

Buckland

Newsletter of the Buckland
Residential Aged Care Facility

BULLETIN

**June
2020**

A LETTER FROM THE CEO – JUNE 2020

Welcome to the June edition of the Buckland Bulletin. I do hope it finds each and every one of you in good health and to some degree enjoying the slightly less restricted requirements around COVID-19.

The aged care facility remains extremely busy from the point of view of the day to day activities that need to occur to protect our residents, staff and all those associated with Buckland from COVID-19. It is therefore essential that I acknowledge and recognise the ongoing efforts of all our staff and the personal commitment each of them have made to protecting their own health and consequently that of the residents they provide care and service to. I also acknowledge and thank all the relatives and friends of our residents who have been so understanding and supportive of the measures taken in protecting the residents to COVID-19 exposure. I am certainly aware the reduced access visitors have had to the facility has the potential to be worrying, but I also acknowledge the fact that so many of you have been willing to accept the restrictions put in place for the 'overall better good of all'. At some stage in the future we will come out of this COVID-19 pandemic and it's to be hoped that all the hard work and sacrifice made by so many is rewarded by Buckland being spared from this terrible virus.

I'm also aware that that our facility manager, Johannes has been in regular contact with our residents and many of their loved ones; and it's encouraging to be receiving so much positive feedback about the manner in which care and service continues to be delivered by our staff.

As is often the situation when dealing with any issue or problem, we look at the worse case scenario and implement actions and plans in the hope that we never get to the situation where we need to enact them. This is the current circumstance; a great deal of daily work is being undertaken to ensure we are as well prepared as possible if COVID-19 were to enter the facility.

We also look at any of the positives that can be found out of a less than desired circumstance and in this case, it is what I call my 'silver linings' list. We have seen our doctors better embrace 'telehealth' platforms and this has allowed for good ongoing care of residents when the doctor may not be able to personally visit. We have also seen a significant uptake of technology that has connected our residents, their loved and our staff in a very timely and effective manner. This has in particular been a great success with the regular resident and relative meetings, with a number of relatives/loved ones who may previously not been able to attend in person being able to 'zoom in'. This is just a few of the 'things to be thankful for' in the current situation and I always think it is important to try to find some good and benefit in even the most difficult of circumstances.

I feel sure Johannes will provide you with a little more news and updates within this current edition of the Bulletin.

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

From the Facility Manager – June 2020

As grateful as we are to see restrictions slowly being eased and life beginning to return to normal, unfortunately it is becoming more likely that there may be a second wave of COVID-19 out in the community. I'd like to take this opportunity to update you on some of the measures we have taken to ensure that we can emerge post-pandemic with all of our residents and team safe and well.

One of the most significant changes that has been made is the segregation of our three wings. Our staff have been allocated to one wing only to minimise the risk of cross contamination in the event of a COVID-19 outbreak. We are requiring that staff remain in only one area of the facility with no cross-over, but residents are of course welcome to move throughout the facility. It is important to note that we don't have any cases of the virus in the facility, and we are confident in our wonderful staff and our robust infection control policies,

Continued on next page

but we still must be prepared to respond in the event of an outbreak here at Buckland.

By segregating our wings, hiring additional staff and changing some of the logistical processes slightly (staff entrances and exits, trolley deliveries, laundry collection etc), we are confident that we can continue to deliver the exemplary care Buckland is known for whilst ensuring we all stay safe. We are so fortunate to have such a caring, creative, and resourceful team and I am confident that our staff will continue to come up with brilliant ways to care for residents despite the limitations placed on them by segregated wings.

We are taking part in a teleconference next week with the treating Physician from Newmarch House, Dr Sharma. The purpose of this meeting is to gain some valuable first hand feedback on Newmarch House's response to COVID-19. We are hoping to gain some insight that will help equip Buckland to respond to an outbreak and do better.

We understand that face to face contact with our loved ones is something that we are all missing desperately at the moment. As you may have seen on our website, we are now able to facilitate face to face visits with residents in a meeting room at reception. I would urge you, however, to continue using technology to stay in touch with your loved ones, as every contact a resident has with someone out in the community increases the risk of COVID-19 entering the facility. As we have a duty of care to all 144 residents and approximately 200 staff, I must ask that we all continue to socially distance in public and to continue to do our collective best to minimise the risk of contracting the virus.

Once again, heartfelt thanks for your understanding and cooperation. We are hopeful that the lifting of lockdown restrictions may soon mean that it is safe enough for us to welcome you through our doors again soon.

This month we acknowledge Allana Somers as "Staff member of the month". Allana always works at full capacity, is very caring and nothing is ever too much. If any residents, relatives or visitors would like to nominate a member of staff for this award please do so by using the suggestion box at reception.

Stay safe and well. Johannes.



Welcome to Buckland

Buckland wishes Elaine Roberts, Agnes Iverach and Julie Herbert 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 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 every Thursday in June.

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**

ALLANAH SOMERS

CONGRATULATIONS



MRW BBQ LUNCH

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



On some lovely Autumn days in May, residents enjoyed some fresh air and sunshine. Pictured above clockwise is Istvan T, Evelyn C, Ron L, Gwen H; Islwyn & Eirwen J. We hope there are more days like this in June.



WORD GAMES AND MORE ...

In May the Word games continued individually in both areas. The words used this month were: Understandable, Personalised, Excellency, Enthusiastically and Uncharacteristic. The whimsical word Onomatopoeia, which was suggested by a staff member, and sounded to many like a medical term, turned out to be a poetic term meaning the formation of a word from a sound that is made by the thing that is named (e.g. cuckoo, sizzle) and it gave us a chance to think about such things and have a good giggle at the same time. Some of the longer words were simpler, some harder, but everyone who took part in this had a lot of fun! Thanks to Margaret G and Marjorie C for supplying the long words and creative approach and Peter M for keeping track of it all. If you want to join in the game, please contact Jess at DCW, Nina at MRW or Stephanie at TBW.



Look out for a new type of puzzle published in our in-room activity booklets made up by our BNH resident Len Smith. Len creates his brain teasers based on colloquialisms, proverbs and expressions. There will be answers provided at the end of the booklet if you get stuck. Also try and figure out the pattern. Additionally, some cultural topics are covered in the in-room and

monthly booklets.

The June booklet is dedicated to Italy. You will learn some information about Italian food and history from the word search, fact sheet, quiz and crossword. The previous booklet had a Dutch theme, and many residents took part in a "Cultural



Quiz" trying to guess the country by looking at the image of people in traditional Dutch costumes with Dutch ornaments. If you have any suggestions with what activities we should include or a particular theme for our booklets, please let the DT team know.

Also a couple of pen pal projects commenced between some of our residents and our local and broader communities. If you wish to participate in the pen pal project please contact Jess, Kaye, Stephanie or Nina. We are looking forward to finding new and interesting activities for everyone to join in and we welcome your suggestions. Nina, DT.



We certainly have some talented artists at Buckland and it is great to see that they are using their spare time to do something they enjoy. Pictured below is Iris B & Marjorie R with their art works. If you think this is something you would like to try but need some assistance or inspiration, please let a DT staff member know and we would love to help you with this. We also have wool and another supplies if you would like to do some winter knitting.



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 available every month for residents and everyone is invited to complete at their own leisure. See how many activities you can complete!

Hallway Happy Hour Parties



Our hallway happy hour parties continued in May. The two themes this month were a French and Mexican theme in BNH and DCW. After seeing the DTs dressed in blue and white striped shirts for the French Theme Happy Hour the residents had fun guessing the theme, and if there were any hesitations the puzzle was solved after singing "Frere Jacques" all together, or listening to beautiful accordion French Musette on the CD player.

Our residents with a French background took pleasure teaching the DTs a couple of French phrases during the happy hour including: *"aimeriez-vous avoir un vin blanc ou rouge avec du fromage et des craquelins?"*, which translates to "would you like to have a white or red wine with cheese and crackers?". It was a lovely interaction, and definitely, the spirit of old good Paris was there!



Pictured opposite page top is Mary M with Zoe (GSO) and below is Nina (DT), Joan G & Zoe (GSO). Pictured above is Nina (DT) with Marjorie C.

The next theme was Mexican, and it was not too hard to guess, as there were ponchos, maracas, and sombreros; and "Xuan e Jose" were pouring lemon, lime and bitters into glasses, and the pretty song "Maria Isabella" from *Los Diablos* was played. Spontaneous music making, singing and dancing occurred as well in the joyous uplifting atmosphere, but wide sombreros were handy and helped us to keep our social distance!

Thankyou Alwyn G for kindly making three fabulous ponchos and everyone who participated in this fun activity. We are looking forward to more surprise hallway parties! Nina, DT.



Pictured above from left to right is Les E, Judith E, Zoe (GSO) & Dorothy G enjoying the Mexican Happy Hour.



Window visits continued in May and are a popular way for residents to stay connected with their family members. Pictured above left is Dorothy M with Bob & Rhonda and pictured below left is Arnold M and Avril.





The Coronavirus has brought about for many people a feeling of being powerless and, in some cases, being overwhelmed. Around the world people have lost their jobs, their lifestyles and even their loved ones.

Have we learned anything during this pandemic? Yes we have. There is a heightened concern for others. We have been encouraged to check on our *neighbours*, to put in place social distancing to protect ourselves and *others* and to practice strict hygiene to protect ourselves and *others*. We have spent time thinking about what is important and what is not so important after all. We have become more conscious of family and perspectives have changed.

Doctors, nurses, paramedics and other essential service workers have willingly cared for sick persons at risk to themselves. Churches and ministry leaders have come together in unity to pray for Australia and the rest of the world in the face of this crisis.

At Buckland we have felt the impact to our lifestyle through infection control restrictions where visitors could not enter the facility. We are so thankful for that protection over all who live here.

In times like this we can anchor our hope in God who will give strength and the ability to cope to any who will ask.
Kaye J, Chaplain

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

Assessment and Planning: Partnership with Consumer

95.4% was achieved against an industry benchmark of 91.3%. This audit focuses on the organisations assessment and planning process while addressing the resident's current needs, goals, and preferences, including advance care planning and end-of-life planning, if the resident/representative wishes.

Planning for Health and Wellbeing

The industry average for this audit was 89.5%. This audit focuses on assessment and planning, including consideration of risks to the residents' health and wellbeing. Assesses the organisations ability to undertake initial and ongoing assessment and planning for care and services in partnership with the resident. Buckland achieved a result of 89.5%.

Behaviour Management

This audit assesses that the organisation demonstrates effective management of high-impact or high-prevalence risks associated with the care of each resident. The organisation is required to have effective risk management systems and practices in place, the organisation delivers safe and effective personal care, clinical care in accordance with the residents' needs, goals, and preferences to optimise health and wellbeing. Policies and procedures should be clear in the way care and services are provided, monitor how they are applied and review outcomes. Buckland achieved 95.6% against an industry benchmark of 91.2%.

Responding to Change and Deterioration in Health

This audit focuses on personal and clinical care, and the organisations ability respond to deterioration or change of a consumer's mental health, cognitive or physical function, capacity, or condition in a timely manner. Buckland achieved 95.0% against an industry benchmark of 90.7%.



VALE

Sadly, Jack Chant and
Flora Relph passed away in
May.

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

Hair dresser appointments can be made at the Donald Coburn Wing for the 4th and 5th of June for the Donald Coburn Wing and the 12th of June for the Thomas Buckland Wing. The Matron Rothery Wing hair dresser appointments were attended to in May. Please speak with the RN in each wing for more information. Thankyou.



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!

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

