



Newsletter of the Buckland  
Residential Aged Care Facility

**BULLETIN**

**February  
2021**

## **A LETTER FROM THE CEO**

Dear Residents, Relatives and Friends of Buckland,

This time last year we found ourselves coming to the end of a horrendous summer, surrounded by fires and wreathed in smoke. This time last year, we didn't know that we were about to plunge headfirst into one of the most challenging years our Buckland community has faced in a long time. Covid-19 changed the whole world, and I know that each and every one of us struggled in some way with the isolation, the anxiety and the new restrictions that were imposed on us. I know I am not the only one among us who was glad to see the end of 2020.

That said, 2020 also changed all of our perspectives. It made us all grateful for family, for our essential workers, for our robust Australian healthcare system and for being in a community that took the threat of a pandemic extremely seriously, but did it with grace, humour and good sense. It made us treasure the time we spend with loved ones and forced us all to be patient and kind to one another. From Buckland's perspective, it also made it incredibly clear how fortunate we really are to be supported by such a wonderful community. The care and compassion I have seen from the whole Buckland family in the last year has been nothing short of extraordinary.

We find ourselves heading into February 2021 in a very positive position. A cool, wet summer has been a relief and it's wonderful to see the beautiful mountains bush green and lush. We have also found our feet and are incredibly confident in our Covid-19 safety measures going forward. Hopefully the Covid-19 vaccine later this year will allow us to regain some semblance of normality and we will be able to relax restrictions completely in the not too distant future.

You may be aware that we had what we suspected to be an outbreak of Gastroenteritis in late January. As you have seen during 2020, we take potential outbreaks of anything extremely seriously, so in consultation with NSW Health and the Public Health unit, we elected to restrict visitations to the Nursing Home and DCW until we were sure we did not have an outbreak on our hands. The small number of affected DCW residents were isolated and samples were sent to pathology for testing. Thankfully the results for Gastroenteritis were negative, so we were able to relax our restrictions and allow visitors again.

Finally, I would like to share some exciting news with you. As you know, the planned refurbishment of DCW has been 6 years in the making and I am confident that this project will go ahead in the upcoming months. Dining rooms will be expanded and modernised, all rooms will receive a face lift, new floors and individual reverse cycle air conditioning and more. The plans look fantastic and I can't wait for you all to see DCW's new look.

I hope you are all heading into February safe and well and that the kids and grandkids are looking forward to heading back to school. Enjoy those beautiful summer days!

As always, don't hesitate to get in touch if you ever have any questions, concerns or suggestions. It's always a pleasure to hear from you.

Kindest regards,  
Johannes

### **ATTENTION:**

*The next  
BNH Resident Meeting will  
be held on the **4th of  
February at 2:30pm** in the  
**BNH Main Lounge.***

*DCW Resident Meeting will  
be held on the **18th of  
February at 2:30pm** in the  
**DCW Main Lounge.***

*The next **Food Forum**  
Meeting will be held on the  
17th of February at 2.30pm  
in the **BNH Main Lounge.***

*All residents are welcome to  
attend.*



#### **Church Service at DCW**

Church at DCW will be held on the 8th & 22nd at 11.00am in the DCW Main Lounge

#### **Church Service at BNH**

Church at BNH will be held on 2nd of February at 11.00am in the BNH Main Lounge

#### **St Patrick's Cathedral (Virtual Church Service)**

will be held on the 19th of February at 10:30am in the BNH Main Lounge



## *Welcome to Buckland*

Buckland wishes Patricia Wurst, Rose Kempniak, Elizabeth Fairbairn & George Mumford 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**

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 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.



**Kiosk is located next to the Hairdresser in DCW & has a wide variety of items available for purchase. In February the Kiosk will be opened every Thursday from 10:00 - 11:00am.**



# Undecking Christmas Tree

As we said farewell to another Christmas and the residents assisted in 'undocking' the facility of the many decorations and Christmas trees. The decorations were organised and carefully stored in anticipation for next Christmas and we wrote messages for those who open the Christmas Trees next Christmas.



Clockwise from left to right:  
Nina (DT), Bill L, Pat H,  
Lorna H, Joan B, Julie H,  
Jean W, Florence B, Annette  
C & Stephanie (DT)



## Ladies Pamper Hour



We have been enjoying spending some quality time together and having a chat while we paint nails and give hand massages. The residents love having their nails look pretty and enjoy listening to some relaxing music during their pamper sessions.



Picture above: Marian H, Stephanie (DT), Diane T, Gwen H, Dawn C & Jess (DTA)



# International Flower Day



Clockwise from left to right: Jean G, Stan B, Diane T, Gwen H, Dawn C, Florence B, Florence S, Ron L, Bill, L, Pat W, Marion G & Pauline B.

International Flower Day was celebrated on the 19th of January 2021. Residents had a lovely time and we couldn't believe how many songs there are about flowers! We sang these while playing flower bingo and learnt more at the flower quiz. We also had some beautiful fresh flowers from the garden for some sensory stimulation.





Clockwise from left to right: Neville B, Monica K, June H, Betty W, Marjorie C, Lorna H, Gloria M, Dorothy J, Annette T, Claire C, Helen T & June H







# Flower Quiz



Clockwise from left to right: Claire C, Joy S, Arthur B, Richard S



Picture above: Dorothy M, Betty P, Lorna H & June S



Picture above: Marjorie C, Gloria M, Beryl C, Helen P & June H





## Jerrah and Tim Concert

Jerrah & Tim's concert on the 28<sup>th</sup> of January was a resounding success for all residents in attendance because the variety of music was a wonderful mixture of old and new so that most of the residents could recall and join in with some of their favourites. In fact the residents didn't want Jerrah & Tim to finish and asked for an encore with loud cheers. It was a full house, full of happy people and the enthusiasm of the performers was catching. Thank you, Jerrah and Tim, for performing for us, even though you had to be outside behind doors!

Jill Parker (BNH resident)



Clockwise from left to right: Gloria M, Florence B & Jean W, Jerrah & Tim, Eileen M. Dorothy G, Agnes I, Margaret C & Nina (DT), June S, June H, Claire C & Pat W.



# BNH & DCW Birthday Party

A fun Birthday party was held in the BNH ML on January 12th! We all joined in guessing the answers for an entertaining game of Charades and laughed so much at the DTs trying to act out "washing an elephant", "ballet dancing" or "setting up a camp site". Charades was such a popular game, so we played it at the start of the party and at the end. The last ones were even more humorous and challenging, but we got them all quickly and with great success, competing in two teams: "dotted" & "striped". In between the charades, rounds of drinks and party snacks were enjoyed, and the birthday cake was cut by the celebrants who were given birthday greetings with singing "Happy Birthday" and "For He's a Jolly Good Fellow" to all the celebrants including Dorothy M who turned 101! Thank you to everyone who came and shared a good time with us!



Pictured above: Jeanette S & Jean G





## Garden Walk

Pictured above: Dorothy M & Bill G



Fortunately, we were able to take advantage of some pleasant weather in January and enjoy a summer's morning on the roof top as part of garden walks.



Pictured above: Agnes I, Jack A, Len S & Stan B

# 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:

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**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**

# Australia Day



To celebrate Australia Day we toured the hallways with our Happy Hour trolley full of treats with an Australian theme such as lamingtons, sausage rolls, party pies and a few 'coldies'. Australian themed music could be heard as we made our way around. Residents got into the spirit of the event and enjoyed interacting with the DTs and were happy to receive a special Australia Day card as well. We hope everyone had fun afternoon!



Clockwise from left to right: Betty P, Margaret D & Diane T





Clockwise from left to right: Dorothy M, Nina (DT), Fay W, Arthur B, Doug K, Gwen H, Beryl F & Henry T





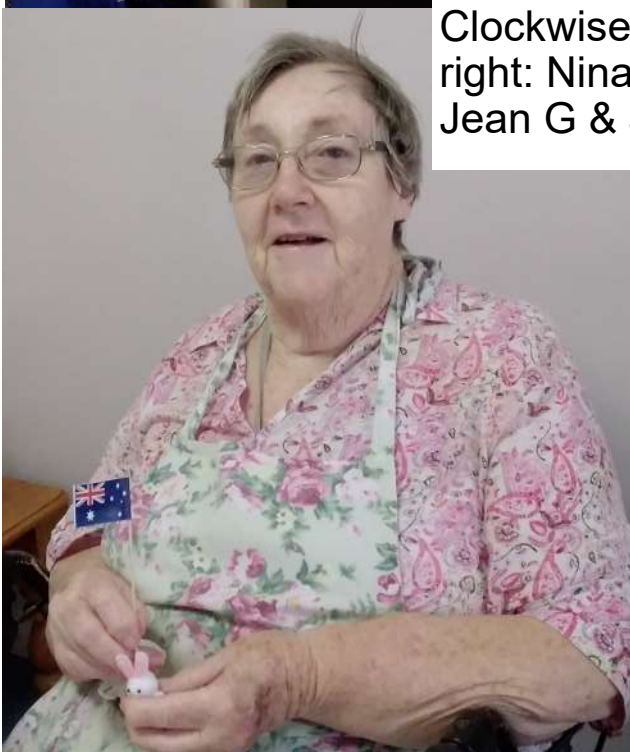
Clockwise from left to right: Allen M,  
Thareniy (DTC), Mary M, Pat W,  
Beryl W, Nina (DT) & Iris B







Clockwise from left to right: Nina (DT), Joy F, Jean G & Joy S



Happy Australia Day!  
We had a good time telling some Australian jokes and learning more about Australia with quiz and trivia sessions on Australia Day. Many residents enjoyed tuning into the Australia Day coverage on the TV and watching a documentary about Australia.



Picture above: Sandra O, Diane T, Claire C, Neville B & Florence B.



# VALE

Sadly, Joan Taylor  
passed away in  
January

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

Please see the RN  
from your wing in  
regards to making a  
Hair Dresser  
Appointment.



The Buckland  
“BULLETIN” is available  
online in full **COLOUR!**  
Just visit our website  
[www.buckland-rv.com.au](http://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.

## 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 lei-  
sure. See how many activi-  
ties you can complete!



# **FIRE SAFETY & YOU**

The Buckland facilities are well protected against fire with a fully operational fire alert system and fire fighting equipment (sprinkler system, extinguishers, hose reels, fire blankets) being on hand. In the unlikely event of a fire, the sprinkler system will activate in the area of the fire and in normal circumstances would bring any blaze under control very quickly.

Residents and relatives should also be aware that the staff are fully trained in the actions to take in the event of a fire, with Buckland undertaking regular sessions every year in fire fighting and evacuation. This excellent training that is provided by highly qualified fire experts, sees our staff well prepared to react appropriately in the event of a fire or emergency situation.

So, what should you do if the fire alarm activates?

1. Firstly, you should know that Buckland has an emergency and evacuation plan in place to ensure that residents, staff and visitors who may be involved in any emergency are protected.
2. The facility is fitted with smoke and heat detectors, which will initiate an electronic impulse to the fire indicator panel. The alarm is then activated and the Fire Brigade is automatically notified. They in turn will visit the facility to investigate.
3. The registered nurse in charge or the trained fire safety officer will assess the situation and advise staff, residents and visitors of the appropriate action to take. You should remain as calm as possible and do as instructed. The first priority in the event of a fire is the protection of life, and no unnecessary risks will be taken.
4. **DON'T SHOUT or PANIC** (as panic may cause injury more serious than that caused by a fire, etc.)
5. In the first instance you should stay where you are and await the direction of the registered nurse who is the initial response person. In the event of you being able to see either fire or smoke, you should leave the building (and if practical remove other persons in immediate danger) by the closest available exit and then go directly to the closest evacuation holding site.

I would ask all visitors that you take the time, next time you visit to have a look at our evacuation plan. If you need assistance with interpreting it please speak to the Facility Manager.

# BUCKLAND NURSING HOME ACTIVITY CALENDAR

February 2021

SUMMER

SUNDAY	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY
* Please note, social distancing and hygiene guidelines need to be adhered to at all activities to keep everyone safe.						
WEEK 1						
	<b>1</b> 10.30am Activity Calendar Distribution 2pm Fitness Session  2:30pm Bocce BNH ML	<b>2</b>  2.30pm BNH ML Gentlemen's League	<b>3</b>  1:30pm In Room Movie Billie Elliot	<b>4</b> 10.00am – 11.00am KIOSK DCW  2:30pm Resident Meeting BNH ML	<b>5</b> 10.30am D2 WHO AM I?  2:30pm Dominoes BNH ML	<b>6</b> Waitangi Day (NZ) 10.30am Golden Memory Karaoke (In Room Channel 9)  2:30pm BNH ML Valentine's Day Craft
WEEK 2						
<b>7</b> 11.30 am  ABC TV	<b>8</b> 10:30am-12pm Garden Walks 2pm ML Fitness Session  2:30pm BNH ML Velcro Darts	<b>9</b>  11:00am Book Trolley TBW 2:30pm In Room Channel 9) Andre Bieu	<b>10</b>  1:30pm In Room Movie Jane Austen's Emma	<b>11</b>  10am-11.00am KIOSK DCW 2pm BNH ML Fitness Session  2:30pm BNH ML Valentine's Day Bingo	<b>12</b> 2.30pm BNH ML Valentine's Quiz  10:45am Poetry & Reminiscence BNH ML 	<b>13</b> 11am In Room Network 9 Australian Open Tennis  World Radio Day 2:30pm Radio History Trivia BNH ML
WEEK 3						
<b>14</b>  11:30am ABC TV 	<b>15</b> 10:30am-12pm Garden Walks 2pm ML Fitness Session  2:30pm Bocce BNH ML	<b>16</b> 10:30am Decorate for Shrove Tuesday BNH ML 2.30pm BNH ML Pancake Treat Birthday Party 	<b>17</b>  10.30am Ladies Pamper Hour  2.30pm Food Forum BNH ML	<b>18</b> 10.00am – 11.00am KIOSK DCW  2pm BNH ML Fitness Session 2:30pm BNH ML Word Games	<b>19</b> 10.30am St Patrick's Cathedral (Virtual Church Service) BNH ML  2.30pm Welsh Craft BNH ML	<b>20</b> 11am In Room Network 9 Australian Open Tennis  2pm Card Craft BNH ML



# BUCKLAND NURSING HOME ACTIVITY CALENDAR

February 2021

SUMMER

SUNDAY	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY
* Please note, activities are subject to change and may be dependent on weather						
WEEK 4	WEEK 4	WEEK 4	WEEK 4	WEEK 4	WEEK 4	WEEK 4
21	22	23	24	25	26	27
<div>11.30am</div> <div>SONGS OF PRAISE</div> <div>ABCTV</div>	<div>10:30am - 12pm</div> <div>Garden Walks</div> <div>2pm Fitness</div> <div>2:30pm BNH ML</div> <div>Bocce</div> <div>Bocce BALL!</div>	<div>11:00am</div> <div>Book Trolley</div> <div>MRW</div> <div>2:30pm</div> <div>Hollywood Stars Bingo</div> <div>BNH ML</div>	<div>10.30am</div> <div>Ladies Pamper Hour In Room</div> <div>2:00pm In Room James Bond Movie</div>	<div>10.00am - 11.00am</div> <div>KIOSK DCW</div> <div>2.30am In Room Activity Calendar Distribution</div>	<div>11:00am D4</div> <div>Who Am I?</div> <div>12.00pm BBQ (MRW)</div> <div>It's BBQ Time!</div>	<div>10:00am In BNH Room Opera Music</div> <div>Happy St. David's Day</div> <div>2:30pm BNH ML</div> <div>St David's Day Craft</div>
WEEK 5	WEEK 5	WEEK 5	WEEK 5	WEEK 5	WEEK 5	WEEK 5
28	28	28	28	28	28	28
<div>11.30am</div> <div>SONGS OF PRAISE</div> <div>ABC TV</div>	<div>Ladies HAIR SALON</div> <div>HAIRDRESSER DAY</div> <div>Wednesday - Friday</div>	<div>FOX Classics</div> <div>Fox Classics has a mid-day movie on Channel 6</div>	<div>Abbreviation</div> <div>BNH: Buckland Nursing Home</div> <div>DCW: Donald Coburn Wing</div> <div>ML: Main Lounge</div> <div>MRW: Matron Rothery Wing</div> <div>TBW: Thomas Buckland Wing</div> <div>LRW: Liz Roberts Wing</div>			

**Happy Birthday!**  
**February Birthdays**

**6th Gladys McGown**  
**16th Daphne Pullin**  
**16th Joan Hart**  
**21st Beryl Wright**

**AUSTRALIAN OPEN 2021**

**FEBRUARY 8TH-21ST, 2021**  
**YOU CAN WATCH ALL THE ACTION ON YOUR TV NETWORK 9 (CHANNEL 14 IN BNH)**



# SUMMER

SUNDAY	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY
<b>WEEK 1</b>	<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>	<b>6</b>
 10:30am Activity Calendar Distribution  2:30pm DCW ML <b>Music Quiz</b> <b>Classical Music</b> 	10:30am Art Dining Room D   2:30pm BNH ML Gentlemen's League	10:30am DCW ML <b>Music Quiz</b> <b>Classical Music</b> 	10:30am DCW ML <b>Ladies Pamper Hour</b>  1:30pm DCW ML Movie: Victoria & Abdul	10:00am-11:00am KIOSK DCW  2:30pm DCW ML Bocce	<b>CROSSWORDS</b> 10:45am DCW ML Crossword Puzzle  2:30pm DCW ML Piano with Nina	10:00am DCW ML Classical Music  2:30pm BNH ML Valentine's Day Craft
<b>WEEK 2</b>	<b>7</b>	<b>8</b>	<b>9</b>	<b>10</b>	<b>11</b>	<b>12</b>
11:30am <b>SONGS OF PRAISE</b> <b>ABC TV</b> 	11:00am Church at DCW ML  2:30pm DCW ML Valentine's Day Bingo 	10:30am DCW ML Decorating for Party  2:30pm DCW ML Valentine's Day Cupids Café & Birthday Party	10:45am DCW ML Poetry & Reminiscence  1:30pm DCW ML Movie: James Bond The Spy Who Loved Me	10:00am-11:00am KIOSK DCW  2:30pm DCW ML Carpet Bowls	10:45am DCW ML Poetry Writing to Queen Elizabeth II  2:30pm DCW ML Hollywood Stars Bingo 	11am DCW ML Australian Open Tennis  World Radio Day 2:30pm Radio History Trivia BNH ML
<b>WEEK 3</b>	<b>14</b>	<b>15</b>	<b>16</b>	<b>17</b>	<b>18</b>	<b>20</b>
11:30am <b>SONGS OF PRAISE</b> <b>ABC TV</b> 	10:30am Garden Walks - meet in DCW ML  2:30pm DCW ML New DVD Cataloguing	Shrove Tuesday 10:45am BNH ML Decorate for Pancake Day 2:30pm BNH ML Pancake Treat 	10:30am DCW ML <b>Ladies Pamper Hour</b>  2:30pm BNH ML Food Forum 	10:00am-11:00am KIOSK DCW  2:30pm Resident Meeting DCW ML	10:30am St Patrick's Cathedral (Virtual Church Service) BNH ML  2:30pm DCW ML Word Games 	10:30am The Story of Ned Kelly DCW ML  2:00pm Card Craft BNH ML 



# DONALD COBURN ACTIVITY CALENDAR

February 2021

SUMMER

SUNDAY	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY
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WEEK 4

\* Please note, activities are subject to change and may be dependent on weather

21	22	23	24	25	26	27
<p>11.30am</p>  <p>SONGS OF PRAISE</p> <p>ABC TV</p>	<p>11.00am ML</p> <p>Church at DCW</p> 	<p>10:30am ML</p> <p>Garden Walks - meet in DCW ML after exercises</p> <p>2:30pm DCW ML</p> 	<p>10.30am</p> <p>Ladies Pamper Hour</p>  <p>1:30pm ML</p> <p>Movie: South Pacific</p> 	<p>10.00am - 11.00am</p> <p>KIOSK DCW</p>  <p>2:00pm In Room Activity</p> <p>Calendar Distribution</p>	<p>10.30am DCW ML Quiz</p> 	<p>10:00am DCW</p> <p>ML Opera Music</p>  <p>2:30pm BNH ML</p> <p>St David's Day Craft</p>

WEEK 5

28						
<p>11.30am</p>  <p>SONGS OF PRAISE</p> <p>ABC TV</p>	 <p>HAIRDRESSER DAY</p> <p>Wednesday - Friday</p>	<p>FITNESS Class DCW ML</p>  <p>10.00am - 10.30am</p> <p>Monday - Thursday</p>	<p>Abbreviation</p> <p>BNH: Buckland Nursing Home</p> <p>DCW: Donald Coburn Wing</p> <p>ML: Main Lounge</p>			

# HAPPY BIRTHDAY!

Pat Hood 1st

Elaine Renney 3rd

Doreen Fairbairn 14th

Beryl Caten 17th

Dorothy Black 22nd

Jean Alcock 25th

Julie Herbert 29th

# AUSTRALIAN OPEN 2021

FEBRUARY 8TH - 21ST, 2021

YOU CAN WATCH ALL THE ACTION ON YOUR TV NETWORK 9 (CHANNEL 14 IN BNH)





# 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.