



FEBRUARY 2024

Glenview NEWS

CELEBRATING
75
YEARS
GLENVIEW
Community Services

Out and about

The sun has been shining and we've been back on the Trishaw. It is just so much fun feeling the breeze in your hair, waving to onlookers and just feeling free.



SURVEY
Please complete the survey by 28 Feb (sent to you by text on 14 Feb).
Thank you for your participation.

KORONGEE IN FEBRUARY

Summer Dance

With a ballroom dance demonstration

Wednesday 28 February from 5:30pm

Family and friends are welcome!



Physio strength and stretch exercises



Who would have thought that staying fit, strong and active would be so fun!

Physio Pratima put us through our paces.



DEMENTIATAS
GLENVIEW

Dementia education for family and friends

with Ros Calvert
Dementia Consultant

Wednesday 13 March
10.30am - 12noon
Korongee meeting room

RSVP by 11 March
rosg@dementiatas.com.au
or 03 6277 8807

Introduction to Korongee
Understanding dementia and the impact on the person
Advocating on behalf of the person with dementia
How to make your visit beneficial to the person





A drink with a view!

We're lucky to have some stunning destinations for our mystery bus tours. Tasmania has such beautiful scenery, and we love finding hidden gems to admire.



Music therapy

Sally and Te have returned to Glenview. They visit Merton twice a month for a fabulously interactive music and singing session. We shake, rattle and roll to classic favourites.

Welcome to our new Glenview residents:
Kaye B and Roger N.

WINDSOR IN FEBRUARY

Summer Dance

With a
ballroom
dance
demonstration

Tuesday 27 February from 5:30pm

Family and friends are welcome!



Lovely Lavender

There is an abundance of lavender growing in the gardens of Glenview. Each year we harvest a batch and make the most of its powerful scent.

This year we made lavender bags. Pop one under your pillow to help with sleep, in your wardrobe to scent clothes or simply display and freshen a room.





A vexillologist in our midst

by **Sanjita Maharjan**

Graeme Cairns joined the Bisdee Community Centre 18 months ago and attends regularly, occasionally staying at Hotel Bisdee for respite care. He enjoyed a lot of bus trips last year and now likes various in-house activities from the Bisdee program.

Graeme told us about his interest in vexillology, the study of flags, and held an exhibition for Bisdee clients and staff on 5 February.

He started collecting flags and banners over 12 years ago and even has a flag pole in front of his home.

Graeme flies a multi-nations flag for special days like America Independence Day on 4 July, and the King's Birthday on 10 June.

One day he was in a secondhand shop and found some flags on sale very cheaply. He decided he wanted to give those flags 'value' and 'respect' and they became the start of his collection.

Graeme Cairns with the national flag of Nepal, arguably the most unique flag in the world.





Graeme with the national flag of Denmark, the oldest flag in the world.

Graeme Cairns describes himself as a vexillologist. He is a member of Flags Australia, which is associated with the International Vexillology Association, and he has enjoyed attending their conferences.





The national flag of Greenland, the circle in the middle represents the sun rising from the mountain of icebergs.



The flag of the United Nations, the world map is opened out from the bottom and printed on the flag.





Looking out for us all

MELINDA FOSTER QUALITY AND RISK MANAGER

The new Aged Care Act

As part of the Royal Commission into Aged Care Quality and Safety, it was identified that the current Aged Care Act is no longer fit for purpose.

The current act is structured around providers and how to fund them, not about the people accessing and receiving the services they need.

The new Act is focused on the journey of older Australians and prioritises their needs.

The new Act is due to come into effect 1 July 2024. It will replace existing legislation, including the current Aged Care Act and the Aged Care Quality and Safety Commission Act 2018.

The new Act will:

- create a simple, single-entry point to make access to the aged care system for older people easier
- include a fair, culturally safe single assessment process
- include rules on supported decision-making to ensure older people have choice and control
- provide additional protections for whistleblowers to allow reporting without fear of reprisal
- introduce a new approach to regulating aged care providers to ensure the delivery of safe, quality aged care services
- strengthen the powers of the regulator, the Aged Care Quality and Safety Commission, to manage risk, ensure integrity, and support aged care.
- replace the Charter of Aged Care Rights with a Statement of Rights which will include pathways for reporting, including complaints.

The passing of this new legislation means significant changes and impacts on providers, including changes to registration and accreditation, audit assessment visits, systems and processes, policies and procedures, and changes to the regulatory framework.

However, these changes are welcomed, with the shift towards older Australians and their journeys.

Further information will be shared as it becomes available.





Strengthened Standards for Aged Care

Along with the new Aged Care Act, the strengthened Quality Standards are expected to be introduced from 1 July 2024.

This is in response to recommendations from the Royal Commission into Aged Care Quality and Safety by the Department of Health and Aged Care.

These strengthened Standards come into effect once the Age Care Act is passed by Parliament.

Some points we've learned so far:

- The strengthened Aged Care Quality Standards (strengthened Quality Standards) set out the standards that need to be met by registered providers to deliver aged care services to older people, this is unchanged from the current standards.
- They describe a range of outcomes that providers must achieve to deliver safe and quality aged care services that meet the older person's needs, goals, and preferences.
- There will be a change in provider registration categories and registration processes.

- There will be 7 Standards, instead of the current 8 Standards.
Standard 1: The Person
Standard 2: The Organisation
Standard 3: The Care and Services
Standard 4: The Environment
Standard 5: Clinical Care
Standard 6: Food and Nutrition and
Standard 7: The Residential Community
- The standards change from 'met' and 'unmet' to a graded assessment: conformance, minor non-conformance, major non-conformance, and exceeding.
- There are clearer expectations of safe quality care and help to guide providers to lift their performance and deliver the care expected by older Australians.

As a consumer receiving care and services, you remain at the centre of all that we do. There is a greater focus on the older person and a clearer outline of your rights and decision-making.

As more information on the changes becomes available, we will share this with you.

Further information can be found at:
www.agedcarequality.gov.au

Ref: Aged Care Quality Safety Commission and Department of Health and Aged Care



The Glenview promise

FEBRUARY 2024

DAMIEN JACOBS, CEO

Dear all,

Glenview is regularly required to meet quality standards to continue to operate and this year Windsor, Korongee, Community Services, and NDIS services are **all** being assessed for reaccreditation.

It was certainly not our desire to have these accreditation cycles land in the same year, but on the plus side, it keeps us focused on working to support these processes in 2024.

The standards focus on outcomes for consumers and reflect the level of care and services our consumers can and should expect from Glenview.

This includes consumer dignity and choice, ongoing assessments and planning with consumers, and personal and clinical care.

The Glenview team and I look forward to working with our clients, consumers, residents, and families as part of this important process.

There are soon to be important changes to our existing aged care standards as per the recommendations of the Royal Commission. The Commission places a particular focus on:

- food and nutrition
- dementia
- diversity
- governance
- clinical care.

We are working closely to map, better understand, and coordinate what the new standards mean for our teams and consumers - including training and support to help implement them.

They were originally due to start with the revised Aged Care Act in July, but we believe there will be some delays. What we do know is outlined on **pages 8 and 9**.

I would like to personally reach out to families and representatives to come along and engage in our **resident and representative meetings** held monthly at both Windsor Street and Korongee.

Our Windsor Street meetings are gaining in numbers, which is a great sign of the levels of engagement. The meetings are open to family, representatives, and friends and can be joined virtually through Zoom. They are a great way to meet our growing team who oversee resident care and services, and who you may not always meet when visiting.

A reminder that we REALLY want to hear from you and your representatives as part of our consumer surveys. This annual (anonymous) survey is designed to reach out to everyone across most of Glenview's services.

Have your say, help us check how we are doing and enable us to set our priorities based on the results. Please keep an eye out for the survey and complete either in hard copy or electronically.

Damien Jacobs

Glenview News is produced monthly. Content for the next issue is due on **Tuesday 5 March 2024**.

Previous copies of Glenview News are here: <https://glenview.org.au/living-with-covid-visitors/>

If you have a photo or story to share on social media or in the newsletter, please email Alison Windmill, Marketing and Communications Coordinator awindmill@glenview.org.au

