

Care that speaks
to **you**



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CEO'S MESSAGE

Welcome to the Spring edition of 'TTHA Views'. Spring is definitely in the air. The gorgeous pink blossoms decorating our neighbourhood are a welcome addition to our autumn colour palette and the warmer and longer days are slowly creeping in, lifting our spirits that much higher.

I am pleased to report that TTHA has had another successful year continuing to deliver strong clinical and financial results despite the impact of recent reforms in the aged care sector.

Noteworthy achievements are:

Residential Care:

TTHA achieved Accreditation in August 2016 for another 3 years, meeting all 44 outcomes. The accreditation process, along with announced visits ensures that the home continues to operate within the quality guidelines and that resident care is carried out with dignity and contemporary nursing. Going forward, a new focus on Accreditation will be the 'Consumer Experience'.

We also introduced a new Client Liaison role that focuses on customer service and aims to streamline communication between the staff and both residential and retirement living residents and their families.

We also implemented a Cultural Sub-committee to oversee the Lifestyle program and the seasonal menu. This sub-committee focuses on culturally-diverse programs not only for our core German culture but for the diversity of cultures resident in our home.



continues...

Thanks to an extremely generous bequest from the Late Ersula Heller, TTHA purchased a new 14-seater bus with a hydraulic hoist that allows non-ambulant residents to leave the home on outings. TTHA now runs resident bus outings 3 times a week. These are well attended and our residents thoroughly enjoy the opportunity to get out and about and socialise.



We also purchased a new clinical system, ICare, considered to be one of the best clinical IT systems in the industry. ICare will enable TTHA to greatly improve operational efficiency, staff productivity, and the delivery of care services and will be implemented by the end of this calendar year.

The TTHA International Volunteer program continued with the recent change over of last and this year's International Volunteers and we welcome our new group to the home. It's always refreshing to meet the youth in our community and share in their stories and experiences.

In addition, our vibrant local volunteers continued to play an essential role in our home, many of whom are from our Independent Living Units. They contribute a great deal to the home and to the lives of our residents adding quality of life, entertainment and support and their involvement and contributions are very much appreciated.

Community Care

Along with changing consumer expectations, TTHA faces regulatory change as the Home Care reforms drive a more customer-led environment. Since February 2017, the days of block funding and a guaranteed revenue stream have ceased and TTHA continue to remain competitive by constantly delivering excellent service at a reasonable price.

The Social Support Group operated four days a week, providing social interaction, adventure and independence to house-bound Germans in the community.

Retirement Living (ILU)

Our retirement living remains an important part of our community with 49 units/apartments. The ILU residents make a valuable contribution to the TTHA community as a whole and represent an important link to our Templer and German communities. Occupancy remains at 100% with strong demand for our units.

Marketing & Branding in Community Care

TTHA recently launched *Care That Speaks to You*, our new brand awareness campaign overhauling our marketing collateral and communication. With increasing competition and referrers and consumers likely to be receiving an overload of provider approaches, we felt that defining a unique identity was integral for our brand recognition. TTHA has long cared

for Victorians from diverse cultural backgrounds and we wanted to retain our historical community heritage while developing a contemporary brand to reach more consumers and encourage advocacy among referrers. *Care That Speaks to You* embraces this.

We now operate in an open market and we invite you to please like our social media pages and share your story with others. Word of mouth is the most powerful marketing tool out there and we encourage you to TALK about us!

Building and Developments

The detailed design of our planned new building is progressing and is on schedule. The new building will have 54 beds, all single rooms with private ensuites and we expect construction to commence early in 2018.



The Café balcony extension is soon to be completed and will provide more room for our residents and their representatives and families to soak up some welcome sunshine, socialise and share in our beautiful, continental cakes and delicacies.

Acknowledgements

Finally, a special mention must go to our residents and their families. It is a privilege to be able to spend time with you and make a difference to your lives, and I look forward to another year with many exciting developments underway.

Eva Simo, CEO

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A WORD FROM THE DIRECTOR OF CARE



Another season rolls on, and the only thing that is a constant, is change! I'm Helen Povall and have recently taken over the position of Director of Care, and welcome

anybody who wishes to drop in and introduce themselves. I have been working at TTHA in a slightly different capacity, over the last 18 months in the Quality area. My background is more recently residential aged care, although I have worked in community and acute care. The last 8 years have been within residential care.

I am passionate about quality service to customers, and try to deal with our little challenges in a constructive manner. I share TTHA's mission to deliver culturally appropriate, inclusive, individualised care to our residents, and know together, we will collectively work towards this mission.

The last few weeks, it is fair to say, have really tested us all with firstly the flu outbreak, followed by gastro. Information from the Communicable Diseases department informed me that this might happen as it was occurring at

many other homes around Melbourne. Sadly, that did occur here. In my experience, the faster an affected home can lock down with a suspected outbreak and reduce people and personnel coming and going, the faster it can be controlled and numbers reduced.

It is imperative that family, friends, and all other interested parties stay away from their loved ones during this period— we will keep you informed. If you have had trouble with smooth communication, please let us know, and share your details, or update them, so that it enables effective communications. We will likely only contact the first or primary contact. Representatives of affected residents will always be contacted, and we will continually update them accordingly.

If you have the sniffles or gastro, or someone in your immediate contacts have suspected symptoms of flu or gastro, please stay away from TTHA. These types of diseases can have a devastating impact on our vulnerable population – we have just seen this here, with a number of hospital admissions with very sick residents. And as we've also seen here, flu vaccinations did not stop the flu – it may however, have ameliorated the symptoms.

On a much happier note, I can report that the Board has given their authority to purchase and introduce a new electronic clinical care documentation system into TTHA. For you this means a safer system, with key staff having ready access to clinical data, and all staff being able to see the tasks that are scheduled, at a

glance. ICare (Telstra Health) shall be introduced in October this year, with a lot of preparatory work going on right now to ensure we meet our deadline. December shall see the new medication management system being brought online, after extensive training of staff. Again, for you, this means a much safer system in terms of medication management. Those who administer medications, simply cannot move to the next resident without first signing for all the medication just administered to the previous resident.

Around 10 iPads have been purchased and a number of new computers to support the new system. Wi-Fi shall be installed across the building to support real time communication between TTHA, GP's, and pharmacy. Training has commenced and a super user group established. Further training shall be rolled out once the assessments and forms have all been checked and customised for TTHA. All residents shall be re-assessed as we move across to the new system. This is a massive amount of work, but well worth the investment. This care package is state of the art, and at last we shall have programs that communicate to one another – from community to residential.

All those residents who are currently with Boronia Priceline shall have the full benefits to this fantastic system, which I know shall ensure our medication management system is the safest it can be. I will be inviting Priceline Pharmacy to come and speak at one of the Residents and Representatives meetings to discuss

the many benefits to considering a change to Boronia Priceline Pharmacy.



You may have noticed the construction work occurring out the front of the café – we shall all be able to sit on the deck this summer. I am looking forward to it!

Until next time stay safe, and please do not hesitate to come and see me for a chat if you have concerns. Alternatively you can use the Feedback Forms that are around the building – they find their way to my office as I collect them very regularly. Don't forget you can catch up on all the news within the resource folders that reside in Reception (on the wall near the Clinical Care office) and in the Café.

Helen Povall - Director of Care

QUOTE OF THE SEASON



LIFESTYLE

During Melbourne's cold winter, we all hibernated indoors and indulged in lovely comfort food or sat by a fire reading a good book.

The Lifestyle team is always on the lookout for volunteers to assist us in providing meaningful activities for our residents. We would like to welcome Roland and Ansyne who are both German speaking volunteers and have recently commenced at TTHA. They provide 1:1 companionship to residents and also perform German music activities.

We would also like to welcome Christoph from the Lutheran Church in Melbourne who has kindly come to perform German material at Happy Hour and our coffee group. Christoph is a great addition to the TTHA family.

BOYS BRIGADE

Over the last few months we were lucky to have the company of Chee Leong Ngui and the lovely fellas from the Boys Brigade. They came in on a Saturday morning and played billiards, card games, chess and spent time out in the garden with our residents. This is an important relationship that TTHA has had over a number of years and the boys will be back in February 2018.

HONEY HUT

We have embarked on an interesting tactile experience whereby the Honey Hut comes to TTHA on a monthly basis so that the residents can taste locally sourced

honey and different wines. The cellar door now comes to us!



Honey Hut

THEATRE ROOM

We are pleased to advise that we will soon be opening a state of the art Theatre Room in Tabulam. All TTHA residents will soon be able to experience some red-carpet treatment with movies on a 75-inch surround screen and comfy chairs. Stay tuned for our special opening ceremony coming to a Theatre near you!

NEW MINI BUS

We have recently taken possession of a new mini bus fitted with hydraulics to provide more independence and choice

for our residents to attend outings. With the purchase of this vehicle, we are now able to take non-ambulant residents out where once we could not. This is an exciting time for us and we look forward to hosting some pretty special day outings.

TEMPLER HERITAGE DAY

On 1st June, we celebrated Templer Heritage Day with a guest speaker – Mark from the Temple Society. The residents enjoyed a group choir performance with traditional cuisine from the homeland.



Templer Heritage Day

DEMENTIA INFORMATION AFTERNOON

On Tuesday 27 June 2017, TTHA hosted an information session run by Alzheimer’s Australia for family members and friends of residents suffering with dementia. This was a session geared at arming relatives with what to expect after a diagnosis of dementia and ways to not only assist a loved one but ways of looking after yourself too.

GERMAN COOKING CLASSES

We have commenced German cooking demonstrations with our own

Masterchef, Vik. During these fun and interactive sessions, the residents got involved and tested some traditional German favourites such as Frikadelle and Fischbaellchen in Gruener sauce.



MasterChef Vik

INDIAN CULTURAL DAY

On the 14th of August, we held our annual Indian Cultural Day. With traditional Indian food and music, our residents enjoyed the entertainment whilst some joined in the dance.



Indian Cultural Day

Sumeet – Lifestyle Coordinator

SOCIAL SUPPORT GROUPS

Even though the winter weather has not been ideal for outdoor adventures, our busy Social Support Groups have managed to find wonderful and varied outings to captivate all interests!



Visits to the Yarra Valley Dairy, Montsalvat and Lillies on Brougham in Eltham, Macawber Tavern, Rose Cottage, Pig & Whistle in the Dandenongs, the Waratina Lavender Farm in Wandin and even a winter beach front visit to Doyles in Mordialloc; have all been enjoyed. Particular favourites were the various Morning Melodies where our groups even enjoyed a dance and the very popular Fountains Restaurant in Box Hill where the hospitality students impressed everyone with the delicious buffet. A wander through the 'Hunted' Antiques and Collectibles warehouse in Kilsyth was also a wonderful nostalgic trip into the past!

In the last couple of months, some of our clients have had to move into permanent residential care and are no longer able to come along on Social Support outings. We are of course sad to see them leave our happy groups, and we wish them all well in their new homes and hope their

participation in other activities and outings bring as much joy as ours did.



This has of course produced some vacancies especially in our Thursday group, so please consider joining our Social Support Group outings, either for yourself or maybe a friend or family member you know who may enjoy getting out and about a bit more.



For more information please contact our Community care office on 87201338 or alternately register directly with My Aged Care on 1800 200 422 and request a referral to TTHA Social Support Group.

We are now all looking forward to some spring outings in the sunshine again as the wattle trees start bursting with their beautiful yellow flowers!

Susi Richter & the SSG Team

WELCOME TTHA'S NEW INTERNATIONAL VOLUNTEERS



Early in August we said our goodbyes to the 2016/17 International Volunteers.

Once again, it was wonderful to have them join us for their gap year and spend so much quality time with our residents and team. We're so fortunate to have our own hostel on site where our volunteers live for the year, only a few steps away and making access so easy not only to our main facility but also to the local shops and public transport.

Our IVs have made the most of their convenient location and caught many trains into the city for various cultural events, travelled beyond and explored as much of our great land as possible.

They have now returned home with so much to tell and look back in years to come, reflecting on the experiences they have shared with us here at TTHA.

It's not just a year of learning and experience for our International Volunteers; it is also a year where we get

to learn a great deal from them too. Having spent so much valuable time with our residents and staff over the last year, our volunteers have taken back a whole new toolbox of skills and a collection of fabulous memories and left us with the same.

They will no doubt recall the laughs, the dancing and singing and other reminders of their involvement and participation in our regular activities and events.

They've heard many a tale from our residents, listening to their stories and memories of home, dined with them, held their hands and helped them through all sorts of situations, making what may seem to be small differences, but with big impact.

They've also been able to accompany our TTHA at Home team visiting residents in their homes and joining in on excursions and outside activities.

Our new International Volunteers have already begun another action-packed 12 months and certainly settled in with life at TTHA.

The first week was very tiring with a 2-day induction program and meeting all the residents and the team.

We look forward to getting to know Paula, Patricia, Berkay, Riccarda, Susanne, Julian, Marcel, Philip and Alexander and forming wonderful friendships as well as life-long memorable experiences.

MEET THE IVS



RECEPTION

Patricia is 18 and from Krefeld. She would like to study Health Economics in the future and is looking forward growing her personality and travelling.



LIFESTYLE

Julian is from Kaufungen. He is 20 and wants to improve his independence and self-confidence. Julian loves working with people and wants to gain more life experience.



LIFESTYLE

Paula is 18 from Kaarst and has been working as a volunteer since the age of 6. Paula wants to meet the residents, help them and improve her English skills.



MAINTENANCE

Alexander is 18 and from Potsdam. Once back home, Alexander wants to study IT. He is looking forward to new experiences.



LIFESTYLE

At the age of 19, **Riccarda** wants to broaden her horizons by helping people and learning about their lives. Riccarda is from Muelheim Ruhr.



LIFESTYLE

Susanne is 18 and from Frankfurt. She is a volunteer at an aged care facility at home and loves sports and cooking. Susanne is looking forward to learning more about Australian culture.



KITCHEN

Marcel is 18 and before starting university back at home in Stuttgart, Marcel wants to improve his social skills, meet new people and learn more about Australian culture.



LIFESTYLE

Berkay is 18 and from Stockach. He is an optimistic and self-motivated person who wants to improve his English skills and meet new people.



MAINTENANCE

Philip is 18 and from Ulm. Philip wants to become an engineer. He is looking forward to working hard with the maintenance team.



TTHA AT HOME

Almost three quarters of the year has passed and we are slowly but surely heading towards the well awaited spring season although it seems as though winter will be here to stay a little longer for now.

During the month of July, we noticed a huge number of our clients falling ill with influenza, respiratory episodes and gastro and according to the news this has been the worst outbreak over the last 15 years so please be vigilant as they are predicting it will continue into the month of September.

A little update on the current Aged Care Assessment waiting period – please be advised that if you are wanting to be assessed by My Aged Care for a home care package the current waiting period can be up to 6 months so please start your process early. The My Aged Care Contact Number is 1800 200 422.

We continue to promote TTHA at Home and have the following event planned, which will provide you with some information on the Government changes

that have transpired since the 27th of Feb 2017, help with accessing My Aged Care and Services available to help you live and age well.

If you are interested please RSVP to Tel: 8720 1338 or email info@ttha.org.au with the number of people attending on that day:

27th September 2017 – 10.30 am
followed by a free lunch
Temple Society Australia,
152 Tucker Road, Bentleigh

Alternatively, you are always welcome to visit us in the office if you have any questions with regards to home care packages and other services and we are happy to guide and assist you. Our office hours are Monday to Friday from 9 am to 5 pm.

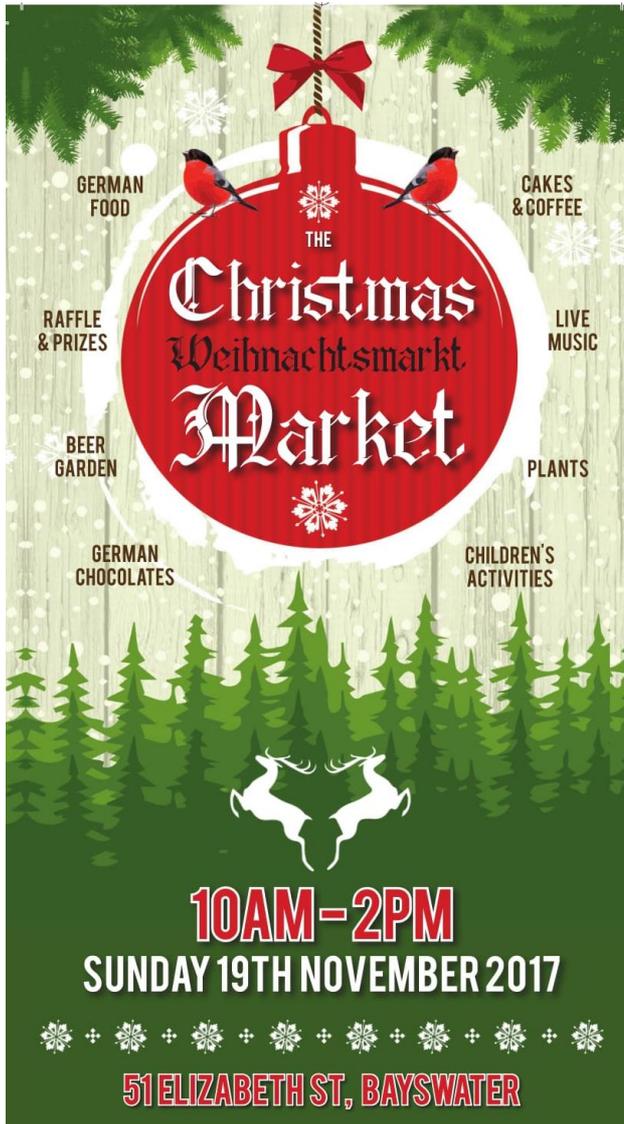
Your TTHA at Home Team
Anja, Kim, Monika, Pat, Prue and Ricci

SAVE THE DATE
NEXT RESIDENTS AND ILU MEETINGS
WILL BE HELD ON 21ST NOVEMBER

GERMAN CHRISTMAS MARKET

Would you like to volunteer?

TTHA's annual German Christmas market is coming up on Sunday, 19th of November from 10am - 2pm.



We are seeking volunteers to join the team and help out on our TTHA stalls. Stalls include:

- Christmas gifts
- Cakes
- Chocolate
- Coffee

- BBQ
- Children's activities

Setting up starts at 7am and packing up finishes at 4pm. A complimentary lunch voucher will be provided to all volunteers on the day. Our annual TTHA German Christmas market raises funds for our residents and is a special day for all those involved.

Should you have any questions, please do not hesitate to contact me via email on cristina.karvonidis@ttha.org.au or by phone on 8720 1359 if you are able to volunteer, nominate your stall preference and your availability to help. If you are unavailable the whole day, we welcome your assistance for as long as you can help and look forward to hearing from you.

SPRING FOOD FORUM



Our Spring Food Forum took place on the 15th of August. Chef Vik will be implementing a new spring menu from the first week of September.



FOOT HEALTH & AGEING

As we age so do our feet! *Foot* pain and *foot* disorders are common concerns for older people. Just because we're getting older doesn't mean we have to tolerate foot pain.

A **Podiatrist** is trained to assess, diagnose and treat feet and lower limb problems which may include skin and nail issues, foot and ankle injuries, foot complications related to diabetes, other medical conditions and problems with gait or walking.



A common foot ailment is osteoarthritis. Sometimes called degenerative joint disease or "wear and tear" arthritis, *osteoarthritis* is the most common chronic condition of the joints.

Most people will develop osteoarthritis at some stage in their lives. There are 26 bones and 33 joints in each foot (25% of our body's bones are in our feet!), so the feet are very prone to developing this condition, especially in later life. The good news is that you don't have to suffer with pain. There are options available to get you back on your feet again.

Symptoms can include:

- General aches and pains
- Stiffness around the joint, especially in the morning

- Localised swelling around a joint
- Pain at rest, especially if you have been on your feet all day
- Variation between a deep, dull ache to a sharp, stabbing pain whilst walking
- Either aggravated but hold or cold temperatures

Some common areas within the feet that are prone to osteoarthritis are:

- The Ankle Joint
- The inside of the arch
- The top of the midfoot
- 1st Big Toe Joint (the cause of a bunion)
- Smaller toes (causing hammer toes)

Often people are told that nothing can be done about osteoarthritis and to just deal with it. Whilst it isn't reversible, there are many ways of managing the symptoms, preventing it from getting worse and most importantly; getting you back doing the activities you love!

If you would like to find out more, contact Ryan at the Bayswater Foot & Ankle Clinic. Ryan has been our resident Podiatrist at TTHA for over 2 years and established Bayswater Foot and Ankle Clinic 6 years ago. He has a passion for helping others and will always go the extra mile for you including offering home visits for elderly clients that find it difficult to leave home for medical appointments.



Phone: 9729 7244

Email: ryan@bayswaterpodiatry.com.au

www.bayswaterpodiatry.com.au

3/40 Station Street, Bayswater 3153



Friday 12th October
At 12 noon in the Dining area



German Food & Live music

Guests welcome

Vouchers \$25/ per person (includes food & drinks)

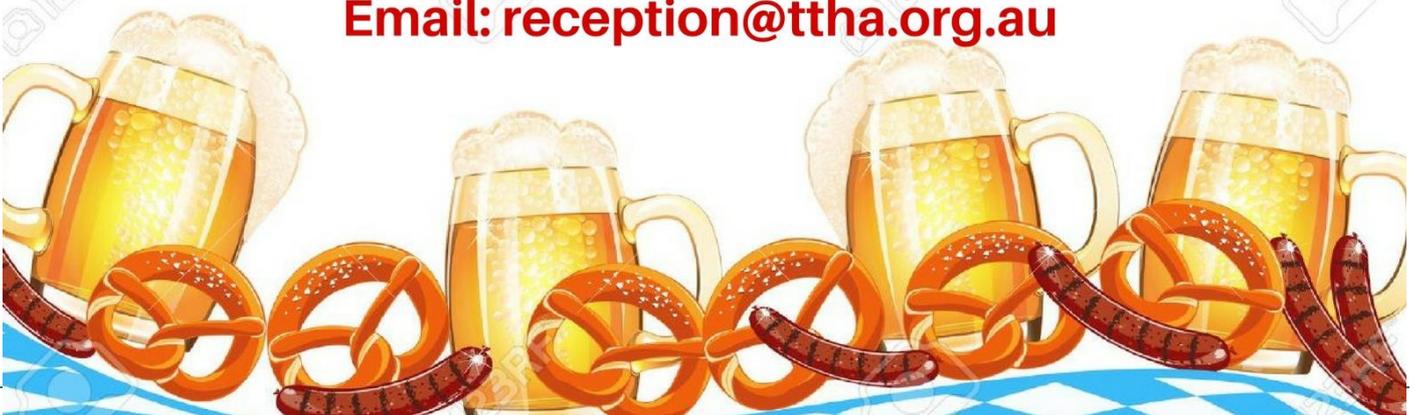
German beer & wine - \$5/glass (cash only)

All TTHA & ILU residents are invited to enjoy this event

For catering purposes please RSVP by 5th October:

In person - Please see reception / Call: 8720 1333

Email: reception@ttha.org.au



TTHA'S UPCOMING EVENTS

SEPTEMBER

1ST - FATHER'S DAY

28TH - FOOTY PRESENTATION & GRAND
FINAL DAY

OCTOBER

SEVERAL DAYS - SENIOR'S FESTIVAL

12TH - OKTOBERFEST

31ST - HALLOWEEN

NOVEMBER

6TH - MELBOURNE CUP & HAT PARADE

12TH - CHRISTMAS CAROLS

19TH - GERMAN CHRISTMAS MARKET

DECEMBER

5TH - VOLUNTEER'S CHRISTMAS LUNCH

6TH - ST NICHOLAS DAY

2ND WEEK - CHRISTMAS LIGHTS

20TH - ILU CHRISTMAS PARTY

22ND - RESIDENTS CHRISTMAS PARTY

Together we can make a difference



ACT NOW! Make a Difference

I would love to become part of the TTHA Community and make a huge difference to the lives of others.

I enclose a cheque for: \$10 \$30 \$50 \$100 Other: \$ _____

I would like to make a cash donation of: \$10 \$30 \$50 \$100 Other: \$ _____

TTHA IS A NON-PROFIT ORGANISATION. DONATIONS OF \$2 AND OVER ARE TAX DEDUCTIBLE

Your donations will greatly contribute towards TTHA's commitment to improve the lives and wellbeing of our residents through activities, resources and the ongoing development of our facility and services. Your contribution *will* make a difference.

Mr/Mrs/Miss/Other _____ Name _____

Address _____

Suburb _____ State _____ Postcode _____

Phone _____ Email _____

Confidentiality and Privacy: TTHA respects your privacy. By providing your email address you will automatically be added to our Newsletter distribution list. If you prefer not to receive our communications, please unsubscribe. We keep your bank account details confidential.

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