

## For Your Diary

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| <ul style="list-style-type: none"><li>• Bastille Day – Residents’ Lunch – 14<sup>th</sup> July</li><li>• Christmas in July – Residents’ Lunch – 23<sup>rd</sup> July</li><li>• Eva Tilley Annual Bus Rally – 9<sup>th</sup> September</li></ul> | <ul style="list-style-type: none"><li>• Eva Tilley Memorial Service – 23<sup>rd</sup> September</li><li>• Eva Tilley Show Day – 8<sup>th</sup> October</li><li>• Spring Spectacular Gallery Evening – 12<sup>th</sup> November</li></ul> |
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## What’s been happening at Eva Tilley?



## From the CEO

Just when we thought the COVID-19 cases and trend were under control a second wave of cases has occurred in the past 14 days.

We urge our resident group to remain upbeat and remain indoors or within the boundary of Eva Tilley. The expert advice is very clear and the messaging is clear. The less physical contact we have the less likely we are of contracting this hideous/ fatal virus. We continue to readily communicate with residents, families and staff in relation to our internal process and ongoing monitoring of crucial advice. The really pleasing story remains the great health of our residents, the families who are visiting and in general our staff group.

At the resident meeting two weeks ago we demonstrated and explained what Droplet Precaution is as we observed our Training Manger Roi, scrub his hands, place on his gown, mask, eye glasses and gloves. He also explained the removal of Personal Protective Equipment (PPE) with gloves, hand wash, gown, glasses and mask removal and all disposed of within the room in a rubbish bin. The residents were shown the outbreak wall kits that are hung outside the room and a set of signs placed on the door. We explained to the residents what isolation is and the symptoms that staff are observing for. We explained that Doctors would be notified, that routine COVID-19 testing would be performed and families would be kept updated. We thank the residents for their attendance and families who joined us via Zoom.

The staff have continued in their efforts to do the very best for residents in relation to their day to day needs in addition to their emotional and mental health needs. We have placed such large demands on all teams in terms of

additional duties related to COVID-19 policies and interventions.

We know that the current Victorian Government restrictions include large gatherings in aged care. This rule means that functions such as our Annual Bus Rally, Winter Wonderland Galley Night and Annual Show Day are all under review. We are currently exploring how we could still conduct such events without gathering. Wish us luck or send us an email with your ideas.



I would like to acknowledge all our incredibly generous residents, families, volunteers, contractors and current members who have donated toward the end of year gift giving. We want to finalise the Northern Extension lounge as our music room and the additional \$10,000 received via donations in the past few weeks should see us achieve our goals. We were also successful in receiving a large grant for the Claire and Scobie Mackinnon Trust. The \$40,000 grant will be used to refurbish the kitchen in the Northern Extension lounge. What a great place for cooking classes and food demonstrations in the very near future. The Balwyn Community Bank Branch of Bendigo Bank also provided a \$4,000 grant toward the purchase of personal protective equipment. We thank them and encourage you all to think about the benefits of community banking.

I finish by thanking the most resilient group of all, our residents. What an incredible group of people who never cease to amaze me with their positive attitudes and the will to see beyond COVID-19.

Let's keep doing what we have been busy doing, staying COVID-19 free!



## Lifestyle

Social distancing hasn't stopped us from holding celebration days and events at Eva Tilley. A champagne celebration lunch for Mother's Day was held in May. All female Residents received a beautiful handmade gift bag containing soap and chocolates which was greatly appreciated. A beautiful Italian lunch was prepared by the kitchen to acknowledge Italian National Day. Residents were welcomed to the dining rooms with tables decorated in the Italian national colours and antipasto and red wine served prior to the main meal.



Sophie, a miniature Dachshund visits monthly providing pet therapy for our Residents. She receives lots of welcome cuddles and treats and likes to be noticed with a loud bark from time to time! (View her on social media) Weekly music therapy has returned with Jonathan living up to his reputation providing beautiful music and singing via zoom for our Residents

in BRH. Catholic Mass from St Patricks Cathedral is streamed via You Tube each Wednesday morning. Our Catholic Community at Eva Tilley has remarked how much they enjoy this service with beautiful music and singing as part of the liturgy. Protestant residents also get together each Wednesday to watch the weekly Sunday Service streamed from St Hilary's Anglican Church Kew.

Our monthly calendar highlights the main activities on offer and this is supplemented by a "What's on Today" sheet produced and distributed daily to provide residents with further information about that day's activities. We are now undertaking some group activities with social distancing, and Lifestyle staff are assisting residents to connect with families via video and telephone calls. Care staff are escorting residents to window visits and garden waves to see their loved ones. The Lifestyle Team are continuing to undertake many 1:1 visits with residents on a daily basis providing a listening ear, reassurance and companionship for those who may be struggling with the anxiety and sense of isolation the pandemic has brought.



**Kate & Luisa, Lifestyle Coordinators**

# Eva Tilley Times

## Director of Care

I would like to congratulate **Jessa** and **Lily** for their recent Employee Recognition Award for the care they deliver, their commitment and devotion towards our residents.

Our Employee Recognition Awards acknowledges an employee's professionalism in areas of their day to day tasks and duties or contributions to Eva Tilley through their work. This a nomination process in which an employee can be nominated by a fellow employee, a manager, resident or family member observing a staff member worthy of recognition.

We welcome to our Eva Tilley team Direct Care staff, **Kris** and **Jean**. **Lem** joins us as our efficient maintenance man.

A number of our residents have participated in telehealth counselling with Swinburne Wellbeing Clinic for Older Adults. The residents have found it valuable during these times of restrictions. If you would like further information please contact me.

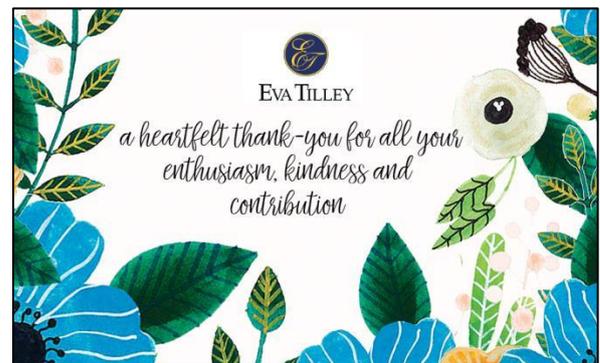
**Sonia**



## Volunteer Afternoon Tea

A sunny afternoon on the 4<sup>th</sup> of June saw many of our volunteers come together for afternoon tea in the Burke Road carpark. Our volunteers include: Board members, connections we have with various community groups, those who assist in the lifestyle program and a number of our residents.

It was a great time of catching up and reconnecting along with recognising the enormous contribution volunteers make to Eva Tilley.



## Hairdressing Services



Gina and Mary

### July

Friday – 10<sup>th</sup> Mary  
Tuesday – 14<sup>th</sup> Gina  
Friday 24<sup>th</sup> – Mary  
Tuesday – 28<sup>th</sup> Gina

### August

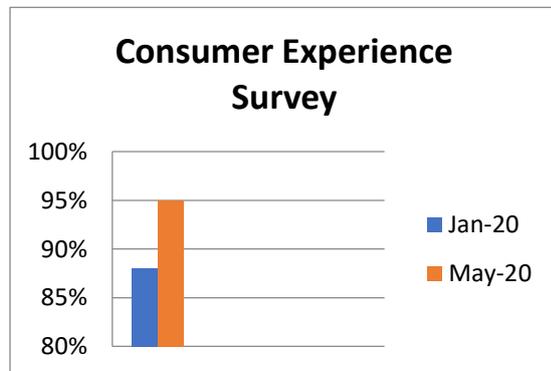
Tuesday – 7<sup>th</sup> Gina  
Friday – 11<sup>th</sup> Mary  
Tuesday – 21<sup>st</sup> Gina  
Friday – 25<sup>th</sup> Mary

Book an Appointment by contacting our Reception Team

## Quality Activities

Review and update of the Aged Care Quality Standards Self-Assessment Tool

A consumer experience survey was conducted in May with 9 residents & 1 representative participating, a resident sample of 11%. The level of overall satisfaction was 95%. Areas identified for improvement include - staff explaining things, food and if resident is feeling sad or worried there are staff here who they can talk to.



Internal assessments to verify work practices align with documented procedures were conducted on:

- Pain Management
- Continence Management
- Skin care & Wound Management
- Respiratory Management
- Medication Management
- Sleep & Rest

Documentation was the area identified for improvement and this has been added to our Continuous Improvement Plan. The registered nurses have completed training sessions to improve documentation.

Eva Tilley has been approved as a trial facility for electronic prescribing – electronic prescriptions as a legal form of prescription. The Medication

Advisory Committee has been actively working to ensure a smooth transition commencing 1 July. Paperless prescribing removes the need for duplicate records so that less time is spent checking different sources of information and the risk of medication error is minimized.

New brochures are available from **OPAN (Older Persons Advocacy Network)** to source information about the recently developed Aged Care Visitor Access Code to help balance safety and the rights to visitation. Brochures are available at reception and posted on the resident notice board.

The Department of Health have introduced a new **sign language interpreting service** available from June 2020 to better engage and support older Australians who are deaf, deaf blind or hard of hearing to fully participate in their aged care services.

**Kaye, Quality & Risk Manager**

### **Swinburne Telehealth**

are offering health and wellbeing services to our residents via teleconference.

Coping in our current times can be hard.



### **Podiatry and Physio Services**



Continue as normal.

## Noticeboard

- **Lifestyle Calendar:** Available to both residents and posted up on all our notice boards. The daily notices will continue to be circulated. You can find our current monthly calendar on our website/social media pages.
- **Have Your Say –** The newsletter is currently published bi-monthly. **Are you happy with a bi-monthly newsletter?** We welcome your feedback. Via <https://form.jotform.com/201877355003048> or contact us.

### In Memory



We pay our respect and remember our treasured residents who have passed away in the past few months.

Thoughts and condolences to their families and friends.  
Sadly missed, fondly remembered.

*Pat D, John W, Joan B, Kay R, Ian C,*

### Welcome New Residents and their families

Joan, Vittorio, Claudio, Eric, Maria, Irene, Lenore



## Sudoku and Carmen's Chuckles

	2		6				4	
6	8	3	2	7				
		7	3		9		6	
3	6		4					
2			1		6	7	5	
	7			9	2		1	3
			9	6				8
		5		4				
		6		2		4		

1. What do you call a mushroom that shouts a lot of drinks?  
A fun guy to be with!
2. What relation is the doormat to the doorstep?  
A Stepfather!
3. What can go up the chimney down, but not down the chimney up?  
An umbrella!

## A Kindly Reminder to our Families and Visitors

### Food Safety Program – Food Brought Into The Facility

Whilst this is the residents' home due to food safety requirements staff cannot be responsible for food brought in by residents or their relatives.

Food should be kept at an acceptable temperature by bringing it in a suitable container such as; insulated bag ± an ice brick or a thermos flask.

Foods of *high risk* such as, cold meats, cooked chicken, pate or meat spreads, pre-prepared/packaged fruit or vegetable salads e.g. from salad bars, seafood, soft serve ice-cream, poultry, fish, dairy products, meat, eggs, rice brought in by the resident or relatives /friends must be consumed at the time of being brought to the facility. Staff must not store these food items or reheat them.

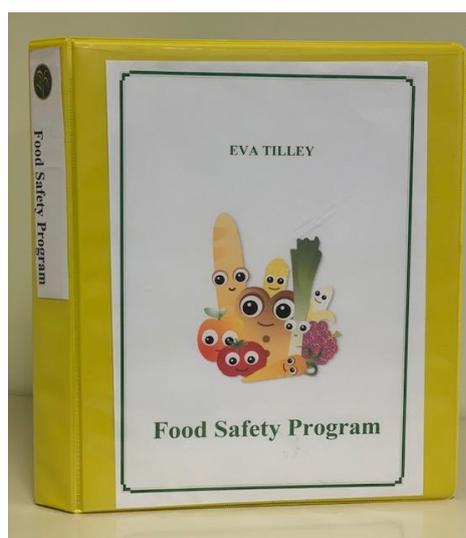
Food of low risk such as, biscuits, unfilled cakes, fruit, lollies are acceptable to be stored in sealed containers in the residents' rooms and served.

The Register of Food Donated /Brought to the Facility (27.2.3) need to be completed if you bring food into the facility in case there are any problems.

You **must not** give brought in food to other residents not only because of the food safety requirements but because the resident may have an allergy or a medical condition that may prevent them from eating the food including the possibility that they may choke.

Refer also to the **Food Safety Rules (Victoria Dept of Health and Human Services 2017)**

(Available in other languages with the Register of Food Brought into the Facility at reception)



*Eva Tilley Memorial Home Inc. Safe Environment*

Register of Food Brought into the Facility Form no: 27.2.3

**Instructions:**

1. Whilst this is the residents' home due to food safety requirements staff cannot be responsible for food brought in by residents or their relatives.
2. Food should be kept at an acceptable temperature by bringing it in a suitable container such as, insulated bag ± an ice brick or a thermos flask.
3. Foods of *high risk* such as, cold meats, cooked chicken, pate or meat spreads, pre-prepared/packaged fruit or vegetable salads e.g. from salad bars, seafood, soft serve ice-cream, poultry, fish, dairy products, meat, eggs, rice brought in by the resident or relatives /friends must be consumed at the time of being brought to the facility. Staff must not store these food items or reheat them.
4. Food of low risk such as, biscuits, unfilled cakes, fruit, lollies are acceptable to be stored in sealed containers in the residents' rooms and served.
5. The Register of Food Donated /Brought to the Facility (27.2.3) needs to be completed if you bring food into the facility in case there are any problems.
6. You **must not** give brought in food to other residents not only because of the food safety requirements but because the resident may have an allergy or a medical condition that may prevent them from eating the food including the possibility that they may choke. Refer also to the Food Safety Rules (Vic Dept Health & Human Services). Available in other languages.

Date	Description of the Food	Quantity	Was the food purchased from a shop or homemade?	Brought in for? Name of resident	Brought in by? (Name & Contact Number)
					Name: _____
					Phone: _____
					Name: _____
					Phone: _____
					Name: _____
					Phone: _____
					Name: _____
					Phone: _____
					Name: _____
					Phone: _____