



Whyalla Aged Care Inc.

Resident and Volunteer Newsletter

November 2017



Staff and volunteers joined Yeltana residents on a trip to Westland Shopping centre...more photos on page 6.

Welcome

We welcome all our newest residents and their families. We hope our services provide you with a positive experience in your new home.

Joan Brown	Yeltana Nursing Home
Kenneth Garlick	Copperhouse Court
Irene Campbell	Annie Lockwood Court
Doreen Shooter	Copperhouse Court
Gerald Smith	Annie Lockwood Court
Bertha Libre	Annie Lockwood Court
Derrick Hollingworth	Yeltana Nursing Home



Resident Birthday Greetings November 2017

To all our residents who share a birthday in November, we hope your special day is filled with happiness and joy. Happy Birthday!

2 November	Edith Lavery	82	Copperhouse Court
4 November	Gladys Booth	79	Yeltana Nursing Home
5 November	Margaret Bolger	99	Annie Lockwood Court
7 November	Blanche Seelander	97	Yeltana Nursing Home
9 November	Marjorie Cunningham	82	Annie Lockwood Court
10 November	Eileen Kolosche	83	Copperhouse Court
13 November	Violet Bosomworth	86	Yeltana Nursing Home
14 November	Biruta Webster	88	Yeltana Nursing Home
18 November	Daphne Case	78	Annie Lockwood Court
19 November	Jane Brown	77	Annie Lockwood Court
22 November	Irene Campbell	83	Annie Lockwood Court
23 November	Charles Peacock	84	Yeltana Nursing Home
26 November	Elsie Stewart	78	Annie Lockwood Court
29 November	Laurence Robinson	84	Annie Lockwood Court
30 November	Elizabeth Murray	91	Copperhouse Court

Calendar of Events

Highlights of the Lifestyle Program - Dates to remember November 2017

If you have a request for an activity or outing, please let the Lifestyle Officer know or discuss your idea at your next Resident Meeting.



Melbourne Cup



Annie Lockwood Court

- 7 November Melbourne Cup Function
- 10 November Ukulele Group Entertainment
- 17 November Out to the Sundowner Hotel
- 22 November Eyreaus Dog team Visit
- 30 November Resident Meeting

Copperhouse Court

- 7 November Melbourne Cup Function
- 11 November Remembrance Day
- 22 November Eyreaus Dog team Visit
- 21 November Resident Meeting
- 30 November Gabmididi Manoo Kindy Visit

Yeltana Nursing Home

- 7 November Melbourne Cup Function
- 11 November Remembrance Day
- 14 November Outing to the Beach
- 24 November Outing to Roopena Football Club
- 28 November Resident meeting

Seeking a Volunteer: Sign language communicator

Sign language (also signed language) is a language which chiefly uses manual communication to convey meaning, as opposed to spoken language.

We are seeking a person/s who would be willing to assist our residents who communicate using sign language.

If you are able to assist please contact Fran Power on 8645 7699.



High Tea at Yeltana

The committed and dedicated Lifestyle team at Yeltana Nursing home decided to hold a High Tea for the residents. The activity, held on Saturday 14 October, was not a scheduled activity and the girls all came in on their day off to treat the residents.

Organisers Sandra Jasper and Olga St Paul (both Lifestyle Officers at Yeltana) using their own funds, baked cakes and decorated and set up the room. Other helpers were staff member Marie Symons who helped set up, volunteers Jaime Jarvis who helped with the cake decorating and 8 year old Lana Jarvis who helped with the invitations.



The room looked wonderful and the residents had a fabulous time.

Thank you to all who made this memorable day so enjoyable!



High Tea at Yeltana



Out and About at Westland Shopping Centre

Yeltana residents had a lovely day out at Westland Shopping Centre.





Australian Government
Aged Care Complaints Commissioner

Resolve.
Protect.
Improve.



Do you have a concern?

You can do something about it

If you have a concern about the care you or someone else is receiving, it is important that you talk about it.

We encourage you to raise your concern with your service provider first as you can get a fast and sustainable outcome.

Your local contact within this service is:

The Residential Site Manager of:

Annie Lockwood Court 8645 3955
Yeltana Nursing Home 8645 7699
Copperhouse Court 8645 9499

or

Whyalla Aged Care
25 Newton Street
Whyalla SA 5600 86455 88

If you can't resolve your concern with your service provider, you can contact the **Aged Care Complaints Commissioner**

- Anyone can lodge a concern
- It is free
- You can be anonymous or confidential
- Call us or go to our website for more information

**For aged care information
(My Aged Care)**

Phone: 1800 200 422
myagedcare.gov.au

Aged Care Complaints Commissioner

Phone 1800 550 552 **Web** agedcarecomplaints.gov.au

Annie Lockwood Court Reaccreditation Site Audit

As many of you would all be aware, Annie Lockwood Court Hostel underwent a full Accreditation Site Audit over the last two days (17-18 October 2017).

The Assessment Team from the Australian Aged Care Quality Agency has recommended that Annie Lockwood Court Hostel is compliant with all 44 expected outcomes of the Aged Care Accreditation Standards, however it will be a few more weeks before we are informed of the final outcome from the decision makers at the Quality Agency.

A whole of team effort is required to demonstrate compliance during accreditation reviews so on behalf of the Board I would like to pass on our sincere thanks to the following individuals and teams:

Rakesh Sarkar, (Residential Site Manager, Annie Lockwood Court Hostel)

Sarah Hanley, (Clinical Nurse, Annie Lockwood Court Hostel)

Diane Collison (Director Residential and Community Services)

Annie Lockwood Court Hostel staff, Care staff and Volunteers

Gail Franklin (Lifestyle Co-ordinator, Deslea Heaysman (Lifestyle Officer) and all the lifestyle staff at Annie Lockwood Court Hostel

Gillian Thompson (Services Manager) and all the catering, cleaning and laundry staff

Liz Hanna (Quality Manager)

David Dunn (Maintenance and Assets Manager)

Cassie Priestley (Human Resources Manager)

Admin and Finance Team

Fran Power, (Residential Site Manager, Yeltana Nursing Home)

During accreditation site audits the Assessment Team conducts a number of interviews not only with employees but also with residents living in the home and their advocates.

I would like to take this opportunity to sincerely thank you all for agreeing to meet with the Assessment Team and for your feedback about the services Annie Lockwood Court Hostel provides. Your feedback is just as important as the numerous documents the Assessment Team reviews and certainly contributed to the final accreditation result.

Once again congratulations and thank you to everyone involved.

Juanita Walker

Chief Executive Officer

The Charter of Residents' Rights and Responsibilities

Each care recipient of a residential care service has the right:

- to full and effective use of his or her personal, civil, legal and consumer rights;
- to quality care which is appropriate to his or her needs;
- to full information about his or her own state of health and about available treatments;
- to be treated with dignity and respect, and to live without exploitation, abuse or neglect;
- to live without discrimination or victimisation, and without being obliged to feel grateful to those providing his or her care and accommodation;
- to personal privacy;
- to live in a safe, secure and homelike environment, and to move freely both within and outside the residential care service without undue restriction;
- to be treated and accepted as an individual, and to have his or her individual preferences taken into account and treated with respect;
- to continue his or her cultural and religious practices and to retain the language of his or her choice, without discrimination;
- to select and maintain social and personal relationships with any other person without fear, criticism or restriction;
- to freedom of speech;
- to maintain his or her personal independence, which includes a recognition of personal responsibility for his or her own actions and choices, even though some actions may involve an element of risk which the resident has the right to accept, and that should then not be used to prevent or restrict those actions;
- to maintain control over, and to continue making decisions about, the personal aspects of his or her daily life, financial affairs and possessions;
- to be involved in the activities, associations and friendships of his or her choice, both within and outside the residential care service;
- to have access to services and activities which are available generally in the community;
- to be consulted on, and to choose to have input into, decisions about the living arrangements of the residential care service;
- to have access to information about his or her rights, care, accommodation, and any other information which relates to him or her personally;
- to complain and to take action to resolve disputes;
- to have access to advocates and other avenues of redress; and
- to be free from reprisal, or a well-founded fear of reprisal, in any form for taking action to enforce his or her rights.

Each care recipient of a residential care service has the responsibility:

- to respect the rights and needs of other people within the residential care service, and to respect the needs of the residential care service community as a whole;
- to respect the rights of staff and the proprietor to work in an environment which is free from harassment;
- to care for his or her own health and well-being, as far as he or she is capable; and
- to inform his or her medical practitioner, as far as he or she is able, about his or her relevant medical history and his or her current state of health.

Whyalla Aged Care Auxiliary

Morning Tea at Souths

A successful Morning Tea was held at Souths on September 28th, with \$2,385.40 raised which was a fantastic effort. The Parade of Fashions was very well received. Thank you to Uptown Girl, our four models: Deb, Sandra, Jan and Helen and our compere Brigitte.

Our Trading Table raised \$914.70, a great effort from all who contributed.

Stratco BBQ

The Stratco barbecue raised \$192.60. Thank you to Stratco for your support.

New Auxiliary Members

We have welcomed three new members recently, Madge Cook, Sandra Plew and Deb Florentines, who have already been put to "work".

Christmas Raffle

As the year draws to a close, we are gearing up for our last fundraiser, the Christmas raffle.

As well as sending a raffle book to each resident's family our members will be selling tickets at Foodland on Essington Lewis Avenue and Woolworths on Viscount Slim Avenue. Tickets are only fifty cents each, with three fantastic prizes to be won.



Fashion Show Compere, Brigitte



Helen models an outfit from Uptown Girl

Auxiliary Morning Tea at Souths



Margaret Lewis, Jan Johns and Glenda Clayton



Leonie Willmott and Kayleen Parkinson



Models: Helen, Deb, Sandra and Jan



Hilda Arbuckle and Cathy Tobin



Model: Deb



Models: Jan and Sandra

Whyalla Aged Care Inc

www.whyallaagedcare.org

Administration

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WHYALLA SA 5600
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Yeltana

25 Newton Street
WHYALLA SA 5600
Ph: 08 8645 7699
Fax: 08 8645 4265

Annie Lockwood Court

7 Newton Street
WHYALLA SA 5600
Ph: 08 8645 3955
Fax: 08 8644 1535

Leisure & Lifestyle Dept.

7 Newton Street
WHYALLA SA 5600
Ph: 08 8644 2604
Fax: 08 8644 1535

Copperhouse Court

43a Flinders Ave
WHYALLA STUART SA 5608
Ph: 08 8645 9499
Fax: 08 8645 4134

Community Services

4/17 Newton Street
WHYALLA SA 5600
Ph: 08 8645 3088
Fax: 08 8644 9877

Retirement Living

17 Newton Street
WHYALLA SA 5600
and
Victoria Close
WHYALLA SA 5600

Newsletter Editor:

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Feedback— Compliments and Complaints

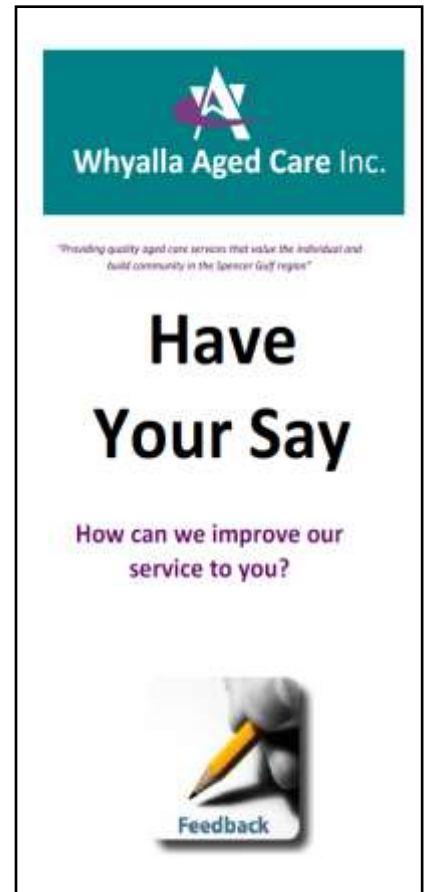
To enable the organisation to deal with feedback appropriately there is a form that can be used to capture feedback from residents, clients and advocates:

'Have Your Say' brochure

This form has been designed for you to complete, however staff are available to help you.

You will find the brochure at the feedback stations in your facility.

Complaints and Compliments can be recorded on the brochure.



In Memory

Respectfully we advise the following residents have passed away and we extend our sincere sympathy to the family and friends.

James Weir

Kenneth Wells

Janice Fischer

Michael O'Malley

Bryan Wiles

Dora Thompson

Roger Phillis

Annie Lockwood Court

Annie Lockwood Court

Copperhouse Court

Yeltana Nursing Home

Copperhouse Court

Yeltana Nursing Home

Yeltana Nursing Home