



**Newsletter of the Buckland
Residential Aged Care Facility**

BULLETIN

**May
2020**

A LETTER FROM THE CEO – MAY 2020

Welcome to the May edition of the Buckland Bulletin. I know I don't have to tell you just how busy Buckland is at present – as is the entire aged care sector. We continue to manage the home with restricted access. I do need to state this is in place and will continue at this time with the best interests of our residents being our key focus.

Many of you would be aware that there has been devastating loss of lives in an aged care facility at Penrith. At the time of writing this, 12 residents infected with COVID-19 have lost their lives, with a number of other residents and staff also infected. Our heartfelt sympathy go to all involved at Anglicare Newmarch; the families that have lost loved ones, the residents who have lost friends and the staff and management team who are also grieving the loss of residents they have cherished and cared for. The entire situation is one that causes grief for all.

We have also in the last week become aware of a staff member at an aged care facility at Wentworth Falls testing positive for COVID-19, at this time this person does not appear to have infected either residents or other staff, which is wonderful news. NSW Health has also reported there is currently a cluster of people infected with the virus in the Blue Mountains.

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So, with all this knowledge and information, as well as the incredible death toll we are seeing across Europe and the United States, Buckland continues to hold the line, that we must take measures to protect our residents, with so many of them having multiple disease processes. We know that when the COVID-19 enters a residential aged care facility the ability to confine and control it is almost impossible. So I ask both our residents and their loved ones to bear with us a little longer, I feel quite sure that limiting physical access at this time is the one most important control we can have in place to do our very best to keep the virus outside Buckland.

Please also be reassured that our staff are utilising measures to ensure they protect themselves from the virus. We continue to review each and every staff member prior to attending work, their temperature is taken, and they are aware that the slightest indicator of a cold, etc. prohibits them from attending work. These staff then cannot return to work until they have been tested for COVID-19 and returned a negative result.

The need for good communication at all levels is top of mind for us. We sincerely invite residents and their loved ones to keep in contact to let us know any concerns you may have; things we could improve on; as well as things that are working well for you and any positive comments you would like to pass on. It has been really uplifting for us to have received so many positive emails, cards, etc. letting us know the work of staff and the efforts being put into protecting the residents from COVID-19 are appreciated. That does not mean we cannot do better, so please keep in touch with any matters that concern you or advice you would like to receive from us.

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It was really pleasing to have our first Zoom meeting with relatives/friends on Tuesday 28 April, with 29 participants online. The feedback we received was that relatives are supporting our measures and think we are generally doing a good job.

I encourage all to keep up the contact via the technologies that are available that include Skype, WhatsApp, window visits, etc. Our COVID-19 liaison officer Lisa Murray is available to you and is happy to take your calls on 0402 667 443. Also, regular updates are posted to the Buckland website www.buckland-rv.com.au.

In closing, I can sincerely state, we the staff of Buckland are also missing our regular face to face contact with the residents' relatives and loved ones and look forward to the time when we can all freely meet again on a day to day basis – until then please take care and look after yourselves.
.....Regards Liz

A LETTER FROM THE FACILITY MANAGER – MAY 2020

Welcome to May,

I will join Liz in thanking all of you for the ongoing support during these difficult times. Life at Buckland has been very different for the past six weeks. Our staff have been working above and beyond to support the residents during these difficult times. I understand the emotional toll this pandemic may be having on you and your loved ones and I would like to take this opportunity to reassure you that we have a team of incredibly kind and compassionate staff who are doing everything they can to minimize the disruption to routine and to ensure that the emotional, social and psychological wellbeing of residents is being cared for.

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Liz already touched base on the first ever relative Zoom meeting which was conducted in late April with a fabulous turnout. Whilst there were numerous items during Q&A worth mentioning, I would like to highlight that all attendees agreed with the current restricted access and that they wished to keep them in place to protect our residents and staff until the threat of COVID-19 has been resolved. These comments were echoed by our residents, with 96% of our surveyed residents stating they agreed with the restricted access to keep them safe. Whilst we intend to continue the restricted access, we will be guided by the department of health and their recommendations regarding the restriction of visitors.

Some of you remember the resident survey which was conducted in late March this year. We have taken the liberty to conduct another resident survey at the end of April to gain a better understanding from those who are most affected by the pandemic – our residents.

During the survey, 83 residents participated. 96% of our surveyed residents stated they agreed with the restricted access to the facility to keep them safe (down by 3% compared to previous month), whilst 99% responded that they are satisfied with the infection control measures taken (down 1%). We also asked our residents if they felt that the communication throughout this difficult time was adequate. 73% of surveyed residents stated they are satisfied with the communication (down by 24% compared to previous month). Residents were also asked if they agreed with isolating the workforce to Buckland only. 95% of all respondents agreed with this risk mitigation measure. For an easier overview of the results please refer to the pie charts in the bulletin.

I would also like to issue a reminder that the influenza vaccination will become mandatory for all staff, visitors and contractors that wish to enter our facility from the 1st of May 2020.

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Unfortunately, we are ordered under section 7 of public health act to take all reasonable steps to ensure no person enters the premises in contravention of the requirements. Whilst members of the staff require a ministerial exemption if they do not wish to be vaccinated, visitors will only require a medical certificate or similar evidence from a medical practitioner confirming that they are not able to have the vaccine for medical reasons.

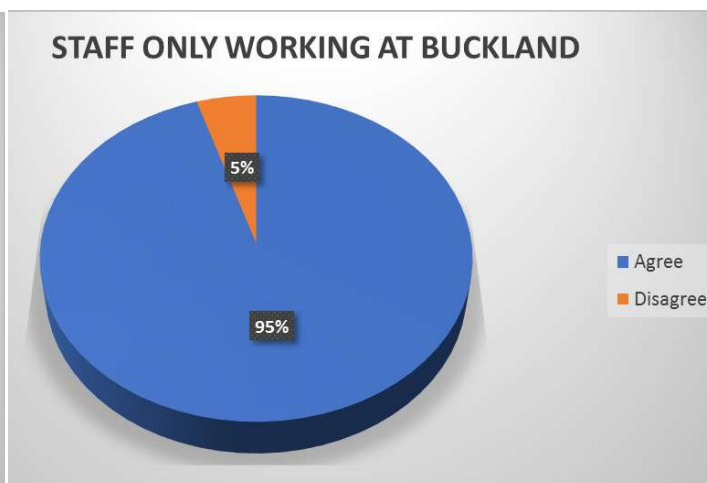
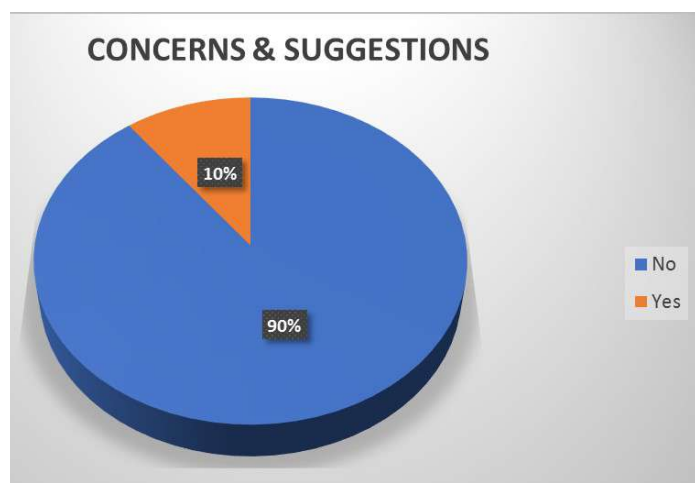
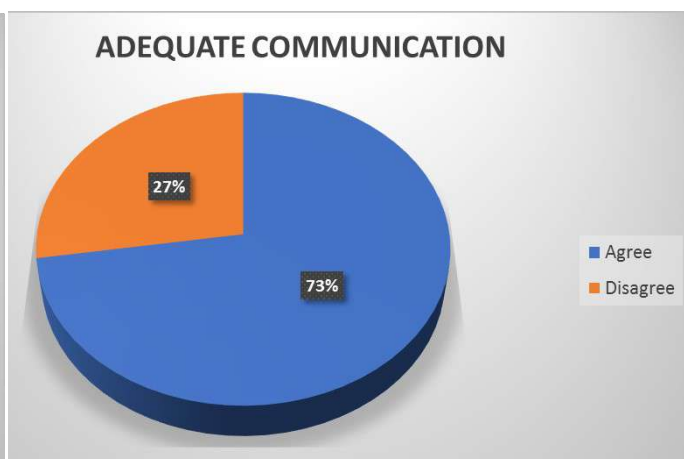
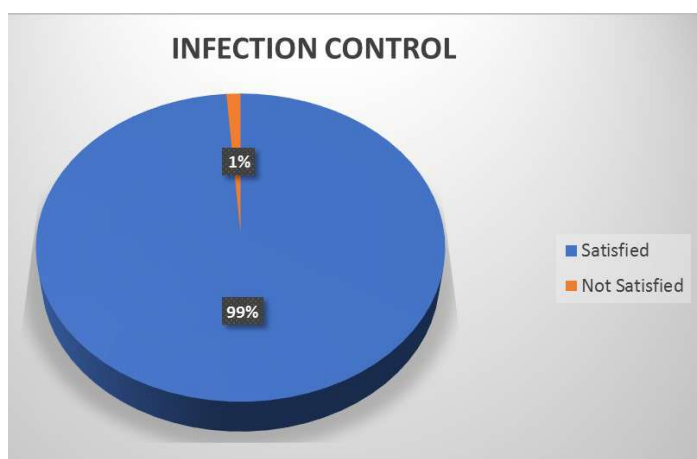
As we are all aware, COVID-19 has changed the world, and nothing is normal. And because nothing is quiet as normal as it used to be, we have decided to have three staff members of the month in May. Toby Kent from the maintenance crew has proven absolute invaluable in May. Our second exceptional staff member of the month is Stephanie Jobse from our diversional therapy team. Stephanie is so incredible kindhearted and patient with residents, relatives and fellow staff alike. And finally, Kristine Latoja Registered Nurse and Team Leader in Thomas Buckland Wing. Kristine is always calm and often applies “outside the box” thinking to solve the most complex issues. Thank you all for your hard work!

I am extremely excited to share with you that May will mark our first International Food month. Jenny and the catering team have worked hard to come up with a new menu which includes international meals from all around the world. We also wanted to make sure that we didn't just pick our favorite meals, so we asked all of you what you wanted. I am very excited about the Italian dishes...

I would like to take this opportunity to thank you for your continued support and understanding at this time. We understand that this situation can be challenging for everyone, but I would like to reassure you that the health and happiness of our residents is our highest priority.

Regards, Johannes.

RESIDENT SATISFACTION SURVEY COVID-19 RESPONSE April 2020





Welcome to Buckland

Buckland wishes Nelda Kavanagh, Miriam Medcalf and Arthur Butler 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 every Thursday in May.

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. Coles is starting a new Online Priority Service which is now up and running!

**STAFF MEMBER OF THE
MONTH IS**

Toby Kent

CONGRATULATIONS

**STAFF MEMBER OF THE
MONTH IS**

Stephanie Jobse

CONGRATULATIONS

**STAFF MEMBER OF THE
MONTH IS**

Kristine Latoja

CONGRATULATIONS

WHAT HAVE RESIDENTS BEEN UP TO...

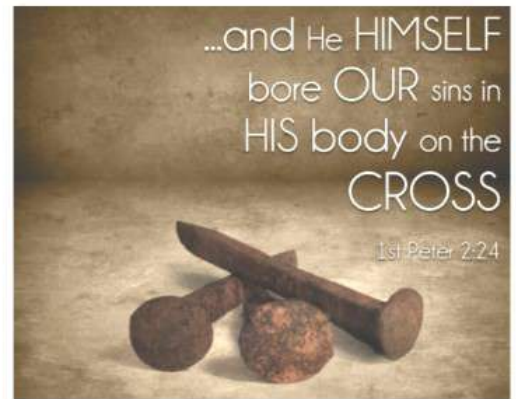


Well, during these difficult times we have learned that nearly everything can be modified to the new circumstances, and even acquire new facets. So, in the month of April we were still able to maintain one of our favourite activities - Word game competitions, which have now been transformed from a popular in-lounge activity into individually completed games, which are collected weekly by DTs. This new style of the game struck out some of the old rules (no plurals anymore) and added more categories of winning: apart from the number of words a longest word category was included, a most whimsical word and of course, we needed strict and fair judges. This role was fulfilled by both DCW and BNH representatives. The longer words which start the game off were also chosen by the residents. Many of the residents noted that this fun, dynamic activity helped them to stay in touch with each other and learn about each other through the game. It is a great game that keeps our minds occupied, maintaining health and well-being, raising our spirits, which is crucially important in these difficult times of social distancing. Thank you to everyone who found the time and **ENTHUSIASTICALLY** participated (is this another starting word for a new game?) suggesting great words and helping with identifying the winners! Looking forward to the next game!

On **Good Friday**, 10 April 2020,

Many Residents in the Buckland facility were handed an **Easter** leaflet to mark the occasion in lieu of our normal Easter Service which was not conducted this year due to COVID-19 social distancing. Despite the current circumstances, it was an opportunity to remember the Easter message of hope.

Kaye (Chaplain)



Thank you to all of our wonderful volunteers and friends who have sent the residents of Buckland lovely cards, craft and letters. We appreciate the thoughtful gestures!



ATTENTION !

Springwood News agency
will have their last
Newspaper
delivery day on May 10.
To continue to get home
deliveries, please
contact-

- **NEWSCORP**
(Tele, Australian, Sportsman)
1300 696 397
- **FAIRFAX**
(Herald, Financial review)
13 66 66

To my dearest friends at Buckland,

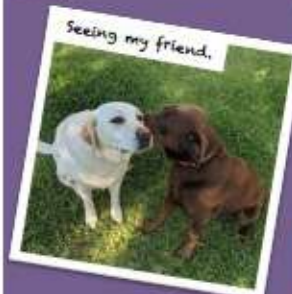
I really miss seeing you all! I am very sorry that I can't visit at the moment, but I would do anything to keep you safe and healthy.

I thought you might like to see what I've been up to lately. I got my parents Dave and Jess to take some photos of me. I hope you like them.

I cannot wait to see you soon. We have so much to catch up on.

I hope you have a lovely Easter weekend.

All my love and kisses,
Emmy xo



WINDOW VISITING at the Nursing Home & Donald Coburn!



Our Window Visit's have been a huge success with residents and family members alike. It has been extremely heart warming to see the huge response of calls, messages and bookings we have been receiving and we would like to extend our thanks to all who have participated in this activity thus far. We would like to inform you that Window Visits will continue until further notice, please speak to a DT staff member to organise your booking. *NOTE - Bookings for Sunday 10th May are not available due to the high number of visiting requests however Skype calls are still available.

Pictured above clockwise from top left: Maria and Mick M, Diane and Gloria M, Phillip and Florence B, Ruth and Alistair with Irene F, Bruce and Beryl W, Donna and David with Evelyn C.



Residents participating in in-room activities. From left to right: Amy B with her knitted toys, Nina (DT) with Betty M, Second line from left to right:



Alwyn G with her completed swan puzzle and Nancy with her art work.

Hallway Exercises Every week, residents have four mornings of exercise class with physios and occupational therapists. They engage in fun activities like balloon tennis, chair yoga, and weight exercises which have all been modified and continue to run as it is one of their much enjoyed leisure pursuits. Thank you to all the residents who always provide positive feedback and our wonderful Allied health team for accommodating to the circumstances.

Pictured left to right: Ellen A, Marjorie C, Beverly F, Lorna H and Maria S.



It's Friday!!!

The residents from both DCW and BNH were surprised with music and movement in the hallways on their peaceful and quiet afternoons of 10th and 23rd of April. The questions "what is going on?" were answered: "It's Friday!" - so Friday Happy Hour started its way in the month of April. The resi-

dents enjoyed having lemonade, ginger ale or their favourite Baileys along with chips or cheese and crackers, or a cup cake for a modified "Trolley Birthday party on the move". It was not hard to guess that the party had a Hawaiian theme – even our Happy Hour trolley was dressed in a grass skirt, and many of the resident recognized “Ukulele Lady” from the 1920-s and enjoyed moving to “Pearly Shells” echoing around the



hallways. Speaking about a ukulele - we had one, just as well, and were surprised how many residents could not resist the temptation of holding and ever twanging some a couple of chords – you would be surprised how many musicians are hidden amongst us! Both

“Parties of wheels” was a great success and everybody definitely had fun, including staff and the management! See you at the next Happy Hour, and in the meanwhile you may come up with a next fun theme, so don't hesitate to let us know.



Residents and staff enjoying the Hawaiian themed Happy Hour. Pictured above clockwise from top left is: Peter, Jean W and Rebecca, Stephanie and Nina with Helen R, Hazel G, Zoe with Pamela P, Nina with Jan N.

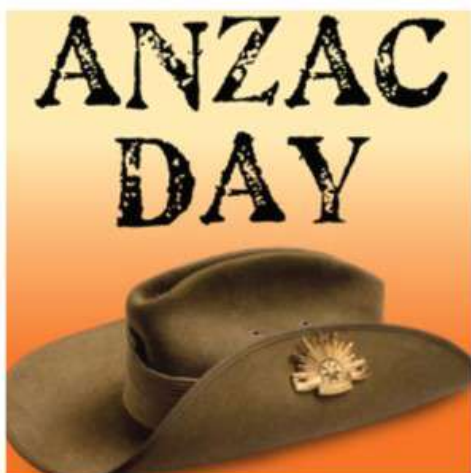




Pictured above clockwise from top left: Tallara, Diane, Natasha, Amy B, Pat W and Anu, Ron W, Stan B with Anuja and Joan L.



Thank you, from the DT Team!



On **Friday 24 April 2020**, Residents in the Buckland facility were given an ANZAC booklet containing traditional commemorative items, prayers and a feature story with associated photos. This was to mark the occasion in lieu of our normal ANZAC Commemorative Service which was not conducted this year due to COVID-19 social distancing. ANZAC Day is a special time when many Residents remember their lost loved ones and pause to honour all who participate in defence of our nation. On Saturday 25

April – ANZAC Day the Last Post and a minute silence were observed. Kaye (Chaplain).

ATTENTION:

*Please be advised that the **Resident and Relative Meeting** that was scheduled for the **5th of May** at has been **cancelled**.*



BNH BBQ LUNCH

Residents are invited to join us for a BBQ lunch on the 29th of May from 11.30am with lunch to be served in your room.

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!

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

Emotional, Spiritual and Psychological Support Audit

The industry average for this audit was 88.5%. This audit measures services and support for daily living, by identifying the needs of the individual during assessment and planning, supporting each resident so that the needs/goals of the individual are met. The service also ensures staff understand and can access information relating to resident's individual needs. Buckland achieved 96.1% in this audit.

Inventory & Equipment Audit

This audit reviewed the processes the organisation uses to ensure items purchased are fit for their intended purpose, are inspected and reviewed on delivery and are subject to preventative maintenance programs. The audit also surveyed staff in relation to their use of equipment; training provided the timely response to maintenance requests. Buckland achieved a 94.5% result in this audit with the benchmark figure being 88.7%.

Consumer Advocacy Audit

Industry average for this audit was 85.9%. This audit looks at the services ability to connect and support residents, in relation to their right to access advocacy and/or language services, if wanting to make/resolve a complaint. As well as how the service responds to the outcome and feedback in identifying potential improvement to its approach in supporting residents to access these services. Buckland achieved a result of 92.6%.

COVID-19 Residential Care Audit

This audit looks at the services Risk Assessment processes for a COVID-19 management plan. Looking at potential scenarios such as: Is there a coordinated approach with local planners, is there an Emergency Response Plan if an outbreak occurs, will staff shortages be addressed due to illness or isolation. It is pleasing that Buckland achieved a result of 100% against an industry benchmark of 96.9%.

Infection Control Spot Check – Coronavirus COVID-19

Industry average for this audit was 89.4%. The audit is designed to identify if the service's Infection Control standards could adequately manage an outbreak. The audit looked at the services ability to communicate relevant information both internally and externally, does the service provide regular education to staff in the correct use/disposal of PPE, hand washing, respiratory hygiene, are cleaning protocols meeting infection control needs. Vaccination records are compiled, and clinics attended. Audit outcome for Buckland is 100%.



VALE

Sadly, Sue Thompson and Dick Hutton passed away in April.

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!

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!



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**

