



A MESSAGE FROM THE CEO



With the beautiful long summer nights and hot weather its hard to believe that we are nearly at the end of 2020. Truly a year like no other, and a year that I'm sure we will never forget. This year has taught all of us many things

and life lessons which have changed us all. This year has really cemented within all of us what is most important in life; family, friends, freedom and our health. It's hard to believe that Christmas is right around the corner and thankfully we will be able to be close again with loved ones and celebrate, even if celebrations may look different to other years.

As we reflect on another year, we realise how much we have achieved together, although achievements may look different from other years. Our events and gatherings had to pause for a time, however we have still had a successful year together. I would like to take this opportunity to express how extremely grateful we are for our staff, volunteers, residents and their representatives, families and the local community for their diligence in keeping our residents safe and happy and our home free from COVID19. It was the true unity of the

collective whole which ensured our residents continued to be supported and cared for while maintaining their health and safety this year.



Unfortunately our immensely popular annual Christmas market could not go ahead this year. However, we would like to extend a thank you to all who have contacted us to ask if the market was not going ahead, and how could they assist us with our fundraising efforts. We thank you for your enquiries and we have set up a 'give now' fundraising page to assist with the funding of gifts for residents and staff this Christmas. The details are below and all funds raised will go towards creating the beautiful gifts and hampers we enjoy giving to residents and staff every year. We thank you in advance for your generosity and support towards this fundraising effort.
<https://www.givenow.com.au/tthachristmasfundraiser>

TTHA SUMMER NEWSLETTER 2020



This year has been a challenging one, however there are many positives to reflect upon. Our Sarona building was completed and all residents and staff moved over to this new purpose built, state-of-the-art building which has high quality finishes and large living spaces for residents to enjoy.

Works were recently completed on our new 'Changing Seasons' cafe and we look forward to the grand opening in 2021, when we can invite all family and friends to attend. The cafe is an exciting new addition to TTHA which will welcome residents, staff, families and the community to share in cakes, beverages and light meals in a beautifully light and spacious environment. The meals on offer will be seasonal, as the 'Changing Seasons' name suggests, including cafe favourites such as salads, pastries and delicious gourmet sandwiches. Hot food will also feature on the menu and all meals will be fresh and certainly delicious. Watch this space for more information on the 2021 grand opening.

Celebrations and events were different this year, however we never let a special day or event pass by without festive food, decorations and of course dressing up. Oktoberfest this year was again a wonderful day, even while adhering to physical distancing. Residents and staff love the annual Oktoberfest celebrations, with many staff and residents

donning dirndls, lederhosen and traditional hats for the festivities while devouring a delicious lunch provided by the kitchen. The traditional menu included Bratwurst, Sauerkraut, Kartoffelsalat, Bretzels, roast chicken washed down with a beer or two while



enjoying the traditional German folk music.

November was also cause for celebrations with a very different looking Melbourne Cup Carnival. Melbourne Cup is always celebrated with much fanfare at TTHA and this year was no different. Residents and staff participated in various Melbourne Cup sweeps and the winners were definitely grinners.

Residents and staff were encouraged to



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wear a special hat or fascinator to join in the festivities, while everyone relished in a delectable high tea of delicate cakes and sandwiches paired with beer, wine, lemonade and a special treat of Mimosas.

As another season drew to a close, its now onto December which proves to be one of the busiest months on the TTHA calendar. Although our traditional parties, lunches and celebrations cannot go ahead this year its cause to be creative as to what we can do to celebrate the festive season while adhering to physical distancing. TTHA plans to bring Christmas to residents with some festive happy hours in each area of the home, to ensure physical distancing can be followed. Traditional Christmas Eve and Christmas day menus with deliciously fresh and tasty food to warm the hearts and bellies of all of our wonderful residents. St Nicholas Day will feature again on our December Lifestyle calendar which sees residents and staff decorate the home



ready for all of our festive celebrations.

As the festive season approaches it may be time to reflect on your own or a loved ones aged care requirements. If you or a loved one want to stay at home longer and need extra support, why not give our Accent Home Care team a call and see how we can help you with gardening, cleaning, personal care, medication management or social and emotional support. Our very experienced staff are there to answer all of your questions and assist you along the journey. If you would like to make a Home Care enquiry or for any of the services TTHA provides please contact us on (03) 8720 1333 or visit our website www.ttha.org.au or www.accenthomecare.org.au

As another year draws to a close I would like to take this opportunity to wish each and every one of you a very Merry Christmas and a happy and safe New Year. Im sure we are all looking forward to 2021 being a positive, healthy and prosperous year for all.

Stay cool this summer!
Eva Simo – CEO



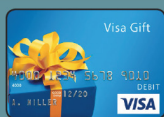
ACCENT HOME CARE



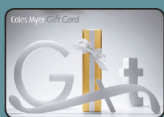
Over the last few months, Accent Home Care has experienced an increase in consumers signing up for Home Care Packages. Many of the people that receive a package from Accent Home Care have joined the service as a result of a friend,

family member or a partner referring them. As a thank you for these referrals, Accent Home Care provides a \$100 gift card to the person who has made the referral. The gift card is provided once the person referred, signs an agreement to commence receiving a Home Care Package from Accent Home Care.

For every friend you refer to Accent Home Care, you will receive a gift voucher of your choice as a token of our appreciation once they have signed up with us.*



\$100 VISA GIFT CARD



\$100 COLES/MYER GIFT CARD



\$100 WOOLWORTHS GIFT CARD

Refer as many friends as you wish and keep being rewarded.

Contact us on (03) 8720 1338 for more information.

*Offer is redeemable only once the person referred has signed up with Accent Home Care.



31-41 Elizabeth Street, Bayswater VIC 3153
Phone us on (03) 8720 1338 or visit our website: accenthomecare.org.au
or email us at: homecare@accenthomecare.org.au

Accent Home Care and you may be eligible to receive a \$100 gift card when they commence with Accent Home Care on a new package.

As people are living in their homes for longer, their needs also increase with more complex nursing and care needs. To assist with people achieving their goals of remaining at home, Accent Home Care is introducing a new position to the team of a Community Care Advisor Nurse. This new role will focus on providing people with complex care needs, an individualised nursing assessment as part of their package. The Community Care Advisor Nurse will work closely with Care Advisors to enhance the care and services provided. If you are receiving a Home Care Package and would like a visit from our Community Care Advisor Nurse, please contact our office by telephoning 03 8720 1338.

I am pleased to also announce that Accent Home Care Social Support Group will be resuming services shortly. This very popular service, had to be put on hold during the height of COVID. Now that restrictions are starting to lift, the service will resume and allow people to meet again and go out together for social community outings. Even with lifting of some COVID restrictions, Accent Home Care will continue to follow the Government's guidelines to ensure we do everything we can, to prevent the spread of the virus.

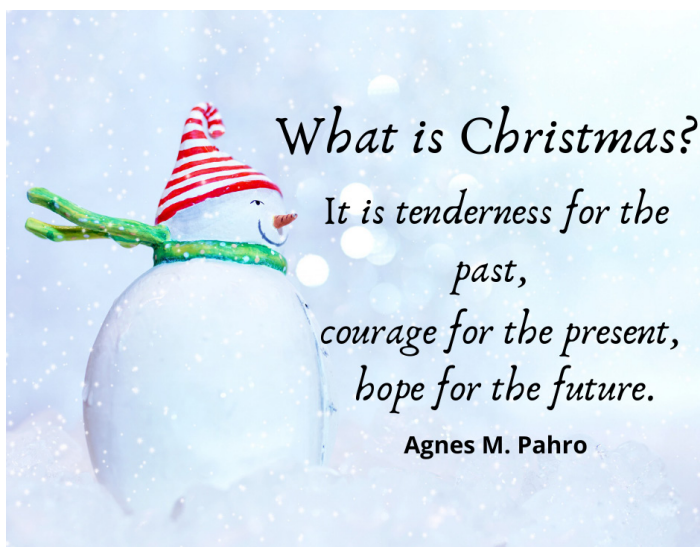
On behalf of the Accent Home Care team, we wish you and the ones you care for all the best as we move towards the festive season.

Thanks
Nick Grakini
General Manager Community Services

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QUOTE OF THE SEASON



WORK WITH US

Are you seeking a long and rewarding career within a caring organisation? Are you passionate about aged care? TTHA is currently looking for enthusiastic Registered Nurses, PCAs and Community Care Support workers. If this sounds like you, please send your resume to careers@ttha.org.au

EMPLOYEE OF THE MONTH



Jodie Trinder - August



Manpreet Kaur - September



Cerie Saunders - October

CLINICAL UPDATE



It's wonderful to announce we are still COVID free! That is simply due to the diligence of residents, staff and families so thank you to everyone! All staff continue to wear face masks and shields while onsite and working.

We continue our ASPEN medical atypical COVID19 testing which is only performed at facilities with no known cases of COVID19. Testing of staff and residents completed on 14th & 15th September. Commenced fortnightly staff testing on 26th October with two further sessions booked in November, for the 10th and 25th and we will communicate the outcomes. Infection control and pandemic committee continue to meet fortnightly discussing all areas which would need to be covered in the event of an infection control issue onsite.

Visits continue at the home as per Victorian department of health care facilities directives, please see full details at the DHHS website: <http://www.dhhs.vic.gov.au/>

I would like to take this opportunity to remind all visitors that bookings are still essential prior to a visit. Visits can only occur in the resident's room and not in communal areas. Although we would love to offer our visitors a cuppa with their loved ones, this is unfortunately not possible at this stage as masks must be kept on at all times when visiting in the home.

The Aged Care Quality and Safety Commission visited TTHA on 25th August 2020 to assess the homes readiness for an outbreak including assessing our COVID plan, PPE use and observation of staff performance. They shared advice regarding implementation of density signage, adding a flooring plan to the COVID plan and advising staff of increased cleaning requirements implemented immediately. An extra two step (clean and disinfect) cleaning process of the home has been implemented with additional cleaning of the high touch areas.

The Victorian Aged Care Response Centre (VACRC) arranged a visit by Australian Defence Force (ADF) on the 26th August and again on 29th September. They provided an audit around the homes preparedness for an outbreak as well as providing PPE training for staff. PPE training as well as train the trainer was also completed by Monash University on 18th September and all staff have undergone training on donning (putting on) and doffing (taking off) PPE correctly.

Staff co-horting will be in place until 30th November, with the potential to extend. This means that any staff working at more than one site have been asked to choose one facility as their primary place of employment for this period to reduce risk of cross contamination. Stay happy everyone!

Sara Rupenovic
Director of Care



LIFESTYLE UPDATE

Indian & Pakistani Cultural Day

Residents and staff had a wonderful day celebrating Indian and Pakistani cultural day on Friday the 4th of August. A delicious lunch of butter chicken, vegetarian vindaloo, rice, naan, green beans and chips were shared. Residents and staff were encouraged to wear traditional dress or bright colours to enjoy the festivities. It was a fantastic way to spend a Friday lunch time with friends.



Aged Care Employee Day

On the 6th of August each year Aged care employee day is celebrated nationwide. TTHA wanted to thank all staff for the amazing work they do especially during these challenging times. Friday the 7th of August, saw the wonderful, amazing, beautiful staff here at TTHA being spoilt with goody bags, donuts and cards thanking them for everything they do, every single day. Keep up the wonderful work you do every day!



Father's Day

Our incredible fathers were celebrated in style with three days of Father's Day Festivities beginning on Friday the 4th of September with a special Father's Day happy hour. Residents were treated to a beer or wine with some delicious hot food from our kitchen. The halls of TTHA were decorated in blue and white and residents relaxed the afternoon away. Sunday morning our special fathers received a wonderful gift of toiletries with their breakfast trays, residents were overjoyed. Our special fathers of the ILU community received their gifts from staff on Friday and what a wonderful surprise it was. We hope your Father's Day was just as special!



R U OK DAY

September 10th each year acknowledges 'R U OK DAY'. This wonderful nationwide initiative raises awareness for mental health and encourages us all to ask others "R U OK". Residents and staff participated in the event by wearing yellow, eating delicious biscuits and cakes embellished with the "R U OK"? message. Coffee was enjoyed complementary from our friends at Franklin Coffee.



Oktoberfest

Residents and staff at TTHA love any excuse to dress up and celebrate. Our annual Oktoberfest event is a crowd favourite, this year, celebrated on Friday 2nd October. Many staff and residents donned dirndls, lederhosen and traditional hats for the festivities while devouring a delicious lunch provided by the kitchen. The menu included bratwurst, sauerkraut, kartoffelsalat, bretzels, roast chicken washed down with a beer or two while enjoying the traditional German folk music. After lunch, residents enjoyed a screening of 'The Sounds of Music' before the treat of happy hour, complete with German beer, Frankfurts and bretzels.



AFL Footy Colours Day

Residents and staff celebrated the 2020 AFL Premiership season on Thursday the 24th October with a footy colour's day. Keen supporters donned their team's colours with pride while appreciating Friday happy hour, complete with party pies, sausage rolls, chips and drinks. Saturday the 26th, the night of the Premiership saw a few night owls relishing in the Grand Final clash whilst sipping a beer and enjoying some hot chips.



Indoor Activities

Along with the mobile happy hour, mobile shop and mobile library, residents are enjoying a variety of indoor activities. The spring rain filled our gardens with beautiful flowers which residents loved admiring, picking, arranging and repotting. Weekends began to see residents come together again in small socially distanced groups to play cards and watch films while enjoying coffee and cake.



Outdoor Activities

The recent sunshine has provided ample opportunity to be outside and enjoy our beautiful grounds. Residents have enjoyed manicures and hand massages on balconies while admiring mountain views, basking in the morning sun while catching up with friends (maintaining social distancing requirements) and assisting staff to tend our live-in budgies, cocktails, quails and canaries.



Upcoming Lifestyle Projects

Project 1: Door Plaques

The lifestyle team are planning to add A3 framed name plaques next to every resident's room, facility wide.

This project aims to assist residents living with Dementia to locate their bedrooms with ease while minimizing unwanted entries into co-residents' rooms.

These plaques will also provide a talking point between residents and staff as posters will display residents' interests. For example flowers for an avid gardener or paints for a keen artist.

In the event of an outbreak, plaques will assist any external staff identifying each resident's room.

Project 2: Purple Butterfly Palliative Approach

We are working on creating a new system to identify residents who have recently been announced end of life. This system is based on the symbolism of a purple butterfly which is used largely in the end of life care practice worldwide.

The symbol allows staff, in particular those who work infrequent shifts, or are agency to immediately recognise that the resident is in the stages of passing.

This symbol encourages staff and co-residents to be mindful of the noise level in that area and to be aware that there may be family members visiting.

The lifestyle team plans to create an artwork of this image suitable to display on the doors of a resident's room when they are in the final stages of their life. A memorandum will be sent out to all residents and representatives prior to the application of this approach.

Project 3: TTHA Reminiscence Gallery

Artwork to occupy the three glass panels opposite the lifts near the kitchen is also in progress. This artwork consists of three collages depicting images of current residents and staff enjoying themselves.

The collages are outlined by three shapes; a map of Australia, a map of Germany, and a tree in the centre to represent unity between the two countries. We hope for this display to be both a focal point and a reminiscing aid to residents, staff, visitors, and stakeholders.

Completion of this project requires the enlargement of the images. The images in these

collages will be replaced every six months to ensure they remain current.



Stay safe everyone!
Sam and the Lifestyle team



KITCHEN UPDATE

Greetings from the kitchen,

I am really pleased to let everyone know that we started the new summer menu this week and it's really nice to have so many changes.

The menu has a lot more summer options offering salads with cold meats and condiments as a second option at dinner if it's too hot to stomach a hot meal. There are lots of German inspired dishes as well as some classics and some delicious summer desserts.

We are always looking at improving each menu as we receive feedback from residents and try and build a menu to their liking.

We have recently celebrated Melbourne Cup with a delectable high tea including chicken sandwiches, cakes, biscuits and yummy slices. For Halloween we served some beautifully decorated cupcakes that looked fantastic and residents loved.

It's great to see as restrictions ease, everything slowly getting back to normal. We are now hoping to organize our food focus meetings very soon with residents. This initiative will be a great way to discuss food options with residents and gain some new ideas going forward to everyone's liking.

Hope everyone is well and please keep your feedback coming.

Tim & The Kitchen Team



Mixed salad, cold deli meats and tomato chutney



Beef stir fry with hokkien noodles



Lemon meringue pie and cream



Mixed berry crumble

SOCIAL SUPPORT GROUP

As the weather starts to warm up again, we are also hoping that we can start planning the return to some more 'normal' activities! Like all of our clients, we too have been missing our outings! Many more of you have been taking up our offers of individual social support visits,



which has been wonderful! Hopefully this will continue and we will soon be able to add an extra person or two per visit.

Our activity packs have slowed down a bit because we have been visiting more of our clients personally, and it has been lovely to hear all the craft and garden projects that many of you have been keeping busy with.



We would like to encourage everyone to keep as active as possible, so that you're all fit and healthy to join in with longer outings, when we are able to do those again.

If you know anyone who would like to take



part in our group activities when we start again please let us know by calling the Community Care Office on 87201338.

Stay healthy and take care of yourselves!

Best wishes from the Social Support Group Team...



Susi Richter & The SSG Team



QUALITY UPDATE

Aren't the COVID19 results for Victoria stunning at present? And we at TTHA are working every day, to ensure we keep all residents, consumers, staff, and community as safe as possible.

My job is to facilitate improvements across TTHA business units. I thought I would share with you exactly what we do in order to be part of Victoria's 'donut' days. This ensures you can keep on visiting your loved ones, while we maintain the Emergency Directions (VIC) that dictate visitations within aged care, and that we are mandated to follow.

'Donut' days don't just happen by chance—they are planned, and backed up with education and teamwork and are at the very centre of how we execute our policies, procedures and safe practices.

When we are not being tested for COVID19 – this happens fortnightly, and all staff have agreed to participate, we are at Infection Control meetings. These meetings are with some of our key board members and business unit heads, discussing the latest research outcomes, and how we can adapt or modify practices, workplaces, or ensuring that our own infection control actions meet standard.

Before our staff step foot into the workplace they are self screening either on paper or online, and warranting they are safe to attend work. Just like every visitor that attends TTHA, we too, are scrutinized and recorded and we are able to recall these results for more than 28 days, as the Government has mandated.

Stock is scrutinized and counted every fortnight and reported to our Infection Control Committee, our Clinical Care Coordinator is

responsible for ensuring stock is adequate for our needs.

Training has been on-going commencing with hand hygiene and moving swiftly to donning and doffing of full PPE. 120 staff have attended these training sessions, which will continue to run over the coming months. This will ensure that skills are up to standard and we can be confident that all staff, no matter where they work, can don and doff full PPE if required.

Competency sessions, by their nature need to be 1:1 – a time consuming task for a big site like TTHA. Our expert trainers are assisting in the 1:1 competencies, and HR maintains education registers as they are completed.

Plans are reviewed every week to ensure they meet Government guidelines and standards. New learnings incorporated into the plan, and new knowledge shared with staff and where appropriate, residents, consumers and their representatives.

We have 3 plans:

- Pandemic Action Plan which is now some 18 pages of vital information and actions that are required
- A Kitchen Contingency Plan
- A Workplace COVIDSafe Plan that just focuses on staff requirements

All plans reside in a COVID19 folder at front reception for when / if we have an outbreak. We have developed maps, built special databases, special roster (12 hour shifts), all ready in case of an outbreak. We say, "Plan for the worst, and hope for the best"!

And when I am not checking all of the above, we must also cross check that staff are self screening when they are rostered on duty, and that they report to the managers of that

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business unit any of their staff who requires follow up.

Behind the scenes we are incredibly busy maintaining a safe workplace, home and community. HR continues to monitor staff health and oversee their wellness and fitness to work, maintaining spreadsheets of staff away with potential symptoms of COVID19, plugging holes within our roster, and liaising with government departments if we have suspected cases. Everyone is on board.

It's not good luck that we join Victoria in the 'Donut' Club, its diligence, teamwork and a whole of community response.

Thank you all!

Helen Povall - Quality



SOME OF THE FUN IN 2020



VACANCIES AT TTHA

www.ttha.org.au

Rooms are filling fast so we encourage you to take a virtual tour online at ttha.org.au or call to book an onsite tour 8720 1333.

Join us for
a virtual
tour



Join us for a Virtual Tour of our New Building

Situated amongst beautiful trees, with beautiful views of the Dandenong Ranges, TTHA's new Sarona building boasts luxury living at its finest. Showcasing two opulent and spacious living and dining environments, four levels of spacious rooms with spectacular views this new building is sure to impress. We welcome you on a virtual tour of our Sarona building and welcome your inquiry on [8720 1333](tel:87201333).

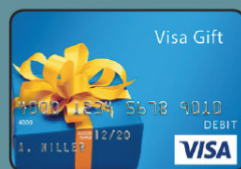
Launch Virtual Tour

ACCENT HOME CARE

www.accenthomecare.org.au

Do you have a friend or family member who has recently been approved for a home care package? Refer them to Accent Home Care, when they sign as a client, you will be rewarded. Call us on 8720 1338.

For every friend you refer to Accent Home Care, you will receive a gift voucher of your choice as a token of our appreciation once they have signed up with us.*



\$100 VISA
GIFT CARD



\$100 COLES/MYER
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\$100 WOOLWORTHS
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HOME CARE

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