



A MESSAGE FROM THE CEO



What a relief it is to have welcomed a new year and say farewell to 2020. Autumn is already here and it's amazing to think that we are already well into 2021. What high hopes I'm sure we all have for a healthy, safe and happy 2021,

being able to share special times with loved ones and most of all be face-to-face in many environments now.

Spirits are high here at TTHA with new hopes and new dreams for the coming year. Our staff have returned from a well-earned break, refreshed and ready to take on 2021 with a fresh positive frame of mind. Our lifestyle team have new enthusiasm and are excited to begin to slowly roll out some new activities which will cater for all interests and abilities. As the monthly calendar ramps up and more activities are added we look forward to once again sharing this with you on a monthly basis.

Our group exercise groups have resumed, with physical distancing and it has been a real blessing to welcome back this much-loved activity for all residents. Our movie time is a favourite also and it's wonderful to be able to

gather again, in front of a classic movie while adhering to physical distancing and density requirements. Our one-on-one activities have been a blessing for all residents and they continue into 2021 with our daily walks, our knitting group and beauty therapy being some favourites.

This year has brought about growth in our home care division with many new roles and new faces as more home care packages are released by the government. With more consumers coming on-board, this opens up some wonderful employment opportunities for like-minded Care Advisors and Community Care Support Workers to join our growing, caring and supportive organisation. If you or someone you know would be interested in joining our homecare division, Accent Home Care, please contact our office on 8720 1338. When you visit next or if you or a loved one are seeking assistance with a home care package, please come in and say hello to our vibrant and friendly team.

Our social support group is thrilled to be back in action and spending time with our much-loved participants again. Outings have resumed and it was a real delight to see members reunite once again in shared experiences together. This really has emphasised how important face-to-face connection is, how everyone values human contact and truly thrives when involved in it. If you or a loved one would like to join our social support group, which runs



groups Monday to Friday, again, please contact Accent Home Care and we will match you with a group of like-minded people with similar interests.

Due to the pandemic many projects were put on hold, one being our memorial benches being installed. We are excited to announce that these are now being installed around the outskirts of the facility. We invite you to come and have a sit and appreciate the special plaques attached by those families who purchased a bench. These benches are a lasting memory of loved ones past and a historical memento for years to come.

Similarly, our new café 'Changing Seasons' has been unable to open as yet. We wish to open our new café in a completely COVID safe way and be able to welcome residents, families and the public. At this time that is not possible, however we look forward to an opening in late March and we will keep you all informed of those dates.

As another, more positive year begins it may be time to reflect on your own or a loved one's 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 beautiful season begins, we look forward to welcoming more of you into the facility and slowly getting back to a 'new normal'. Stay safe and in touch with loved ones and contact any of our caring staff with any requirements you may have.

Enjoy a magnificent Autumn!
Eva Simo – CEO



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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



Jessica Burton - December

CHANGING SEASONS CAFE



ACCENT HOME CARE



With 2021 well underway, Accent Home Care has been hard at work providing more options for consumers who use our service. The team has grown to support these new options and we continue to work with our Quality Manager to ensure

services are robust and can be delivered no matter what challenges come our way, such as the COVID pandemic.

One of the options that has received considerable interest is our new Community Care Nursing Service headed up by Lauren. As a Registered Nurse, Lauren has been busy visiting Home Care Package consumers and completing comprehensive nursing assessments and working with their GPs and families to provide in home nursing care. Lauren has been able to complete assessments to obtain additional Home Care Package funding for people who experience challenges with their memory, problem solving and judgement. If you would like to have a meeting with Lauren and have it funded by your Home Care Package simply call our office to organise.

Introducing our New Service Coordination Team

I am pleased to introduce Hannah and Engelbert who make up our new Service Coordination Team. The new team has been developed to respond to the increased

demand for home care packages. Accent Home Care now provides more choices for consumers as we have partnered with over 80 brokered service providers to bring the right services at the right time to Consumers. We have also been on a recruiting drive, to employ more Direct Care Workers for our team. These new staff members will work with Hannah and Engelbert to deliver exceptional domestic and personal care.



Engelbert and Hannah

Social Support Group

As challenging as COVID has been, it has not stopped our Social Support Group from finding new ways to keep people connected in the community. Susi, who is the Group Coordinator has used her creative flair to provide a COVID safe service to the clients of our groups. When Melbourne was in lockdown the team regularly contacted clients of the group individually to touch base. As restrictions started to lift, we enacted our next stage in the COVID plan, which enabled small outings with 1 to 4 clients for a coffee or light lunch. As restrictions continued to lift, the group was able to move to the next step of organising Christmas lunches at both the Rose Cottage and Crave Restaurants. Even amongst all the challenges COVID created, the group was still able to hand deliver Christmas

gift packs to every client which included our annual photo calendar. Well done to Susi and her team which consists of Kerstin, Ulli, Anja and Daniela who is on student placement.



Frankston Pier



Rose Cottage Restaurant



Burnham Beeches Bakery



Action on the bus

The Accent Home Care Team is passionate about supporting people to remain living in their own homes longer. We are here to assist people to achieve their goals, such as accessing the community with a Direct Care Worker or maintaining their garden. If you are receiving an Accent Home Care package don't hesitate to call us and if you or someone you know is looking for an Australian Government Funded Aged Care Package, feel free to contact me personally to discuss by telephoning 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
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\$100 COLES/MYER
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Refer as many friends as you wish and keep being rewarded.

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or email us at: homecare@accenthomecare.org.au

Take Care
Nick Grakini
General Manager Community Services



A MESSAGE FROM THE CHAIRMAN



We finally have the year 2020 behind us. Unfortunately, the pandemic distracted all of us from the achievements of TTHA in 2020 and delayed our ability to showcase to the community our new and modernised facility and to open our café, 'Changing

Seasons'.

I have been asked by some of you why the café hasn't opened, as cafes all around Melbourne are functioning almost as usual. Our new café will be open to the public with a separate entrance and operating license. The issue is that, as part of our strategy to safeguard our residents and staff, we cohorted our operations into sections so that should this virus get into TTHA, it would be restricted to a defined area and not infect the whole facility (as has been the very public and sad outcome in some homes back in the middle of 2020). We have also set up the upper level of Altersheim as a potential quarantine area should an infection get in, but hopefully this won't be required. Best to be prepared! We are however working on a concept to carefully open the café hopefully by the end of March, commencing with a limited service and gradually moving to a full service 7 days a week.

It is hard to see society returning to 2019 habits this year. Our hopes rely heavily on all of us sticking to the social distancing, personal hygiene and mask rules and the rollout of a vaccine which is planned to commence in the

middle to end of next month. I understand aged care residents and staff will receive priority vaccinations. The success of this massive vaccination program depends on all of us having faith and confidence in our scientists, medical experts and governments. That Australia has waited to consider evidence from around the world (particularly the USA and UK) is a positive thing and I for one will line up for the 'jab' as soon as it is available to me. Unless the overwhelming majority of us get vaccinated it won't provide the community with the protection we need to get back to where we were in 2019. Please carefully consider being vaccinated as soon as it is available, provided you don't have medical concerns. Aged Care will remain subject to government restrictions at some level throughout 2021 and we ask for your continued understanding and cooperation when visiting TTHA.

Now, during all this chaos, TTHA has had an eye on the future. All around Melbourne, Care Providers are constructing apartment buildings aimed at retirement living through to assisted care accommodation to allow the elderly to stay at home in their apartment as they require daily help. It is also aimed at newly retired people who want to be able to walk out, lock the door, and head off for months at a time travelling (maybe even overseas sometime in the future).

Just prior to Christmas the strategic building subcommittee of TTHA's Board engaged the services of an architect firm to assist us to consider replacing the Tabulam building with an apartment building. At this point we don't know whether this makes sense and what level of interest there may be in the community. The initial stage will look at what such a building might look like, the layout and facilities of apartments, communal facilities, and cost estimates that will allow us to do a business plan.

The brief given to the architect is that apartments need to be environmentally sound (power, water, thermal properties), secure, generously sized with a mix of 2 and 3 bedrooms, large balconies, secure parking, separate access and independence from the aged care facility, and making the most of the superb easterly view to the Dandenongs.

Should you have an initial interest in this project, we would like to hear from you so that we can keep you personally up-to-date with progress. This would of course be on a 'no obligation' basis. We would also welcome input from you on what facilities would interest you in such a building. If you are interested please contact TTHA on (03)8720 1333 or email ttha@ttha.org.au.

Fingers crossed for a speedy vaccine rollout and a much, much better 2021 than last year.

Paul English
Chairman

FUN AT TTHA 2020 & 2021



CLINICAL UPDATE



I'm happy to share that we are still COVID free. Thank you to all residents, staff, families and visitors who have contributed to keeping our community safe. COVID testing continues onsite fortnightly for all staff, conducted by

TTHA nursing staff. Thank you to all staff who have been compliant and assisting in keeping our residents safe. Mandatory staff screening continues on a daily basis, which must be conducted before staff commence their shift. The screening is the same for visitors who attend TTHA, consisting of a temperature check and mandatory screening questions.



A friendly reminder for all visitors who wish to attend TTHA, bookings are still essential and must be made prior to visiting TTHA. You can make a booking by calling reception 9am to 5pm Monday to Friday. If visiting on the weekend, your booking must be made prior to attending the home and can be made during business hours. We remind you that visits can

only be conducted in the resident's room and not in communal areas.

For resident and visitor safety, and in case of requiring contact tracing, all visitors are required to sign in and complete the screening process. The screening process includes checking of temperatures on "Robo", our temperature monitoring kiosk and scanning and completing the QR code attached to the sign in reception, please see the photo below. Our friendly receptionist, Teah is able to assist during business hours. After hours, if unsure, please contact the RN in charge to assist. Face masks continue to be mandatory while onsite at TTHA at ALL TIMES, fitted, covering both the mouth and the nose.



As COVID vaccinations are implemented throughout residential aged care facilities, the clinical team will be getting in touch with residents and their nominated decision maker/representatives to discuss their wishes around the vaccination. This will be completed as we gain further details about the process of the roll out and we will keep you informed. We continue admitting residents for respite and permanent residential care in a COVID-safe manner. Take care everyone and stay safe!

Sara Rupenovic
Director of Care



LIFESTYLE UPDATE

Halloween

Residents and staff dressed up in their spookiest costumes to celebrate Halloween here at TTHA. The home was decorated in a sea of orange and black where many a scary hat or outfit could be seen. After lunch, residents were treated to a special screening on the big screen of 'Frankenweenie' while enjoying their Friday happy hour with cupcakes, hot food and of course a favourite beverage.



Spring Racing Carnival

Melbourne Cup is always celebrated in style here at TTHA and 2020 was no different. Residents and staff participated in various Melbourne Cup sweeps and if these photos are anything to go by, winners are grinners. Residents and staff were encouraged to 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.



Remembrance Day

On the 11th of November TTHA commemorated Remembrance Day, though a little differently. Those who wished to participate in the ceremony were given a running sheet containing poems and information. Just before 11am the last post was played over the PA system followed by a minute's silence, and both the Australian and German national anthems played.



Advent Sundays

Residents began to celebrate advent on the Last Sunday of November. These celebrations continued throughout December in the lead up to Christmas. Residents in Sarona enjoyed a different festive film on the big screen each week while enjoying a beverage or two. Residents residing in Otto appreciated decorating the freshly cut Christmas trees from Montrose Christmas Tree Farm while singing Christmas carols and enjoying glühwein and lebkuchen (Christmas cookies). Sarona lower residents reflected on 2020 each Sunday while discussing their hopes and wishes for the holiday season inline with the virtues of advent. Residents worked through a new advent activity pack each Sunday. All enjoyed the opportunity to participate in a variety of craft and cooking activities. A result of these

groups was the beautiful wreath made from live succulents that sat in our foyer for all to admire.



St Nicholas Day Celebrations

Residents celebrated St Nicholas day on Friday 4th of December, putting up Christmas decorations and singing carols in the morning. A special mobile happy hour visited in the afternoon offering Bretzles with butter, frankfurters and glühwein.

On Sunday, residents celebrated further with St Nicholas Day placemats and gifts of chocolates on their breakfast trays. In the afternoon, residents in Sarona Upper watched the Christmas film 'The Polar Express' and residents in Sarona Lower Celebrated the 2nd Sunday of advent by reciting poetry, discussing the virtue of peace and enjoying Christmas cookies.



Resident Christmas Celebratory Happy Hour

Residents had wonderful Christmas celebrations in December. Residents in each wing were treated to a Christmas event, Otto upper and lower on the 16th and Sarona upper and lower on the 17th. Each wing was serenaded by either Pastor Christopher or the German Choir enjoying singing Carols together with friends while enjoying delicious hot food from our kitchen. Our lifestyle team handed out gifts to our residents who were overjoyed and very thankful. Thank you to everyone who donated to our Christmas fundraiser this year through 'give now', contributing to our residents Christmas presents.



ILU Resident Christmas Party

Our ILU residents enjoyed their Christmas celebration at the TSA hall. It was lovely to be able to get together, while adhering to physical distancing and share a Christmas meal prepared by our chef Tim. The German Choir sang some traditional carols while residents enjoyed their delicious lunch followed by dessert. Christmas presents were distributed by Eva and Lud was lucky enough to win our door prize.



Christmas Eve

Residents were delighted when a surprise visitor popped in on Christmas Eve. Santa kindly visited each resident singing carols while bringing laughter and gifts of chocolate. Residents also received more chocolate to enjoy on New Year's Eve.



Australia Day

On Friday the 22nd of January residents and staff celebrated Australia day. The home was decorated in the colours of the Australian flag with accents of green and gold.

Staff dressed in their Aussie best and residents donned temporary tattoos for the occasion. Everyone enjoyed a BBQ lunch cooked on our beautiful sunny balcony with a dessert of pavlova while listening to iconic Australian songs. In the afternoon, residents were treated to happy hour complete with meat pies, sausage rolls and cold beer.



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 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 them.

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



Wild mushroom risotto



Veal scallopini



Creme Brulee



Tiramisu

QUALITY UPDATE

With COVID so much of everyone's busy lives these days, it is fitting to continue that theme once more in the 2021 autumn newsletter.

Screening

This month saw "Robo" the Robot join us in the fight against COVID in the TTHA Reception area. If any of you have recently visited us, you would have been asked to screen your temperature with "Robo". It is reasonably efficient, with a very metallic voiceover, and is a vocal prompt, assisting Reception staff immensely. So too does the self-screening within Survey Monkey for visitors, consumers, and staff/volunteers.

The screening data is held securely within the cloud with two staff authorized to access that information if required. Data is maintained for 28 days, as per government guidelines, to assist in the event we need to contact trace.

Infection Control Practices

Our staff continue to receive support in maintaining the appropriate skills in donning and doffing PPE, all new staff are trained in the correct way to do this, and then a competency is completed by one of our trainers, all recorded in our registers. Hand hygiene is also tracked and competencies also completed regularly. Any staff on extended leave (longer than 2 weeks), have their competencies repeated before they commence back to their first shift.

This month, (Feb 2021) is a special infection control highlighted month at TTHA, with scheduled training in infection control. A 'self-learning' package will be released to all staff, designed to test their knowledge, and attendance at webcasts around infection control and in particular the upcoming vaccinations against COVID19. Tool box talks

will also be undertaken across the month by clinical staff to support our staff's endeavours in regards to maintaining a clean and safe resident environment, and a focus on hand hygiene.

Infection Control and Pandemic Management Committee

The committee meets most fortnights and learnings shared, around very complex and fast-moving information and situations. It has been a great forum and a real meeting of the minds, so to speak, with the Chairman of the Board and a Board Director, a Geriatrician, in attendance at every meeting. During this forum, we practice our drills in outbreak management, inform department heads with changes, track the latest changes, share new knowledge, and our responses to the pandemic and our systems.

It has been invaluable having the Chairman of the Board and the Geriatrician in attendance, and we thank them for their commitment and 'hands on' approach.

Training

As per the Government mandates, several of our staff are undertaking post graduate studies in Infection Control and we will have two staff trained as 'Infection Control Practitioners' by the end of February, and a further staff member by the end of May 2021. Their names will be registered on the Government website for all to see. Our thanks go out to these staff, as they work full time, and study on top of their work commitment, it is significant!

COVID Plans

Our Pandemic action plan is updated on a regular basis and in response to changes in our practices, or additional learnings we become aware of over time. Specific COVID-safe plans are in place for Accent Home Care, TTHA

Residential Care, COVID-safe plan for shared spaces, including bus trips.

The focus of the COVID-safe plans is on the safety of our employees and highlights the importance of keeping all of our staff as safe as possible. Everyone, of course, must play their part in maintaining a COVID-safe workplace and environment. All employers must also play their part with training, the supply of quality PPE, the provision of appropriate TGA approved cleaning agents, and policies and procedures that support our staff in their infection control tasks. All plans are living documents and are updated on a very regular basis.

Cleaning

Our cleaning teams have continued their extra cleaning duties, in particular the high touch points and terminal cleaning of rooms when a resident changes rooms, or there is a resident completing their isolation. Their diligence and attention to detail is to be commended, and we will never know whether their extra cleaning has already prevented an outbreak at TTHA. I cannot believe we dodged an outbreak due to just luck! It is more likely due to the meticulous cleaning and screening of visitors, consumers, residents and staff!

Regulatory Compliance

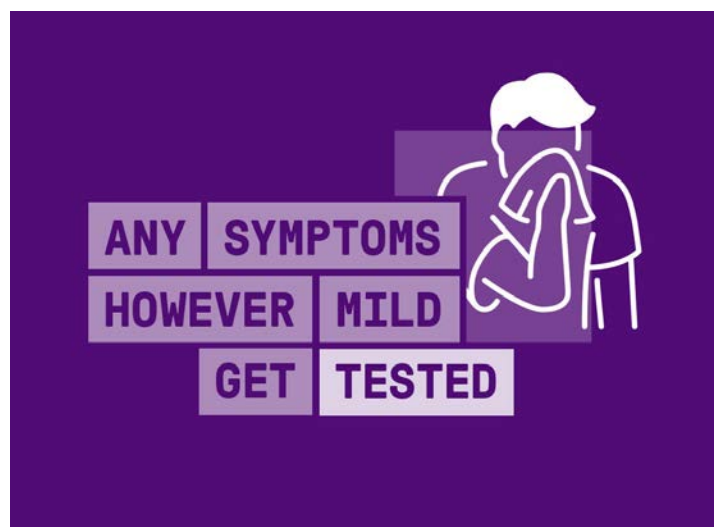
Off topic but still important to mention, is the updated legislation before Government right now that will strengthen the laws and powers in relation to mandatory reporting – that is TTHA's reporting physical and sexual abuse of residents to the Government. These changes will come into effect by April this year, with further changes mooted for July 2021. All our staff will receive updated education around these topics before the

launch date. Although we have always been compliant with this mandate, it is heartening to know that the laws are being strengthened in order to better protect our older Australians.

We also note that the bus regulations (Victoria) have changed, and incidents that occur on or around a bus must be reported to the bus regulatory body Transport Safety Victoria. These changes also come into effect in April 2021.

We continue to ensure that our residence and our community care teams are well resourced, trained and ready to quickly respond to a COVID19 outbreak if and when it occurs. You can be safe in the knowledge that everything that can be done, is being done.

Helen Povall
Quality



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.

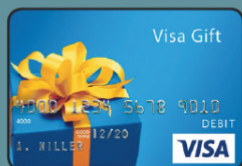
Launch Virtual Tour

ACCENT HOME CARE

www.accenthomecare.org.au

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