

ttha views

winter 2017



Tabulam & Templer Homes for the Aged
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CEO's Message

Welcome to the winter edition of 'TTHA Views'. We are starting to witness shortest days and lower temperatures. It is important to keep warm and stay indoors if it gets too cold.

We welcome 4 new members to the team: Sara Jahanara (Clinical Care Coordinator), Sumeet (Sam) Singh (Lifestyle Coordinator), Greig Joshua (Lifestyle Assistant) and Cindy Zhao (Accountant) who has replaced Belle Doolan. Belle has decided to travel and work overseas. On behalf of TTHA I would like to thank Belle and wish her well in the future. Our Lifestyle team have added that special something to the activities here at TTHA by introducing Zumba Gold classes, carpet bowls, performances in German in partnership with the Arts Health Institute and a variety of cooking classes with our chef Vik. During Easter we indulged in delicious European chocolates and other international delicacies, as we again celebrated this festive season with Easter stalls at TTHA offering gifts

and crafts to residents and visitors to purchase along with our traditional and very popular hamper raffles. May was also a busy month where we celebrated Mother's Day, International Nurses Day and held a High Tea for our beautiful volunteers.

We're very grateful to the Templer Craft Group for their recent financial donation which has assisted us with the purchase of 3 Palliative Aromatherapy Kits. Sheri Butler, our Facility Manager will soon introduce therapeutic, aromatic oil blends combined with gentle music and a hand, or foot massage to our residents with great benefits. As our mornings become cooler and winter approaches, we continue to enjoy all of the activities and events here at TTHA and invite you and your family to take part in our activities and events and become part of something special.

Wishing you all the best for this beautiful season.

Eva Simo, CEO

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That's Quality!

Can you believe it is winter already? Where does the time go?

End of daylight saving and already the weather is turning much cooler in the nights and mornings.

Another busy quarter has passed and the following changes are evident:

1. A successful visit by the Quality Agency - this means that the Agency looked at areas like clinical care, and an area we call compulsory reporting, and we met government requirements;
2. A successful visit from the Victorian Transport Authority, after they inspected our systems and processes for the safety, and operation of our bus - thanks to our staff in Community Care for all their great work;
3. Further quality works within Community Care - review and updating of their policies and

procedures, a much needed project of renewal.

Two important government announcements have come to the fore recently that will both impact our services (in a positive way):

- Adoption of a code of conduct for all personal care workers in Australia - we are still awaiting the official launch in Victoria which was earmarked to have occurred in February;
- The Privacy Act 1988 (Com), will be updated (awaiting royal ascension) so that there is greater control over your stored data security, and how a data breach is handled.

Overall our monthly quality results have been maintained or improved, with a focus continuing on meeting compliance. If you wish to see what we are doing there is a copy of the most recent results within the purple resource folders that can be found outside the Facility Manager's office (where accounts used to be), and in the Cafe'.

There are also copies of the residents and representatives meeting minutes, any memos specific to residents and also any changes to regulatory compliance - a sort of one stop shop for an information update. Don't forget if you cannot reach someone to tell them of a concern, comment, suggestion or compliment, you can always get in touch through the Feedback Form - these are found right across the home in various locations - they are green and there is also a post box close and handy to pop them in. If you don't think you can write it down, ask one of staff to assist you.

Until next time, Helen

Lifestyle with Sam & team

There have been significant changes in the Lifestyle department with Vanessa Drysdale deciding to step down from the role of Lifestyle Coordinator and reduced the number of days she will be working at TTHA to concentrate on more work life balance.

We have a wonderful new experienced Lifestyle Coordinator, Sumeet (Sam) Singh who commenced in the role in March. Sumeet has been welcomed to TTHA with open arms and we look forward to his contribution to the growth of the Lifestyle department.

ST PATRICK'S DAY

We had reason for a double celebration for St Patrick's Day, firstly it is a cultural day and we also celebrated the 66th wedding anniversary of residents Bill and Helga Sawatzky in the main dining room. The happy couple were humbled by the amount of love and admiration for them and their daughter Annette was pleased with the day. All her organization and hard work paid off.



BUS OUTINGS

We have commenced weekly scenic drives of the Eastern Suburbs on Friday 7 April and know that this is a favorite for our residents who get to get out in the countryside and enjoy all the nature has to offer.



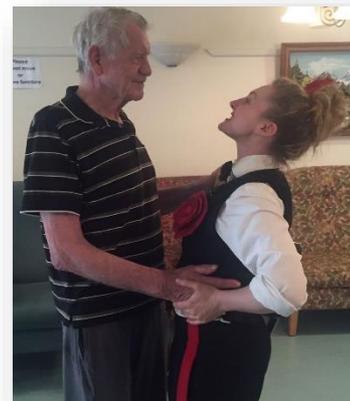
EASTER CELEBRATIONS

Over Easter we celebrated the festive season with Easter stalls at TTHA offering gifts and crafts to residents and visitors to purchase along with our traditional and very popular hamper raffles loaded with deliciously inviting goodies. Our residents had a special morning tea with Hot Cross Buns and coffee and also enjoyed a concert and an Easter Bonnet Parade.



ZUMBA GOLD

Zumba Gold has started and residents have been enjoying Zumba moves every Wednesday morning.



HENNY PENNY

The Henny Penny Hatching program started on the 10th of April and lasted until the 21st. Residents had the opportunity to see may eggs hatching and the growth and development of the baby chicks.



ARTS HEALTH INSTITUTE

Every Wednesday at 10am residents have been enjoying to sing in German together with performers from the Arts Health Institute. Our resident Elisabeth Wagner plays the piano on many occasions much to the enjoyment of the other residents.

GERMAN MASTERCHEF COOKING CLASSES WITH CHEF VIK

Every second week our chef Vik has been teaching a German master class to the residents. So far they have cooked *Frikadellen* and *Kartoffelklösse*, much to the residents' enjoyment.



CARPET BOWLING

Carpet bowling has been a hit this year with many residents joining in. We are considering a championship later in the year. Now it's time for some training.

MOTHER'S DAY

We celebrated Mother's Day in style this year with beautiful gifts to all mums and an enjoyable concert and great food at the dining room.



SHROVE TUESDAY

Our residents enjoyed a lovely morning making pancakes to celebrate Shrove Tuesday.



What's happening in the CHSP Social Support Groups

The weather in the last couple of months has been wonderful and our groups have all been enjoying spending time outdoors as often as possible! We have visited the Studley Park Boathouse and fed the ducks, had picnics at Lysterfield and Lilydale Lakes, and even enjoyed a ride on the newly opened Eagle Sky Lift at Arthurs Seat in Dromana!

Our groups have also enjoyed being at the beach at Ricketts Point and Mordialloc Pier while the sunshine lasts. A favourite coffee spot is also the Hahndorf Café in Montrose where a complimentary chocolate with our morning cuppa is always a hit, as well as sitting under the beautiful trees in the garden on the warm mornings we have been having.



At the moment our groups are again quite full with only 1 vacancy, so if anyone may be interested in joining our outings then please contact the Community Care office on 8720 1338 for more information, or you can contact MyAgedCare direct on 1800 200 422 to request a referral to our Social Support Group.

Susi Richter & SSG Team



Welcome



Sara Jahanara, Sumeet Singh, Cindy Zhao & Greig Joshua

SARA JAHANARA - Clinical Care Coordinator – Sara has 8 years' experience in management, having worked in Aged Care facilities with up to 250 beds. At TTHA Sara is looking after Tabulam and Otto Upper. Sara is from a Persian background and loves travelling. On weekends she enjoys spending time with her family and reading.

SUMEET (SAM) SINGH, Lifestyle Coordinator – Sam started with TTHA in March and has already implemented many changes to Lifestyle. Sam has 9 years' experience in Aged Care. Sam comes from India where he worked as a Pharmacist. He is married and on weekends enjoys spending time with his wife, young son and friends.

GREIG JOSHUA, Lifestyle Assistant – Greig comes from India and has been in Australia for 7 years. He has 3 ½ years' experience working in Lifestyle. Greig is passionate about Aged Care and feels that residents become part of his family. Greig is married and on weekends enjoys cooking. He has done a lot of travelling worldwide.

CINDY ZHAO, Accountant – Cindy is a CPA and has 10 years of experience in Accounting. She comes from a commercial background and has worked for 3 years in accounting for the Education sector. Cindy is married and speaks Mandarin. On the weekends she enjoys swimming, playing badminton and hiking.



Winter Food Forum

Our Winter Food Forum took place on the 16th of May. Chef Vik will be implementing a new Winter menu from 1st June.



TTHA at Home

Easter has once again come and gone, and we are now slowly progressing into the winter period. Time to enjoy the indoors a little more and lovely warm dishes to keep us nice and cosy.

TTHA at Home has now well-adjusted to the new changes that became effective on the 27th of Feb 2017 which are listed below in summary:

1. Home Care Packages now allocated to clients and no longer the provider
2. Clients are able to transfer their home care package to provider of their choice
3. Unspent funds now transferred to new provider if changing providers
4. Allocation of home care package is done via My Aged Care Nationalisation Queue
5. Greater Choices of providers

We always value your feedback on the current service delivery and feedback can be provided to us either via phone, in person or via our feedback form if you like to stay anonymous.

On the 6th of April I presented these updates to some of the AGWS Members who attended an afternoon tea at the Tivoli Club in Malvern. We also had Erika Wilke from Prime Care who is an independent Financial Advisor for Aged Care give us a bit more detail on what to look out for when planning for the future.

TTHA at Home will also be present at the Ageing in Australia Expo to be held at the Melbourne Town Hall on Saturday the 29th of April from 10 am to 3 pm. If you are in the city come and say hello.

I would also like to introduce to you our new Care Advisor (Case Manager), Kim Brennan who joined our team earlier in April. If you see Kim around in the office please pop in and have a chat.

For further information on TTHA at Home and how to get assessed please do not hesitate to contact us.

Alternatively if you like to be assessed for any services you can contact My Aged Care directly on 1800 200 422 – Mondays to Fridays from 8 am to 8pm and Saturdays from 10 am till 2 pm.

We look forward to working with you.

Office hours are:

Monday to Friday:

9 am to 5 pm

Tel: 8720 1338

Fax: 8720 1457

homecare@ttha.org.au

Ricci, Anja, Prue, Kim, Pat and Monika

Your TTHA at Home team



Meet Elisabeth Wagner

Anna Elisabeth Wagner was born in Germany and came to Australia from Palestine in the 1950s. Elisabeth met her Physician husband in Australia and had 4 children – 2 boys and 2 girls. The kids have grown up and she has 5 grandchildren. Elisabeth has been a resident at TTHA since August last year and has been an outstanding contributor to the music implementation in the facility as Elisabeth plays the piano to the residents at least once a week. Elisabeth embraced the TTHA photoshoot and enjoyed being a model. She recently wrote a meaningful article for the “Templer Reflections” which has been transcribed below:



“When my new life in the Tabulam & Templer Homes for the Aged began last year, I felt depondent and in a dark place. Until I was asked to play the piano for my fellow residents, for instance during Happy Hour.

It didn't take long for my fingers to remember many folksong tunes (I play

mostly by ear) and, lo and behold, many of those listening sang along happily. What's more, they sang countless verses from memory, which I found truly mind-boggling. It was a great gift to me – there was light in my life again, and my depression lifted. We enjoyed the familiar melodies and rhythms together and no one cared if some ofppp the voices sounded a bit scratchy.

Asked to play in the Tabulam wing, I wondered what to play for those with substantial memory loss. Someone suggested *Kinderlieder*, children's songs from long ago. The result was magical. At Christmas we experienced that music builds bridges across language barriers. Many residents sang the carols in German, while the staff sang in English – no problem; we could all raise our voices together and feel the power and joy of making music together. I noticed that a usually withdrawn and disturbed woman edged closer. Something got through her habitual darkness and connected. She began to join in the singing, which I found very moving. Such experiences encourage me to keep making music while I can.

I see several of our members faithfully visiting their dear ones in the Home and bringing them to where the piano is being played. With deep respect and admiration, I observe their steadfast love and learn that there is a light in love, as well as in music. My darkness is largely gone. I'm moving more, I'm stimulated by conversations and being able to contribute to communal singing and the joy it brings. I now feel good in the Home, and I am grateful.”

Photoshoot

In late March, a professional photographer did a photoshoot of TTHA and residents. The residents embraced the two days of modelling and enjoyed having their pictures taken. Images of residents who signed the

permission form may be used to promote TTHA via the media, website, social media, ads, flyers and posters.



Volunteer's High Tea

A High Tea was held on 10th May during National Volunteer Week to thank all TTHA's volunteers and the incredible contribution they make to our Facility and our residents.

Our CEO Eva Simo gave a moving speech to all volunteers which included: "I am humbled by your generosity of spirit and your compassion for your fellow human beings. It is all of you who so generously give your time, your warmth, your humour and your caring. For all your time, effort, and hard work, please accept the thanks and appreciation of TTHA, the team and me. It is all of you, doing what you do, who take my breath away."



A Special Thank you

TTHA would like to thank State Premier, Heidi Victoria for donating two flags to the facility an Australian and a Victorian flags.



Quote of the Season



Winter Update



Special projects coming up

- Beauty Therapy Room
- Aromatherapy
- Special wall art in Tabulam
- 2 meal services in Tabulam
- Theatre room in Tabulam

Winter is here and we would like to remind families to check their family member’s rooms for the following:

Dust – if your loved one has trinkets and valuable pieces on display, dusting around these areas will prevent dust build up and respiratory issues.

Fridges – Remove all out of date products and ensure they are defrosted and clean to prevent any food poisoning or stomach upsets.

Clothing – Swapping over clothing and ensuring enough warm clothes are available including underwear and singlets.





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.

Address: 31-41 Elizabeth St, Bayswater, Vic. 3153

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Email: ttha@ttha.org.au