



Whyalla Aged Care Inc.

Resident and Volunteer Newsletter

January 2019

Building Work Commences at Copperhouse Court

The Copperhouse Court redevelopment, which includes building 14 additional care places, has commenced.

This is an exciting time for Whyalla Aged Care as we embark on another building project that will deliver state of the art accommodation for older people requiring specialised residential aged care services.

See page 4 for progress update.



Announcements

Welcome

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

Patrick Beaty	Copperhouse Court
Victor Kenny	Annie Lockwood Court
John Heron	Annie Lockwood Court
Irena Wrzeszczynski	Yeltana Nursing Home



Resident Birthday Greetings January 2019

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

2 January	Monica Zbierski	91	Yeltana Nursing Home
3 January	Isobel Cunningham	79	Yeltana Nursing Home
10 January	Brenton Raven	72	Annie Lockwood Court
11 January	Sheena Stewart	88	Yeltana Nursing Home
14 January	June Worden	87	Annie Lockwood Court
17 January	John Cunningham	80	Annie Lockwood Court
19 January	Eileen Moore	90	Yeltana Nursing Home
23 January	Fred Keen	96	Copperhouse Court
24 January	Beryl Lee	85	Copperhouse Court
24 January	Edna Nottle	102	Yeltana Nursing Home

Calendar of Events

Highlights of the Lifestyle Program - Dates to remember January 2019

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.



Annie Lockwood Court

- 4 January Cookie Baking – Afternoon Tea
- 11 January Spencer Gulf Dog Group Visit
- 18 January The Price is Right Game
- 25 January BBQ with Entertainment
- 31 January Resident Meeting

Copperhouse Court

- 11 January Mini Golf Session
- 14 January Entertainment with Glen Smith
- 17 January High Tea
- 23 January Resident Meetings
- 25 January BBQ with Entertainment George and Chairman

Yeltana Nursing Home

- 2 January Karaoke
- 16 January Entertainment with George and the Chairman
- 18 January Resident Meetings
- 25 January BBQ & Entertainment with Glen Smith
- 30 January Lunch Outing – Hotel Eyre

Weekend Activities

A variety of resources are available for residents and families to use on weekends. Resources are located in the common areas of the facilities, please ask staff for assistance.

- ⌘ Board games
- ⌘ Movies
- ⌘ Knitting Resources
- ⌘ Magazines and books
- ⌘ Find-a-Word Puzzles
- ⌘ Karaoke and other music tapes
- ⌘ Cards
- ⌘ Craft kits
- ⌘ A variety of table puzzles
- ⌘ Board Games

If you have a specific request that is not listed, please contact the Lifestyle staff member on duty Monday –Friday between 10-2pm.

Copperhouse Court Redevelopment Update

3rd-20th December 2018 Update.

The redevelopment project commenced on Tuesday 4 December and the following works are well underway:

- Completion of demolition to external areas of House A
- Remaining concrete to rear of House E
- Temporary fencing installed to rear of House E
- Temporary fire exit path around House H & D completed
- Installation of Fire hydrant to House B
- Demolition and isolation of Library & Kitchenette to House A
- Removal of trees and stumps from site
- All rubbish removed and /or secured
- Earthworks started to new extension – House F
- Temporary fencing to external boundaries to be secured
- Installation of temporary signage to entrances

Building works will cease on site over the Christmas break from Friday 21 December – Monday 7 January 2019.



Happy 100th Birthday Margaret

Annie Lockwood Court resident Margaret Bolger celebrated her 100th birthday on 5th November 2018. A party was held in Margaret's honour to help her celebrate.



Looking back at Our Achievements in 2018

Looking back, 2018 was another very successful year for Whyalla Aged Care and the following highlights are just some of the key achievements during the year:

- Completion of the architectural design for the redevelopment of Copperhouse Court Hostel with Pascale Construction appointed as the builder.
- Purchase and demolition of two Housing SA homes adjacent to Copperhouse Court Hostel in preparation for the development of a new car park in 2019.
- Successful funding application in the Commonwealth Regional Jobs and Investment Package for \$3,000,000 grant towards the construction of a new Lifestyle Village and Community Centre on Newton Street. Design of the Community Centre and Lifestyle Village is nearing completion and building work will commence in early 2019.
- The first of two (2) emergency generator's was installed at Annie Lockwood Court Hostel. The second emergency generator will be installed in 2019.
- 99.9kw solar system was installed at Copperhouse Court Hostel in November 2018.
- Home Care Team successfully completed their triennial Home Care Audit conducted by the Australian Aged Care Quality Agency on the 29 and 30 May 2018.
- Relocation of the Home Support Team to new offices on Donaldson Terrace.
- \$20,000 grant from Beyond Bank to develop the Aged and Disability Community Hub within the new Home Support Team Offices.
- Significant upgrade of IT systems and hardware pre and post installation of the NBN.
- New informative website was launched.
- Progression of Whyalla Aged Care rebranding. New brand to be launched in early 2019.
- Organisational restructure completed with Community Services and Residential Services divisions separating.
- Recruitment of a Business Development Manager.
- Development of new corporate administration offices.
- Commencement of a Transition to Professional Practice Program for Registered Nurses in partnership with Country Health SA and University of South Australia. Three (3) registered nurses participated in the post graduate program in 2018 and the program will run again in 2019.

It was a particularly turbulent year for the Aged Care industry with the Oakden report released which resulted in an increase in negative media on the industry, providers experiencing declining funding, numerous legislative reviews and more recently the announcement of the a Royal Commission in the Aged Care Industry.

We welcome the announcement of the Royal Commission into the Aged Care Industry and hope that recommendations from the Commission will assist in building a much more sustainable industry that is able to ensure high quality and safe services for vulnerable older people now and into the future.

No doubt 2019 will bring its own fair share of challenges particularly with the Royal Commission getting underway and the implementation of the new Aged Care Standards but I am sure by working together, keeping focussed on our priorities and continuing to put older people first we will ensure we realise all of our goals and the ongoing success of Whyalla Aged Care.

Whilst we will be faced with many challenges over the next 12 months it will also be an exciting year for Whyalla Aged Care with our new brand name announced, Copperhouse Court Hostel's redevelopment and the first stage of the new Lifestyle Village completed.

On behalf of the Board of Whyalla Aged Care I would like to wish you and your family a happy new year and I look forward to seeing you all again in 2019.

Juanita Walker
Chief Executive Officer



CEO, Juanita Walker is pictured centre with government dignitaries, local grant recipients and WAC Board members at the announcement of the Commonwealth Regional Jobs and Investment Package \$3,000,000 grant.

Annie Lockwood Christmas Party Snaps

Annie Lockwood Court residents were entertained by the singing elves and Santa.



Yeltana Christmas Party Pics



From the Auxiliary

Well another year is done and dusted and 2019 is upon us.

At our Auxiliary Luncheon we were given the list of Fundraisers for next year.

A Stratco barbeque will be held on February 10th and on February 23rd our popular Quiz Night will be held at the South Whyalla Football Club. Further information in the New Year.

The last fundraiser of 2018 was our Christmas Raffle. This was a huge success. We raised \$2350.

Congratulations to the winners:

First Wayne Gibbons
Second John and Rona Gebbie
Third Gary Rawlings

Thank you to all who supported us. It was a stunning amount to have raised. Thanks to the many people who also donated their loose change.

We approved the buying of an outdoor setting for Annie Lockwood Court and a medication trolley for Yeltana Nursing Home.

We do hope you all had a Happy Festive Season.

Helen Custance
Auxiliary

Fees and Charges



Schedule of Fees and Charges for Residential and Home Care: From 1 January 2019

**THIS SCHEDULE ONLY APPLIES TO CARE RECIPIENTS WHO FIRST ENTER CARE FROM 1 JULY 2014*

Fee/ Charge/ Thresholds	Rates
Maximum Basic Daily Fee	
Home Care	\$10.43
Residential Care ^[i]	\$50.66
Income Free Area (annual amount) Home Care and Residential Care	
Annual Income up to these amounts is excluded from the income test component of the residential means test and the income test in home care. To calculate the equivalent fortnightly income divide by 26.	

Feedback – Compliments Received in 2018

It's always a pleasure to share some of the lovely compliments we receive. We really do appreciate your feedback. The following comments are just a snapshot of compliments received during 2018.

Thank you so very much for the personal and professional care you provided our mum in the twilight of her life. You are all very special people. Thank you from the bottom of our hearts.

Dad was at ALC only for a short time (2 months). We as a family were impressed with the care he received. The staff were very supportive of him and us. Thank you

Thank you all for your love and support over the last 2 years and for making my husband's life happier. I could not have done this on my own. Special thanks to everyone in H wing.

I worked in the kitchen at the hospital for approx. 30 years, I think the food at Whyalla Aged Care is very good. I like the menu. Well Done.

I wish to thank everyone at the facility for looking after my mum. Every time I ring, mum has nothing but praise for the staff and volunteers.

It's all about the food!

- The residents loved lunch it was Irish Stew and dumplings. They said it was delicious.
- Lovely hokey pokey ice cream delicious all agreed not just me
- Homemade pea & ham soup is great.
- Residents enjoyed the special food created by the catering staff and thanked them from going above and beyond for the Halloween function
- Fish and Salad at lunch was very nice and tea was nice
- Residents stated the Thai Chicken Salad for tea 8/11 was great
- Sunday roast Chicken lunch and cream of broccoli soup for tea was beautiful
- All ALC residents said the Macaroni Bolognese and Garlic Bread tasted great

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Fax: 08 8644 1535

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Feedback Compliments and Complaints

If you have any concerns in the residential sites please let the Residential Site Manager and/or the Clinical Nurse know immediately so it can be followed up in a timely manner.

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.



**We're
Listening**

Useful Contact Numbers

WAC Administration Centre	8645 5588
WAC Volunteer Coordinator	8645 5588
My Aged Care	1800 200 422
Aged Rights Advocacy Service	1800 372 310
Seniors Information Service	8168 8776
Aged Care Complaints Commissioner	1800 550 552