

Care that speaks
to **you**

ttha **accent**
HOME CARE

Tabulam & Templer Homes for the Aged Inc
31- 41 Elizabeth St. Bayswater 3153
8720 1333 | ttha@ttha.org.au | ttha.org.au



A MESSAGE FROM THE CEO



Spring has sprung after a very long and bitterly cold winter. We look forward to enjoying some spring sunshine and watching our gardens come back to life. With the warmer and longer days lately we are able to get outside and enjoy the fresh air and sunshine.

Bouncing in and out of lockdown can add pressure to our everyday lives, so I would like to take this opportunity to once again thank all staff who continue to provide the highest level of care and compassion to all of our residents. It was our pleasure to thank all of our Aged Care Staff during our Aged Care Employee Day event. Everyone who works in aged care should be celebrated and thanked,

especially during such challenging times, so thank you to each and every one of you.

Aged Care Employee day is celebrated each year on 7th August. This day is to celebrate all specialists involved in caring for elderly people, including nurses and allied health professionals, personal care workers, hospitality teams, cooks, cleaners, laundry employees, leisure and lifestyle officers, administration teams, volunteers, etc. It doesn't matter whether they work with the elderly directly or help them indirectly; what matters is that they make life easier for people who are unable to take care of themselves anymore.



On Aged Care Employee day, 7th August, LASA holds their 'LASA Excellence in Aged Care Service Awards'. A big thank you to LASA for putting this event on each year and celebrating those employees who go above and beyond in their everyday lives while caring for the elderly. This year, I'm excited to announce Lisa Karstens, our Client Liaison Officer was one of



only three finalists for the 'Rising Star' award. We congratulate Lisa and all of the nominees, finalists and winners on their achievements and thank them for their contribution. To watch Lisa's LASA finalist video, please use this link <https://youtu.be/2jfzNiX5TJc>

Another way staff are going above and beyond for our residents is getting their COVID19 vaccinations. In accordance with government regulations, all staff will be vaccinated by 17th September, yet another way aged care staff are doing everything they can for the care and safety of our residents. We also encourage families to get their COVID19 vaccination as soon as you're eligible. This not only protects you, but those you care for.

We are excited to announce that our eagerly anticipated annual TTHA 'Weihnachtsmarkt' Christmas market will go ahead this year in a COVID19-safe manner. We would like to thank Jackson Taylor and the Andrew's government for awarding us \$24,000 for our market. This



will enable us to run our event in a COVID-safe manner, employing COVID marshals and equipment such as temporary fencing. This year our market will be held on Sunday 21st November from 10am to 2pm. The market will be smaller in size than previous markets to



ensure we adhere to our COVID-safe plan and density requirements.

Our annual market is the largest fundraiser for TTHA for the year. The funds raised from the market allows us to purchase things like our bus for outings, outdoor wheelchairs and interactive robots which simulate pet therapy. The speciality market stalls include a range of arts and crafts, hand crafted Christmas decorations; Exquisite



TTHA SPRING NEWSLETTER 2021

candles; Handmade German style wooden decorations; Handmade soaps and lotions; Jams, chutneys and syrups, just to mention a few.



Many of the showcased items are not available elsewhere and adding to the bustling atmosphere will be an array of sweet and savoury German delights, including genuine German chocolates; Freshly baked pretzels and bread; professionally made coffee, food trucks, entertainment and much more.

For the kids there will be a petting zoo and a visit from Santa. There is also a fundraising raffle with some fantastic prizes so please be sure to pick up some raffle tickets in reception or on market day. Our fundraising raffle would not be possible without the generosity of staff, families and the local community. TTHA would like to invite you or your business to be a part of our annual fundraiser by donating a new item or service to the TTHA fundraising raffle. Cash donations are also welcome and all donations are fully tax deductible.

We are seeking donations of:

- Products (Must be brand new)
- A Service – please include the value
- Cash donations (all cash donations are tax deductible)

All donations will be recognised on social media, on our website as well as on our donations wall on market day. This is a wonderful opportunity to invest in your local community and build a better future for the residents of TTHA. To discuss an item or service you wish to donate, or if you have any questions, please contact Anna McCandless, our Marketing and Fundraising Coordinator on 8720 1333 or anna.m@ttha.org.au. Thank you in advance for your generosity and support.



Winter is always a busy time for the home with lots of wonderful indoor activities for all to enjoy. Our Friday happy hour remains a favourite and when we pair Friday happy hour with carols and karaoke, like we did for Christmas in July, we are onto a winner. We love Christmas here at TTHA, so who wants to wait all year? Why not celebrate twice and that's what we do each year. Our residents enjoyed the festivities with a Christmas inspired menu at our Friday happy hour. Refreshments were paired with some festive treats and residents just loved the hand crafted decorations created by Barb, thanks again Barb!

Our indoor gardening is a favourite of our green thumbs who get to re-pot some blooms and sow some seeds in preparation of our Spring planting in warmer weather. Our knitting and bowling groups are enjoying their indoor

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groups and these are growing as we welcome new residents with similar interests.




Tim and our kitchen staff have been working hard producing delicious dishes for our seasonal menu. Some of my favourites include the delicious array of soups to warm our tummies and our hearts.

Along with the delectable hot pots and pastas which we simply cannot get enough of, there is roast chicken with vegetables and pumpkin gnocchi. They are keeping us all well fed and content. The menu is also on display in A3 size at the entrance of every dining room for easy access for our residents and when you are able to visit be sure to pick up your copy at reception.



As another wonderful and exciting season begins, we would like to invite you to come in and talk to us about your own or a loved one's aged care requirements. If you or a loved one wants to stay at home longer and needs some extra support, why not give our 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 inquiry or for any of the services TTHA provides please contact us on (03) 8720 1333 or visit our website (www.ttha.org.au).

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**Feel at
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Instantly feel at home! Our generously sized units provide luxurious living. We provide an enormous variety of lifestyle activities, social support group, an onsite cafe, onsite hairdresser with choices to meet all individual needs and interests. Contact us for a tour today

8720 1333



Enjoy the spring sun!
Eva Simo – CEO



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QUOTE OF THE SEASON



CHANGING SEASONS CAFE

Join us for breakfast or lunch at Changing Seasons Cafe, Wednesday to Sunday, 7.30am to 3.30pm. For weekly and monthly specials please visit <https://www.facebook.com/ChangingSeasonsCafe>



WORK WITH US

Are you seeking a long and rewarding career within a caring organisation? Are you passionate about aged care? TTHA and Accent Home Care 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



ACCENT HOME CARE



Over the last few months, we have been in and out of COVID lockdown. As an essential service, Accent Home Care continues to operate during lockdown and due to our dedicated team, we have had minimal to no disruption in providing

Home Care Packages. As the General Manager, I would like to congratulate the staff in their commitment to provide care in very challenging times. In other areas of Accent Home Care, we have had to cancel several of the Social Support Group bus trips, however this has not stopped Susi Richter the Coordinator and her team staying in contact with Consumers by reaching out over the phone and checking in with them.

The Accent Home Care Team



Over the last month, you may have noticed a few staff in our team have changed roles. These changes have taken place as a result of the demand for Accent Home Care packages. One of these changes is to have a dedicated Team for Service Delivery. Sky Hilburn who many of you know, has been appointed as the Team Leader for Service Delivery. The new team unites the Service Coordinators, Direct Care Workers and Administration staff as one team. Many of you will also know Hannah Kingston who has worked as a Service Coordinator, I would like to congratulate Hannah in starting her new role as a Care Advisor.

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.

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

Teah Edelmaier has commenced in the role as Consumer Liaison Officer and is maintaining a reduced caseload of Home Care Package Consumers. The Consumer Liaison Officer communicates with people that are looking for Home Care Packages and helps them prepare and then start their package. Remember if you referred a friend to Accent Home Care who then commenced a Home Care Package, we show our appreciation to you with a \$100 gift voucher. Teah is here to assist and can be contacted on 03 8720 1338.

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Home Care Package Funding Increase

On the 1st of July each year, the Australian Government increases funding for Home Care Packages. This year there has been an increase of 1.1% to assist with inflation in the cost of goods and services for Home Care Packages. This increase also covers the increased costs for providing Package Management and Care Advisory services. If you are receiving a Home Care Package you will see a slight increase in your fees of 1.1%. You will also see the additional funding from the July 2021 statement.

Do you need Extra Cleaning?

Are you looking to increase the cleaning of your home with dusting furniture or blinds, cleaning windows or even inside the oven? At Accent Home Care we use professional cleaners who can address these areas of your home and many more. If you are on a Home Care Package or not, we can assist in keeping your home clean and tidy. Just contact our office to arrange the extra cleaning.

Do you need help getting your Vaccination?

If you need transportation to access the COVID-19 or Flu vaccination, contact the Accent Home Care office and we can take you to your appointment.

Until next time, stay safe.

Nick Grakini
General Manager Community Services



SOCIAL SUPPORT GROUP

Fun at South Melbourne Market

****All outing prior to lockdown****



TTHA SPRING NEWSLETTER 2021

Ricketts Point & Toorak Sculpture Exhibition



More June Group Outings



**Best wishes from the Social Support Team
Susi, Ulli, Anja and Kerstin.**



CLINICAL UPDATE



Greeting everyone,

Since 1st April, all aged care facilities must report on **all** unreasonable use of force against the residential care recipient (the resident). This is but one important category that TTHA must report to the Quality and Safety Commission every single time an incident like this occurs. Unreasonable use of force can include: “conduct ranging from a deliberate and violent physical attack to use of unwarranted physical force.” Eg. hitting, pushing, shoving, or rough handling, purposefully ramming a wheelie walker into another resident, or slapping or punching in retaliation for something, biting, poking with force, or any deliberate act of physical assault towards a resident.

It does not include: gently touching the resident for the purposes of providing care, attracting attention, guiding or comforting.

One of these types of incidents occurs more than once a week at TTHA – some times by a resident who has an organic reason that helps to explain such an action, Eg. Dementia, Parkinson’s Disease, or simply a urinary tract infection; and on occasions there is no apparent reason for the behaviour that can be recognised. All such episodes, since 1 April 2021, have been undertaken by residents, thus far.

All staff have had training in what constitutes unreasonable use of force against a resident, and understand that when this occurs, or is suspected, or there are signs of physical use of

force, that it must be reported at once, in an effort to prevent further escalation of events, and curtail these behaviours, protecting others.

As part of the process a person’s GP must be notified, as well as all parties concerned (representatives). Staff must contact the Director of Care’s office, even after hours, and then the Boronia Police must be informed, who may decide to commence their own investigations independent of TTHA’s investigations. Depending on circumstances the next service to be contacted might be the Geriatrician, physio, or other services.



Care plans of both residents who were involved are reviewed and updated, and our staff are interviewed to ensure we have missed nothing, in our efforts to try and prevent a similar issue from arising. New strategies might be implemented like seating residents apart, because, for whatever reason, that particular person might trigger a physical response in the other – we don’t all like everyone – the same applies to residents who are unable to express this anymore; keeping residents in a calm environment with low noise levels – noisy environments can trigger an adverse response for some; pain can be another trigger; acute illness another, and so on. There are as many triggers as we have residents, all different and

varied, and sometimes it can take a while to identify what actually might have caused the troublesome response. We observe and chart for physical behaviours for 7 days in our efforts to find out what might have happened, and what worked, and what did not work. Then the care plan is updated and information passed onto our staff.

All of the above processes constitute Australian law – even if we wanted to ignore or avoid, we cannot. Due process must be followed. Police and representatives must be called, and interviews will ensue.



Living in a communal setting can weigh heavily on some residents. Some people might not be your choice for a next door neighbour! Similarly, people sitting with at the dining room table. When the going gets tough residents need to speak up and explain this to our staff so that we can move them, take them back to their room, or on warmer days, sit them outside for a little peace. We do understand. Equally, everyone in residential aged care is here for a reason. They have each been independently assessed and have been approved for residential aged care. Sometimes these reasons can be easily seen. Often however it cannot be seen, but it does adversely affect the person it afflicts. For those less affected, please be kind to your neighbour. Respect your neighbour and others who live in

the same space. Be aware of your limitations, and ask for assistance to be moved to a quiet space, or your room, when the need arises. If there is a particular lifestyle activity that you would like added to the calendar, ask one of our friendly lifestyle staff about trialling this activity, or gaining access to a certain game, movie, or book. We will do our utmost to meet your needs.

The whole aim of the Serious Incident Response Scheme (SIRS) is to reduce these types of incidents from impacting any resident. Coupled with the reporting of 'physical and chemical restraints', and reducing where possible, TTHA walks a tightrope in our endeavours to meet all residents' needs. We are 100% behind the Quality and Safety Commission's aim to reduce chemical restraints and at the same time reducing, or mitigating the risk of, unreasonable use of force. With the cooperation of all partners in care - yourselves, your representatives, and our staff – we trust that this can be achieved.



For more information about the SIRS program refer to the aged care quality site or <https://www.agedcarequality.gov.au/sites/default/files/media/sirs-guidelines-june-2021.pdf>

Helen Povall
Acting Director of Care



LIFESTYLE UPDATE

Mothers Day Celebrations

Residents celebrated Mother’s Day with a special high tea complete with macaroons, petit fours, cakes and slices. Special guests from the German Evergreen Choir performed and the home was decorated in tones of pink.



Australia’s Biggest Morning Tea

The Cancer Council’s Australia’s Biggest Morning Tea is a fantastic initiative set up to raise essential funds for people impacted by cancer. On Friday the 25th of June, residents and staff dressed in yellow to raise awareness and funds for the Cancer Council by participating in the morning tea. All involved enjoyed the roving morning tea trolley which delivered delicious slices, cakes and coffee while acknowledging a good cause.



NAIDOC Week

NAIDOC stands for ‘National Aborigines and Islanders Day Observance Committee’. At TTHA we commemorated the week through a variety of activities including observing two indigenous films: ‘The Sapphires’ and ‘Satellite boy’. Residents completed collages of the Aboriginal flag which will be displayed around the facility. Each resident was also delighted to receive a NAIDOC themed activity pack to complete in their own time.



Memorial Service

On the 15th of July Residents were given an opportunity to pause and reflect on the past year while remembering those who have passed. Pastor Christoph from the German Lutheran church led the service in prayer and hymns. It was a fitting afternoon to honour past residents and provide closure to current residents who were unable to attend funeral services due to restrictions. The afternoon ended with coffee and cake courtesy of the family of Dirk Wagner, may he Rest in Peace.



Christmas in July

On Friday the 23rd of July, residents and staff celebrated Christmas in July. Residents were delighted to wake up to the halls donned with Christmas decorations and their breakfast trays adorned with well wishes and gifts of gingerbread. The day proceeded with a special roast lunch and concluded with a themed happy hour complete with carols and karaoke. We would like to thank Barb for volunteering her time to make gifts and decorations for this event, they were simply stunning as always.



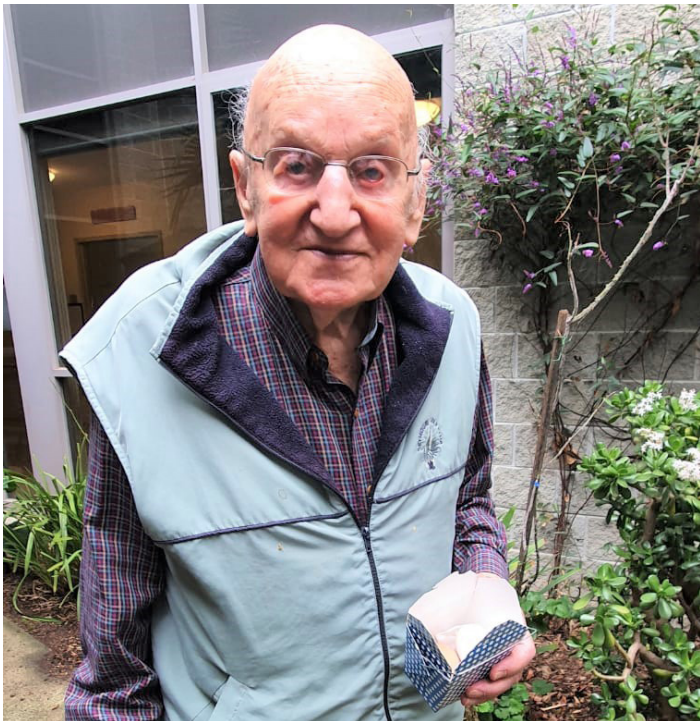
End Of Month BBQ

On Friday the 30th of July, Residents and staff were treated to a special BBQ Lunch. Residents were delighted to be given the opportunity to assist with cooking and enjoy a beer on our beautiful balconies. The day was a hit for all and we will continue holding the event as a monthly tradition.



Pet Therapy Chooks

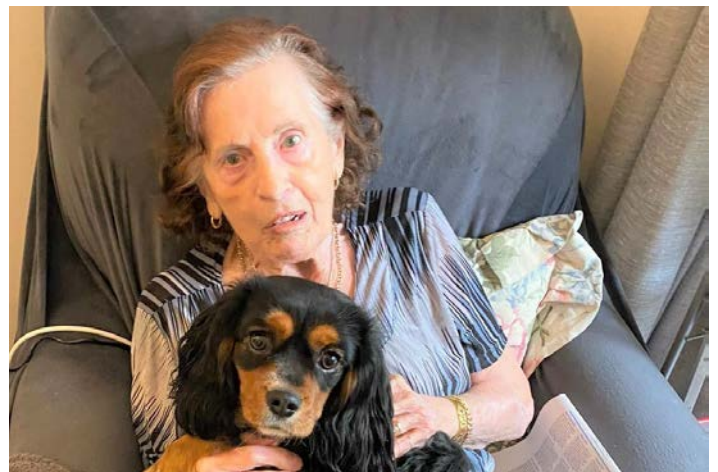
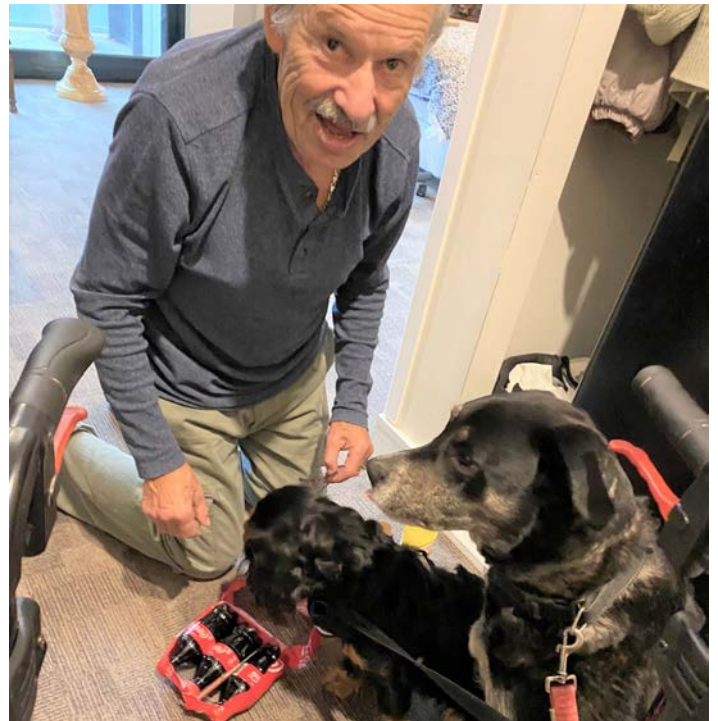
During July we welcomed some new additions to the TTHA family. Residents in Otto Lower were delighted when three hens were bought into to reside in the Otto Lower internal courtyard. Collecting eggs each morning has been a reminiscing point for many and naming the chooks has resulted in a plethora of laughter. We lovingly introduce: Harriet, Nugget and Drumstick.



Pet Therapy Dogs

Residents have been pleasantly surprised by a different kind of visitor knocking at their doors. Staff member Trish has begun bringing her two dogs into visit, Molly and Buddy, offering pet therapy on a weekly basis.

Each Monday morning, residents will be given the opportunity to pat and cuddle these gorgeous pooches and feed them an abundance of treats.



Stay safe everyone!
Sam and the Lifestyle team



KITCHEN UPDATE

I would like to welcome our new Chef Gus who has recently started with us! Gus has worked in some of Melbourne's best restaurants and has made the switch to aged care which is fantastic for the industry!

We are now in the middle of writing our new Summer menu as well as a new café menu. Our team will be getting input from our residents through our monthly discussions at our 'Food Focus' meetings, where we get an understanding of what it is that our residents want on their menus.

It's been another tricky period with going in and out of lockdowns, but we are trying to keep spirits high with home-made scones, BBQs for the residents and staff as well as some great comfort cooking.

We have been working hard to make sure that we are serving the best food possible! We use all fresh ingredients including seasonal fruit and vegetables as well as sourcing our meat through one of Melbourne's best butchers.

The cafe has been such a good addition to TTHA and our Chef Nick has been creating some great specials, including some of his own dishes. We are open from Wednesday to Sunday and I highly recommend coming in and trying the fantastic coffee, cakes or a freshly cooked lunch.

As restrictions start to ease feel free to have a chat with me if you have any questions, suggestions or concerns.

Tim & The Kitchen/Cafe Team



Pumpkin Gnocchi



Roast Chicken and Vegetables



Sticky Date Pudding and Cream



Apple Pie and Whipped Cream

QUALITY UPDATE



Firstly, I would like to introduce myself. My name is Kitty Fausett and I commenced at TTHA in May 2021 as the quality and compliance manager. I am a registered nurse with

experience as both a clinical manager and a manager of residential and community care. I have also worked with the Aged Care Quality and Safety Commission as a senior quality assessor. I look forward to meeting everyone and being a part of the TTHA team.

Antibiotic use in Aged Care/Antimicrobial Stewardship:

Antibiotics are only needed for treating certain infections caused by bacteria. Studies have shown that the prescribing of antibiotics in people over the age of 65 is over prescribed and often have secondary side effects that cause more harm than good. These include rashes, nausea, diarrhoea or fungal infections. These side effects can lead to serious illness such as dehydration and severe bowel disease.

The over prescribing of antibiotics can lead to antimicrobial resistance, and this overuse increases the chance of some germs becoming resistant. Resistant germs can multiply and spread to other people you have had contact with. These people can then develop antimicrobial-resistant infections.

At TTHA, our nurses are working with the medical practitioners to effectively monitor the prescription and use of antibiotics. Where possible, specimens are collected and sent to pathology to ascertain bacteria sensitivities to assist in ensuring the antibiotics prescribed are the most appropriate to fight the bacteria identified.

Care Planning - Residential:

TTHA wants to ensure that care planning is transparent and done in partnership with our residents and/or their nominated representatives. We are currently reviewing all residents care plans to ensure that the language used is easy to understand and that goals and preferences of each resident are reflected in their care plan. Representatives will receive a letter inviting them to nominate if they would like to be involved in a formal or informal care consultation or receive an update via e-mail or phone call to keep them informed on any care need changes.

Summary care plans will be printed, and a copy will be displayed in each resident's wardrobe. This will ensure that all staff are aware of the care, goals, and preferences of each resident. We invite you to read through these care plans and make any additional comments or discuss any concerns with the clinical care co-ordinators, please sign the copy of the care plan to acknowledge that you have seen it. Please be mindful that assessments and care plans are based on the maximum support a resident's needs based on days when they are feeling unwell or need more care. Their choice to maintain more independence or receive less assistance should be reflected in their goals, needs and preferences. If you would like changes made to the care plan, please let the nurses know so the updates can be completed electronically.

Resistive Practice:

Resistive practice, formally known as restraint is a focused priority in aged care. Our team is actively monitoring residents (residential) and clients (community) for signs of restrictive practice. This includes chemical, mechanical, physical, environmental and seclusion.

Discussions regarding the need for a restrictive practice to be used, and consent and authorisation for the use of this practice will be discussed with the consumer and/or their nominated representative. A resistive practice may be used to mitigate a risk that may negatively impact a consumer. Chemical restraint is monitored and assessed regularly to ensure the medication used is effective in treating the symptoms the consumers are experiencing where a mental health diagnosis is not confirmed. This includes medications that are used to support symptoms experienced with consumers living with Dementia.

National Quality Indicator Program:

Residential aged care has been reporting quality indicators to government authorities for the past couple of years. From 1st July 2021, the quality indicator program has expanded to include falls and major injury and medication management with the first quarter of data due for reporting in October 2021.

Stay safe everyone!

Kitty Fausett
Quality Manager

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- Signage
- Custom Stamps
- Menus
- Door Hangers
- Greeting Cards
- Postcards
- Certificates & Awards
- Tent Cards
- Strut Cards

PROMOTIONAL PRODUCTS

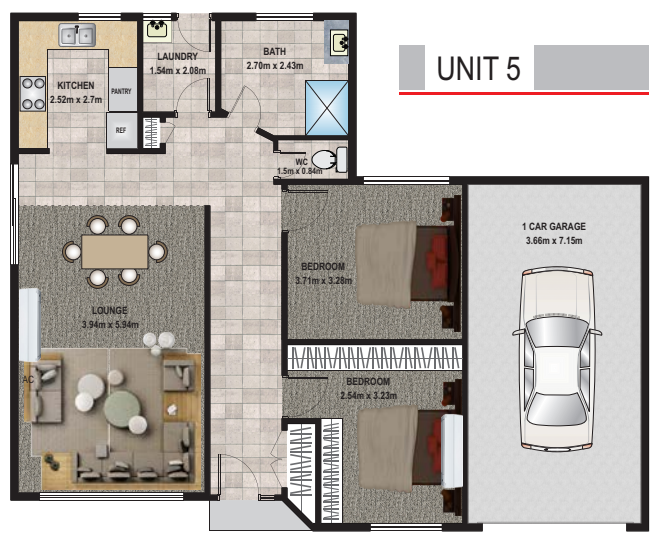
- Pens
- Calendars
- Compendiums
- Notebooks
- Mouse Pads
- Drink Bottles & Flasks
- Travel Mugs
- Calico & Tote Bags
- Headwear & Caps
- Workwear
- Tees & Polos
- Keyrings
- Umbrellas
- USB
- Stress Balls
- Drink Coolers & Eskies
- Magnets
- Bottle Openers
- Backpacks & Duffles
- Hi-Vis Wear

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03 9534 5802 bob@zoet.com.au

UNITS FOR SALE

We currently have two of our independent living units for sale. These beautifully spacious two-bedroom units have been recently renovated and provide a stunningly quiet and sunning space for those wanting to enter our retirement village. If you or a loved one would be interested in having a tour of these two available units, please contact reception to book in a convenient time 8720 1333.



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.

Offering 2 weeks free respite*
*Conditions apply



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

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.

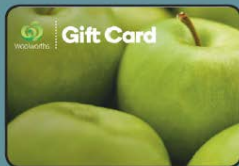
For every friend you refer to Accent Home Care, you will receive a gift voucher of your choice as a token of our appreciation once they have signed up with us.*



\$100 VISA GIFT CARD



\$100 COLES/MYER GIFT CARD



\$100 WOOLWORTHS GIFT CARD

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

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: \$ _____

Credit card donations available at reception, please call 8720 1333 for more information.

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 _____

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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 | **Telephone:** 03 8720 1333 | **Fax:** 03 9729 9356 | **Email:** ttha@ttha.org.au |

Make a difference – Leave a gift in your will.

A bequest is a gift made as part of your will. It may be money, shares, property or other valuable items. In addition to leaving a gift in your will to family and other loved ones, we invite you to consider a gift to TTHA in your will. With a legacy donation, you will pass on a helping hand to the residents of TTHA who need it most. Your bequest will make an unforgettable difference to our facility, ensuring you enrich the lives of those living at TTHA. We welcome the opportunity to discuss how your financial support can make a difference to TTHA and how you wish to be remembered.