we're in July already? The first half of 2020 has proven to be an extremely challenging year, with bushfires and then a global pandemic impacting our community and the day to day running of Buckland.

As you are no doubt aware, the nursing home has been operating in a segregated manner for over five weeks now. This has been quite a challenge but I am pleased to report that our wonderful staff have taken it in their stride and continued providing the best care possible to our residents.

As new COVID-19 cases in NSW have remained low throughout June, I am pleased to share with you that starting 1st of July, we will be removing the restrictions between Thomas Buckland Wing (North) and Matron Rothery Wing (South). Donald Coburn Wing will continue to operate separately for a while longer, until we are certain that it is safe to resume normal operations. The segregation does not affect residents, as they are able to continue to freely make use of the entire facility, as they please. The low number of COVID-19 cases in the community is encouraging and we are hopeful that the entire facility will be able to operate unsegregated soon.

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However, as the situation in Melbourne has shown us, this pandemic is not over yet, so we are continuing to restrict visitations to ensure that our facility remains free of the virus. If you have a visit booked and have been overseas or to Melbourne in the last 14 days, please advise us immediately and get yourself tested. The surge of positive cases in Melbourne this week reinforces how easily this virus is transmitted. We have all worked so hard as a community to make sure our elderly loved ones are kept safe, so we must not become complacent. We are doing everything we can to safeguard our residents against a second wave and are grateful for your support and encouraging feedback on the measures we have put in place to keep everyone safe and well.

But life goes on and as the community begins to return to normal life, things are returning to normal here at Buckland too.

The Department of Aged Care Quality and Safety Commission is providing information about the performance of individual providers from July 1st, to better support consumer choice and to drive improvements. I am very pleased to report that Buckland is performing well and is listed as meeting all requirements.

We are, as always, grateful to our wonderful team. They enable us to provide the excellent care that Buckland is renowned for. Our nursing team are exemplary, but we are also fortunate to have a wonderful team of cleaners, kitchen, laundry, administration, maintenance, DT and GSO support staff that keep the Buckland wheels turning and make sure our residents are cared for and supported. On August 7th, we will be celebrating our staff on Aged Care Employee Day, so mark the day on your calendars.

Our staff member of the month is the incomparable Jane Stannard. Jane has been with Buckland for over a decade now and is well loved by residents and staff alike. I would like to take this opportunity to recognise her kindness and her empathy and to thank her on behalf of Buckland for her dedication. If you would like to nominate a staff member for our monthly employee of the month award, please don't hesitate to get in touch.

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I'd also like to mention Sue Ward. Sue has won this month's education award by completing a whopping 98 courses (all of the online courses we have available to staff) in one month! Each course a staff member completes increases their chances of winning the monthly Education Award (including a Coles Myer gift card!) and Sue's effort is impressive. Congratulations ladies, we're proud to call you our own and hope that you enjoy your gift cards.

Group activities for residents are resuming, with our team of Diversional Therapists working hard to modify activities to accommodate social distancing. We are continuing to facilitate visits and now have two designated visitor rooms, so if you would like to book in a time to see a loved one, please get in touch with reception on (02) 4752 2500. Don't forget that you will need to supply proof of your flu vaccination to be able to enter the facility.

I am optimistic that the second half of 2020 will be smoother than the first and that our wonderful Buckland community will continue to be so kind and supportive regardless of what else 2020 has in store for us.

Wishing you happiness, good health and a cosy fireplace.
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 David Clark, William Hawkins and Allen Murray 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 9th and 23rd of July.

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**

Jane Stannard

CONGRATULATIONS



DCW BBQ LUNCH

Residents are invited to join us for a BBQ lunch on the 26th of July from 11.30am with lunch to be served in your Dining Rooms.

Activities in Matron Rothery Wing, Thomas Buckland Wing and Donald Coburn Wing

The residents of each wing have been excited to see some of their favourite activities return! We have been able to run some of our regular activities with COVID-19 compliance in the way of social distancing, hand sanitation, additional cleaning and not sharing equipment. The phrase “necessity is the mother of invention” has proved true especially of late as we have found ways to adapt our most enjoyed activities and also trial new activities which have had great success.

Word Games, Quizzes and More!

Word games and quizzes have been as popular as ever. At one of these, we

gave ourselves a challenge to find as many words from B-E-W-I-L-D-E-R-M-E-N-T as we could and we also had a go at finding as many places and flowers as we could from various letters from the alphabet. This gave us the opportunity to recall a lot of places that had been visited including country towns, suburbs, holiday destinations and many more which gave us a good ground for reminiscing as well as using the globe to find where these countries are in the world. Other activities included gentle exercises and games such as Magic Memories, challenging crossword groups, and the new game of Cranium which gave everyone a laugh. Here is a challenge for you; how many words can you find from the word Bewilderment?



1st row Diane T, Mary M and Florence S and 2nd row is Ron L, Gwen H, John P at word games



Alwyn G at the quiz



Dorothy G at the quiz



Miriam M at Word Games

Bingo The ever popular game of bingo was played with great enthusiasm and was one of the games most often requested by the residents to have on again. The smiles on the face of someone who has won is always great to see. We would love to hear what other activities you would like to join in again, so please let a member of the DT Team know.



Pictured above from left to right is Stan B, Joan T, John P & Rose R.



Pictured above from left to right is Dawn C, Jeanette S, Evelyn C & Sandra O.



Pictured above is Pauline B.

Pictured clockwise: Arthur B, Eileen M, Marjorie C, Annette T & Dorothy G.



Nina (DT) playing the piano for Joan G (left), Betty M, Joan T & Elaine E

Music Activities

The residents especially enjoyed the return of live music in June. The beautiful old piano, a Laffargue, was put to good use in the MRW Sun Room. There were quite a few sessions in this cozy room around the piano just like the old fashioned family singalongs. It is always nice to gather together, listening to and singing some old songs, reminiscing on those moments of the past and seeing everyone's smiling faces. The piano accordion sessions in the MRW Library were also quite fun too, with singalongs and where everybody in attendance joined in making music and they did extremely well. The residents also had a great time with joining in Music Quizzes where residents had to guess the tune of a song from only a snippet. Not surprisingly the residents showcased their music knowledge and were not only able to guess the song but also continue to sing both the chorus and verses of many songs!



Pictured above is Marian H and pictured below is Bill L & Gwen J enjoying playing the maracas!



Pictured is clockwise from left is Agnes I, Margaret B, Marian H, Irene F, Bill L & Gwen J.



Olive H, Jean A & Les E joining in the live music from their balconies!

Minstrel afternoon

Those romantic medieval times, when traveling musicians, such as minstrels and troubadours who sang serenades to the dames of their hearts below their balconies and windows of heavily fortified castles and towers, are far in the past, but one wandering happy minstrel just visited DCW castle on the afternoon of the 24th of June. Our dames and knights came to the windows and balconies to meet him and to get a little bit of sunshine. His guitar stood in for a medieval lute, and songs such as: "Look for the Silver Lining", "Happy Days", "I Walk the Line", "I belong to Glasgow", "When Irish Eyes Are Smiling", "When I Grow to Old to Dream" and more, lifted one's spirits. Despite this treat being a surprise, everybody joined in without hesitation, and thanks to Jess, who assisted with handing out the music instruments and opening the doors of the balconies. In addition to singing along and making music, this was also a great opportunity to learn who your neighbours are from outside the walls and to say hello.



Marjorie C & Peter M joining in the live music from their balconies with the minstrel!



Window Visits continued throughout the month of June as well as the Face to Face visits and Skype calls keeping the residents in touch with loved ones. Pictured above is Jean G with some old friends and Irene F with her daughter Ruth.





The **Operation Christmas Child** project continued in June as residents enthusiastically made gifts for children overseas during our craft sessions. Pictured above is Dawn C, Pauline B & Evelyn C.



Pictured above from left to right is Marjorie C and Dick R enjoying the Hymns.

Hallway Hymns happened in Donald Coburn Wing on Tuesdays. A different pair or trio of hymns is played in each section of the corridors. People have enjoyed coming out into the corridor to sing along or remaining in their rooms with the door open to enjoy the music. For some Residents the **Hymns** have been played for them in the privacy of their own rooms. **Hallway Hymns** will continue during the Covid-19 restrictions. Kaye Johnson, Chaplain.





Pictured above from left to right is Stephanie (DT), Iris B & Evelyn C. Pictured below from left to right is Stephanie (DT) with Florence S, Marion G and Megan (PT) enjoying the Mexican Hallway Happy Hour



Pictured above is Stephanie (DT) centre, with Marjorie R (left) and Bill R (right).



Pictured above is Gwen H (left) with Megan (PT).



Pictured above is Amy B (left) with Stephanie (DT).



Pictured above is Istvan T (left) with Stephanie (DT).



Pictured above is Megan (PT) with Mary M.

MEXICAN HALLWAY HAPPY HOUR

In TBW we had a Mexican themed Happy Hour in the hallway which turned out to be a great success. Mexican tunes brightened everyone's spirits and residents enjoyed playing the maracas and having a laugh!



Garden Tours

We are thankful when we have had beautiful sunny winter days as many residents love exploring the rooftop garden and other garden areas. That is certainly one of the nice aspects of this time of year, the outdoor areas are very pleasant during the day. There has also been opportunities to tend to the plants in the vegie pods. We came across this flower (pictured opposite page) that is growing on the roof top and we would love to know the name of it. A challenge for all of our green thumbs is to identify what this flower is. Towards the end of the month we also welcomed the newest member of our team Thareniy Nanthakumaran who is our new Diversional Therapy Coordinator. Thareniy (pronounced Ta-ruh-nee) is looking forward to meeting everyone over the coming weeks. Thareniy comes to Buckland with a wealth of knowledge and extensive experience working in Aged Care as a qualified Diversional Therapist. Please join us as we make her feel welcome. So far she has had the great pleasure of meeting the Thomas Buckland Wing residents and is very excited to be working for Buckland.



Pictured above is PT Megan with Dawn C tending to the newly planted garden.

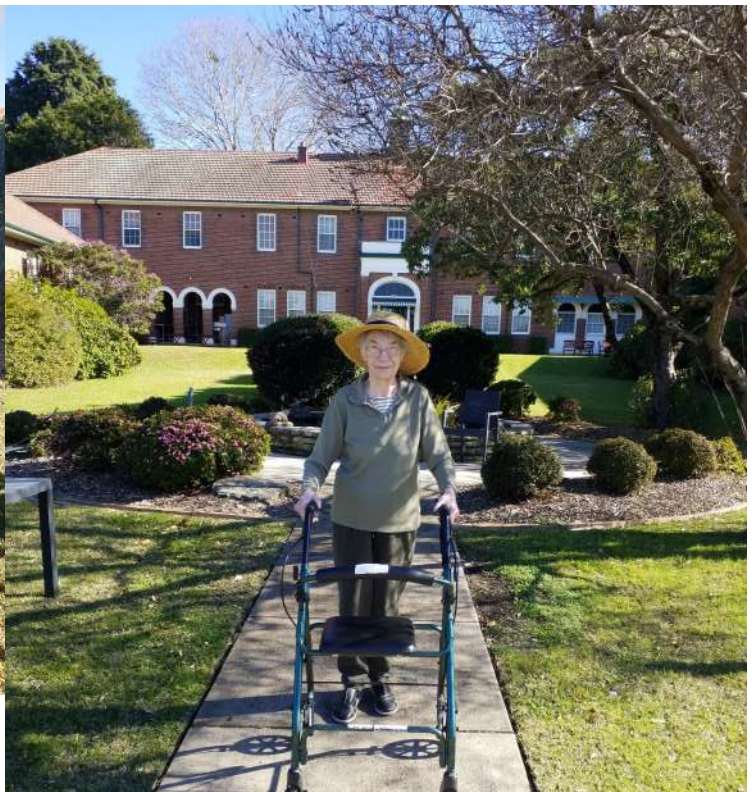


Pictured above from left to right is Gwen H, Thareniy (DTC) and Evelyn C. Pictured right is Istvan Tofie playing outdoor dominoes





Pictured above is Gwen J (left) enjoying some sunshine on the deck and Pauline B (above) enjoying the sunshine on the roof top garden.



Pictured above is Annette C (left) and Gwen H (right) enjoying a roof top garden tour.



Can you identify this flower?



Pictured above is Pauline Barton (left) and Jack A (right) enjoying a roof top garden tour.

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

Information for consumers

97.1% was achieved against an industry benchmark of 90.1% this audit focuses on the information development, management and consumer support. Assesses the organisations collaboration with consumers to develop and/or improve its information-based resources regarding their care and services, which entails target timeframes, routinely reviews and shared information to other providers.

End-Of-Life Care

This audit assesses the assessment and planning of end-of-life care policies and workforce training, to ensure the Advance Care Directives are completed by consumers who still have the decision making capacity, and clinical care plans/medical orders for consumers who lack decision making capacity. Therefore, ensuring the process of consumers end-of-life needs, goals, and preferences are met. Workforce education and training are up to date in order to recognize when consumers are approaching end-of-life. Buckland achieved 96.3% against an industry benchmark of 89.2%.

Skin Care & Wound Management

The industry average for this audit was 92.5%. This audit focuses on wound and skin integrity assessment while addressing nutrition and hydration status of consumers with compromised skin integrity and includes risk assessments in collaboration with consumers. Buckland achieved a result of 100%.

Organisational Culture

This audit focus on priorities and goals for safe, inclusive, quality care and service delivery which includes integration of new and/or updated strategies, documentation and communication to all levels of workforce in compliance with Aged Care Quality/ Standards. Buckland achieved 94.6% against an industry benchmark of 88.1%.



VALE

Sadly, Joost Sarfarty and
Alva Sparks passed away in
June.

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 July the Kiosk will be opened on
the 15th and 29th 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**

