

Newsletter

AGEING
TOGETHER
AT SCOTCHMAN'S
CREEK

Issue 1 June 2009

Welcome

Welcome to all our residents and family members, the staff and management trust you are settling into life at Scotchman's Creek, since your arrival.

This is our first newsletter and we plan to deliver this on a quarterly basis to keep you up to date on events, news and the day-to-day activities in and around our beautiful facility.

Since officially opening and welcoming our first residents on the 9th February, we now have 70 residents who have chosen Scotchman's Creek as their new home. It has been a very busy time for all staff and a period of significant adjustment and settling for



residents, family members and the new staff that has joined as each unit has been opened.

Standards and Accreditation

The Aged Care Standards and Accreditation Agency conducted an unannounced visit in February and reviewed our systems for documentation, quality improvement and incident reporting. Our full accreditation audit will be conducted on the 21st and 22nd July when all 44 aged care standard outcomes

will be reviewed. Resident's and family members will have an opportunity to meet with the auditors in privacy to provide feedback as part of the audit process. Please see the attached letter for more information on this process and if you would like an opportunity to meet with the auditors then please let me know so I can schedule a suitable time.

Our first concert

We enjoyed our first concert on the 27th March when the Okehy Jazz band played at our Jazz Supper Dance.

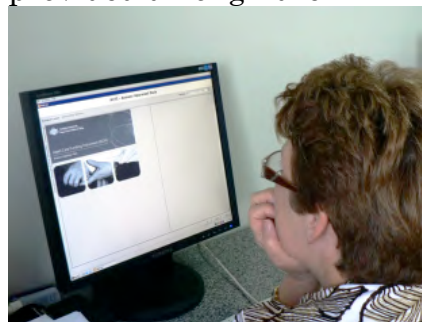


This was a most enjoyable evening and the music was simply toe tapping with many residents singing along to familiar tunes. A

great time was had by all and we hope to offer similar concerts in the future.

Systems and processes

We have been working very hard to bed down our systems and processes and we thank you for your ongoing feedback and patience. Comments provided through the



resident and family surveys conducted in March and Improvement Forms, have been collated and used to improve our services to you.

Staffing

We have increased our staffing in the lifestyle team and continue to monitor this as well as developed a small but busy volunteer base. Volunteers provide much needed support to Anna and Louise in the delivery of activities.



First floor

Staffing for the first floor has been reviewed with additional staff rostered on duty from the 1st June. I

am continuing to monitor staffing in this unit and will adjust according to resident care needs. Our use of agency staff is reducing as we continue to recruit permanent and casual staff. Unfortunately we have lost one of our permanent registered nurses due to ill health and are currently advertising for replacement staff.

Care Coordinator role

We hope to introduce a Care Coordinator role in the very near future. This is a clinical leadership role and a critical one for any aged care facility. We were however, unable to fill this position during the early stages of staff recruitment, and as a temporary measure, Wendy Cheng is undertaking extra hours to help bed down our systems and processes as are other members of staff who are focusing on streamlining a number of clinical areas. Unfortunately registered nurses are in very short supply and high demand making it difficult to recruit but we will continue to try and fill this key role.

The menu

The Catering Manager is currently undertaking a review of the menu and we continue to monitor and review the way in which meals are served particularly in Pioneers Way and Painters Way. Chef and staff are working hard in providing the best

and most nutritionally appropriate meals for all residents.



The clinic

The clinic on the first floor is operational and our attending doctors, physiotherapists and podiatrists now have a base to work from. The doctors will introduce nominated days when they will be in attendance; a big improvement from the current situation where the doctors often visit late in the evening after their clinic is closed.

Training and staff development

Staff training has taken a significant amount of our time with all new staff participating in an orientation program.



We have also conducted staff training in emergency procedures, medication management, manual handling, infection control,

computer systems, skin care, Motor Neurone Disease, Parkinson's Disease and more. We have also implemented the Aged Care Channel a direct telecast of various clinical topics for staff training via satellite TV. This system enables us to have direct access to best practice and clinical experts in a variety of subjects. A Palliative Care training program has been developed in conjunction with Eastern Palliative Care Service and will be conducted later in the year for all nursing and care staff. We have also implemented an on-line competency based training system that covers a number of clinical topics. This will ensure staff working after hours can have direct access to training opportunities.

Resident and Family meeting

Our first Resident and Family meeting was held on Monday 15th June with Ms Helen Kathrakis, Clinical Psychologist as our special guest. Helen facilitated open discussion about the transition and adjustment to facility life. We will continue to conduct similar meetings in the future and plan to bring to you a variety of guest speakers. Residents living in Sportsman Way have conducted their first "Resident Meeting" chaired by resident Marie Ryan.



Forums like this provide a great opportunity for residents to discuss issues and matters of importance to them in confidence

knowing that a nominated representative will provide feedback to management for further action. It would be great to have similar forums in other units however we need to rely on family members to facilitate such a forum. If you are interested in supporting your loved one and other residents by facilitating similar forums, then please come and speak to me directly.

Once again thank you for your ongoing support to staff and management and remember your feedback is always welcome. Feel free to speak with any of our staff or you can fill out an "Improvement Form". Forms are located around the facility.

Linda Wallace
Director of Residential Care

So, how did Scotchman's Creek come about?

When our family purchased the property in 1977 it was unique in the Melbourne metropolitan area as the property title encompassed Scotchman's Creek and so we owned the land through which the Creek flows. In earlier years the creek had extensive planting along its banks including several magnificent willow trees.

Our original intention was to allow our daughter to keep her horses on the East side of the Creek and for us to renovate the house on the West side of the Creek and move our family there. However by the mid 1980's we decided that it was not viable to renovate the house and we eventually moved to the Mornington Peninsula to live on a farm.

Earlier plans

Over the years we have had many discussions with Monash Council regarding developing the land. The Council were, however, uncooperative and wanted us to forfeit the land so that they could make it into a park.

The genesis of an idea

After many setbacks with our plans we decided in 1996 to begin planning a

Nursing Home and Supported Care Units style development.

The genesis of an idea...

Our idea was to build a state of the art building with larger than normal rooms each with its own ensuite to create home-style living for our residents. We again had a lot of opposition to the idea, not only from the Monash Council but also now from Melbourne Water who control what goes on between the banks of the Creek.

Eventually after a VCAT appeal we got a permit late in 2001. Further delays occurred while finance was arranged and during this period we had Rick Thomas join us as

a partner to share the financial risk. We made slow progress as it was not until December 2007 that we were successful with our application to obtain the necessary bed licences from the Federal Government to allow us to operate the facility.

At last a sod was turned

We eventually started the excavation for the Stage 1 basement in December 2004 and the building itself in July 2007. During this time Melbourne Water at last did some maintenance work on the Creek, but to our dismay they removed all the willow and ash trees that made the Creek special.

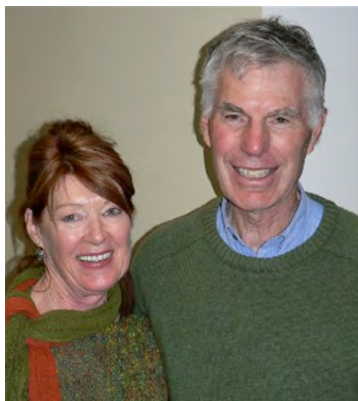
Today

We were granted a Certificate of Occupancy for the ground floor on the

2 February 2009, about 4 months later than we originally planned. Currently the Building Contractor has nearly completed all the works to the upper levels, and we will commence moving residents into the First Floor on the 14 April 2009. We have delayed plans to commence the second stage, being Supported Care Units, until at least next year.

Décor

Our original idea to build a state of the art building has been very successful. Everyone that visits the facility has praised the design of the building and its décor and furnishing as arranged by Maureen. With the cooler Autumn weather now here we are able to start our final landscape planting at the front of the building to really enhance the facility and turn it into your new home, so that we can all enjoy Ageing Together.



*"We hope you all enjoy living at Ageing Together, having some fun and at the same time experience lots of care and happiness in your new home surrounded by your extended family.
Regards
Geoff, Maureen & Rick."*

Building works

As many of you will have noticed, in the past few weeks there are fewer tradesmen on the site and the building works are complete, except for a few finishing touches. In March the bridge across Scotchman's Creek was put in place - some of the residents enjoyed the spectacle.

Planting

More recently the planting of the gardens has been done - and it is looking beautiful with all the Autumn colours - even the ducks seem to be enjoying wandering through the area.



Reinstating the planting along the Creek will follow soon after to further enhance the park like atmosphere that makes the facility special.



Happy 105th Birthday

In March, Josephine Mann celebrated her 105th birthday. There was a lovely afternoon tea enjoyed by residents, staff and Josephine's family. Five generations of Josephine's family were present.



Morning Tea for Breast Cancer

Before the residents arrived, staff organized a morning tea for the tradesmen - all the food was pink - it was fun and educational



Café Opening

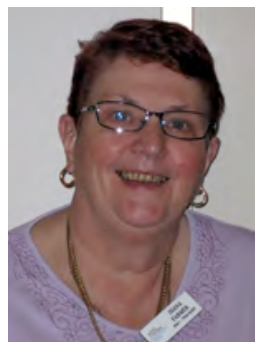
On Monday 16th March we opened the Coffee @ Scotchman's coffee shop. The proprietor, Peter, and his daughter Siobhan welcomed their first customer Christine Anderson who enjoyed a cappuccino. The coffee shop provides brewed coffee using the award winning Roberto's Premium coffee beans which is a "Golden Bean" bronze medal winning coffee (2007), leaf teas, hot chocolate, biscuits and cakes.

IMPORTANT NOTE: The coffee shop will have reduced hours during Winter, opening only on weekends from 1pm to 4pm. Tuesday to Friday trading will resume in September.



Falls Prevention

Currently we are focusing on falls in



our training system and how to minimize them, so this is an issue naturally of interest to all residents and their families. Falls can result in injury that is painful and at best

cause loss of dignity or confidence. All residents need to consider ways they can reduce the risks. Staff too needs to be involved - it takes all of us to prevent falls.

What you can do

Footwear

A good start is to wear well fitting shoes not slippers or slip-ons. There are number of options here- ranging from a visit to a reliable shoe shop to asking the podiatrist for a referral to a specialised shoe maker.

Some other things you can do-

- ★ Use your walking aid and handrails along passageways.
- ★ Have your vision and glasses checked
- ★ Ask staff for assistance
- ★ Reduce clutter in your room or ask staff to see if your room can be rearranged to make it easier to move around
- ★ Let staff know if you experience giddy spells or dizziness or feel unwell
- ★ Have a light on in the bathroom at night if you get up to the toilet
- ★ Have the doctor review your medications
- ★ Take care when in the bathroom especially if floor is wet and alert staff of spills.
- ★ No mats or rugs in rooms
- ★ No extra leads in rooms

Importantly talk to staff including the physiotherapist – we want to help and we don't want falls to happen.

Diana Farmer

RN Div1/ training coordinator

Scotchman's Creek Taps eWater

Scotchman's Creek, has taken steps to further



encourage the health of its residents and clean more effectively. We have

installed a ROX 20 water system. Installed throughout the facility, the ROX 20's 200-litre

tanks supply a natural and powerful alternative to harsh, chlorine-filled cleansing solutions.

The ROX system has proven to be an excellent choice, especially for cleaning and sanitizing in kitchens and all wet areas, As a bonus it saves substantial chemical costs, is easy for staff to use, and is ideal for us as an environmentally conscious organisation.

Rick Thomas