



**Whyalla Aged Care Inc.**

Resident and Volunteer

# Newsletter

February 2019



## Copperhouse Court Redevelopment Update

The preparation for the foundation of the new wing at Copperhouse Court continues... *see page 4 for more details*



Clearing the land: This is the current view from the end of H wing towards Noble Street.

## 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.

|                   |                      |
|-------------------|----------------------|
| Ella Goldsworthy  | Yeltana Nursing Home |
| Maria Kiefer      | Yeltana Nursing Home |
| Doreen Derbyshire | Yeltana Nursing Home |



### Resident Birthday Greetings February 2019

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

|             |                    |     |                      |
|-------------|--------------------|-----|----------------------|
| 2 February  | Maxwell Wilson     | 88  | Yeltana Nursing Home |
| 3 February  | Helen Brice        | 72  | Annie Lockwood Court |
| 5 February  | Bruna Cumerlato    | 81  | Yeltana Nursing Home |
| 10 February | Ethel Andrews      | 101 | Annie Lockwood Court |
| 16 February | Raymond Williamson | 85  | Annie Lockwood Court |
| 19 February | Valerie Holtham    | 67  | Yeltana Nursing Home |
| 22 February | Phyllis Geue       | 95  | Annie Lockwood Court |
| 26 February | Franciszek Kade    | 90  | Yeltana Nursing Home |

## Calendar of Events

### Highlights of the Lifestyle Program - Dates to remember February 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

- 15 February Western Themed Luncheon
- 21 February Eyre Reptile Park Visit
- 22 February Entertainment by Young at Heart Group
- 28 February Resident Meeting

#### Copperhouse Court

- 4 February Sing-a-long
- 18 February Port Power Football Club Players Visit
- 19 February Resident Meeting
- 28 February Fish and Chips Takeaway Day

#### Yeltana Nursing Home

- 11 February Jill's Dog Visit
- 20 February Entertainment by George and the Chairman
- 22 February Resident Meeting
- 25 February Lunch Outing to Breeze Café



Australian Government  
Aged Care Quality and Safety Commission

Please be advised that the *Australian Aged Care Quality Agency* and the *Australian Aged Care Complaints Commissioner* have combined departments and are now known as

#### **Aged Care Quality and Safety Commission (Commission).**

All reference to the previous 'Agency' and the 'Commissioner' will be removed from all Whyalla Aged Care documentation as soon as possible.

New resources (Posters, Brochures and Factsheets) will be sent to the facilities once they are received from the Commission.

See the new Commission's website <https://www.agedcarequality.gov.au/> for further information.

## Whyalla Aged Care - Environment and Sustainability Plan

Whyalla Aged Care has developed an Environment and Sustainability Plan as part of its ongoing commitment to Service Delivery. The objectives of the plan are to:

- Conserve Whyalla Aged Care's natural environment
- Reduce greenhouse gases
- Ensure Whyalla Aged Care and their consumers use resources efficiently
- Make decisions with the challenges of the future in mind
- Embed environment and sustainable development ideas throughout Whyalla Aged Care's operations and decision making processes

It is expected that there will be many benefits from implementing the plan including:

- Significantly reduce operating costs
- Eliminate waste
- Create energy efficiency
- Further engage residents/families/employees
- Strengthen the organisation
- Potentially generate new opportunities



Regular updates and information sharing of the implementation and progress of the plan will be provided to Residents/Families and staff through, staff and resident meetings and newsletter stories.

### Environment & Sustainability Statement

Whyalla Aged Care recognises that we have a responsibility for protection of the environment and aims to drive sustainable outcomes in all of our operations. To achieve this and to meet the needs and expectations of our resident, employees and communities, we will:

- **Culture** – Provide information, training and incentives to our employees and residents in order to build a positive and enabling culture which supports sustainable behaviour
- **Energy** – Ensure that we make responsible and efficient use of natural resources and minimise greenhouse gas emissions resulting from our operations
- **Governance** – Establish and maintain an Environment Working Party to guide the implementation of the Environment and Sustainability Plan
- **Legal** – Ensure that we conduct our activities in full knowledge of, and in compliance with, all environmental laws and relevant standards and practices

- **Procurement** – Source products and services that contribute to positive environmental and social outcomes
- **Reporting** – Measure and monitor our sustainability performance and openly communicate our performance to stakeholders
- **Waste and Water** – Reduce our consumption of resources, reuse what we can and recycle where possible
- **Wellbeing** – Ensure that new or upgraded facilities incorporate sustainability design principles, technologies, and features which promote the wellbeing of our residents and employees.



## Update Copperhouse Court Redevelopment

The following is an update on the current building works at Copperhouse Court.

Pascale Builders returned to Copperhouse Court on Monday 7 January 2019 and commenced the following activities:



- House F earthworks to be completed ready for concrete footings
- Stormwater runs to House F started
- Gas and electricity main feed behind House A and E
- Minor earthworks to external of House H and D (Hutchens street side)
- House A completion of Demolition works ready for new laundry and services corridor
- Pump station and new gate electricity feeds to Noble street
- Complete surveying to House F extension
- Footings to House F to begin
- Cutting of floors in House A to be completed ready for plumbing
- House H old kitchen and store demolition



Unfortunately, it has been rather noisy with the jack hammers preparing the areas for the new extensions, and a bit dusty and disorderly, but we hope this part of the building works will be completed shortly.

The Garden area between house C & D is available for residents and families to utilise during the building works. We apologise for any inconvenience. At this stage it is expected that the foundations for House F will be laid in early February.

## Combined Men's Group Activities

The Men's Group at Annie Lockwood Court and Yeltana are busy making additional feedback letter boxes to place in each of the facilities. The extra boxes will make providing feedback even more accessible for our residents. The activity is a great way for the residents to show their talents and to get together socially.

The group have also completed making a remembrance cross to use during the Anzac Day commemoration services.



## Aged care facilities and food safety when taking food for residents

It's nice to show you care by bringing in some favourite food or treats for a resident in an aged care facility, but you don't want to make them sick.

As we get older our immune system weakens and our stomachs also produce less acid which makes it easier for germs to cause harm in our bodies. If elderly people do get food poisoning, they are also likely to suffer more severe

symptoms or consequences for example: neuromuscular dysfunction or even death. Older people can also take longer to recover from food poisoning.

Some foods pose a higher risk than others, particularly in regard to Listeria infection – so carefully review the riskier foods for Listeria before choosing which foods to take. Foods made with raw egg such as home-made egg mayonnaise, hollandaise sauce, uncooked cakes and desserts and egg-nog can be dangerous for the elderly and should not be provided.



### Preparation

Always wash your hands well under running water using soap and dry thoroughly before handling food. Make sure you follow these Food safety tips at a glance to clean, cook, chill and separate.

If you plan to take chilled or frozen food you have cooked yourself, make sure food is cooled quickly in your refrigerator and left there until you go visiting; never leave it at room temperature.

### Transporting food

You need to ensure food is protected from contamination during transport. Food should be kept at 5°C or cooler or, for hot food, at 60°C or hotter. Between 5°C and 60°C is known as the temperature danger zone because harmful bacteria multiply to dangerous levels in food when it is kept between these temperatures.

Put cold food in a cooler with ice packs when travelling to visit your relative or friend. Coolers can't cool food, they can only keep cold food cool so always cover and chill the food first in the refrigerator (preferably overnight). Other perishable foods and drinks, such as deli products, cooked chicken and dairy products must also be cold when put in the cooler. Hot food is difficult to keep hot and is best avoided if you are travelling long distances so chill the food overnight and reheat it at the residence. If you must take hot food on a longer journey use an insulated jug or thermoflask that has been preheated with boiling water before being filled with the steaming hot food. If you are unsure whether the insulated container will keep the food above 60°C, try filling it with water at 90°C, seal and test the

water temperature after the length of time you expect your journey to take. If it is still above 60°C then you can use it. You will need a food thermometer to do this test.

## Reheating food

Aged care facilities have different rules about reheating food provided by friends or relatives. Check with staff about the rules at the facility beforehand. Make sure they know that you have brought in food and ask them about re-heating it. Food needs to be reheated to a minimum of 75°C for two minutes to kill any bacteria or viruses that might be present in the food.

Frozen food needs to be completely thawed before reheating. If you are reheating a commercially prepared frozen food, read and follow all the manufacturer's instructions on the food label.

If you are reheating food in a microwave, you need to be careful that the food is heated evenly. Food heated in a microwave oven does not heat uniformly and unwanted germs may survive in portions of poorly heated food. Manufacturers recommend standing times to help alleviate the problem of uneven heating. Many microwaveable meal packs have an instruction to stir the food part way through the cooking process. Items such as lasagne that can't be stirred should be allowed standing time to allow the whole product to reach a uniform temperature. How evenly the food will heat will also depend on the thickness of portions and on the composition and moisture content of the food.

## Storage

If some or all of any perishable food is not eaten immediately, tell the staff and ask them about storing the food in a refrigerator.

Some elderly people like to keep extra food in their rooms in drawers or bedside tables for eating later. While this is ok for shelf stable foods like biscuits and chocolates, it can be very risky with perishable food such as cold meats, seafood, custard or cream filled cakes, salads, cooked vegetables and meat dishes. Sometimes elderly people can also forget how long the food has been there.

If you bring an unopened package of commercially prepared food make sure the elderly person is aware of any 'best before' or 'use by' date on the food package and is able to make decisions about their safe use.

Things to remember:

- When you bring food into an aged care facility you are responsible for its safety.
- Strictly follow these [Food safety tips](#).
- Carefully review the riskier foods for [Listeria](#).
- Residents might have special dietary requirements or restrictions — check with the staff.
- Residents may no longer be able to make reliable decisions about food safety.

Check with staff about the rules for the facility and food that's brought in.



Australian Government  
Aged Care Quality and Safety Commission

Engage  
Empower  
Safeguard



**On 1 January 2019 the Aged Care Quality and Safety Commission (the Commission) will commence operations. Our role is to protect and enhance the safety, health, well-being and quality of life of people receiving Australian Government funded aged care.**

**We promote the provision of high quality care and services to safeguard everyone who is receiving Australian Government funded aged care.**

The Commission replaces the Australian Aged Care Quality Agency and the Aged Care Complaints Commissioner. Combining these functions into one independent agency strengthens the focus on consumers, streamlines regulation, supports better engagement with consumers and providers, and promotes transparency.

We are responsible for:

- independently accrediting, assessing, and monitoring aged care services funded by the Australian Government
- resolving complaints about the quality of care or services provided
- educating and engaging with the sector to build confidence and trust in aged care, empower consumers, support providers to comply with care standards and promote best practice service provision.

All information in this publication is correct as of January 2019.



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1800 951 822



**Web**  
[agedcarequality.gov.au](http://agedcarequality.gov.au)



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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.



## 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 Quality and Safety Commission | 1800 951 822 |