



MAY 2024

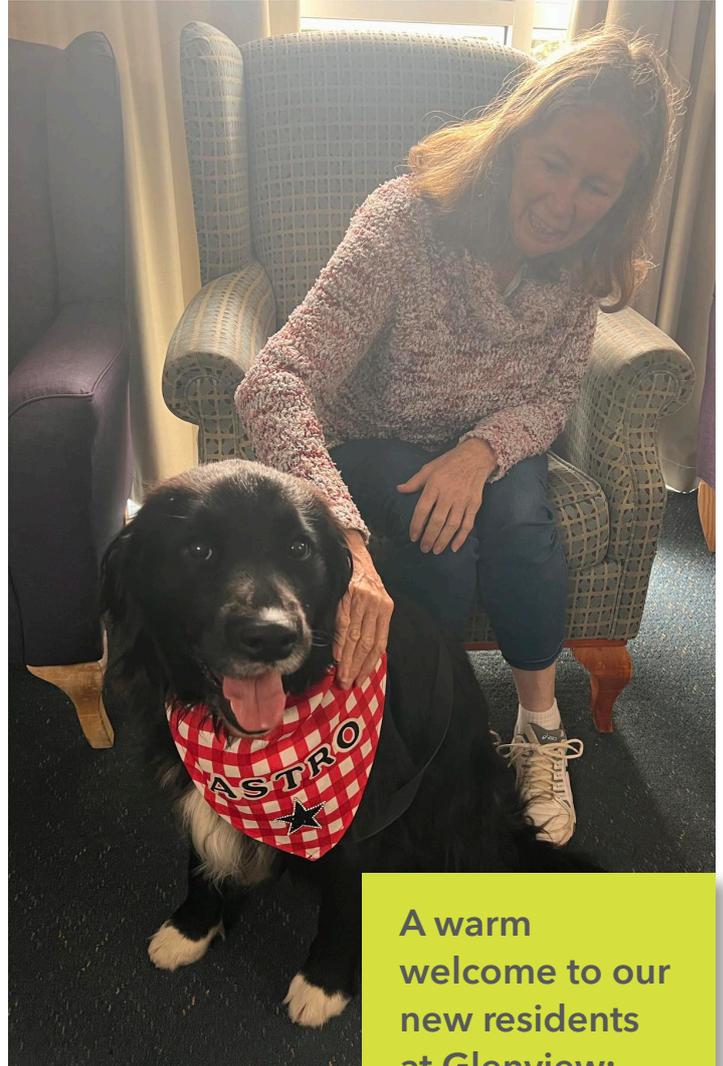
Glenview NEWS

CELEBRATING
75
YEARS
GLENVIEW
Community Services



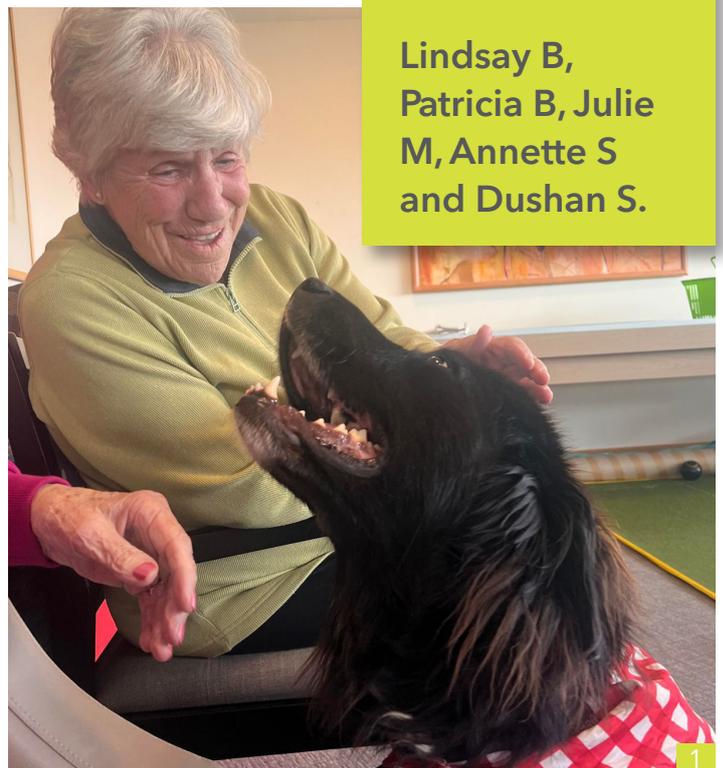
Doing the rounds

Astro the therapy dog delights residents and staff on his regular visits.



A warm welcome to our new residents at Glenview:

Lindsay B,
Patricia B, Julie
M, Annette S
and Dushan S.



WINDSOR ACTIVITIES MAY

| | |
|-----------------|--|
| Tuesday 14 May | Johnny Wright concert at 2pm |
| Sunday 19 May | Movie Matinee |
| Thursday 23 May | Scrambled Eggs at the Breakfast Club in the Derwent Room |
| Tuesday 28 May | Old & Older Concert in the Derwent Room at 2pm |

Quality assessors from the Aged Care Quality and Safety Commission plan to visit Windsor before 25 August. To provide feedback about services and standard of care, please call 1800 951 822 opt 2, or complete the survey at agedcarequality.gov.au/consumer-feedback use ID 8060

Terrapin puppets

A great show from Terrapin with special guests from the Public Trustee and Channel 7.



Ladies Lunch

A special Sunday Lunch with Friends in the Derwent Room.



A REMINDER TO PLEASE CLEAN YOUR FRIDGE



Welcome Danni!

Glenview are happy to introduce Danni West, the new facility manager at Korongee. Danni began her 3 month contract on 13 May. She is a passionate and dedicated healthcare professional with over two decades of experience in clinical leadership, healthcare management, and nursing practice.



Have trishaw, will travel

Getting around on three wheels is a lot of fun.



KORONGEE ACTIVITIES MAY

Tuesday 21 May

Resident meeting at 3pm

Tuesday 28 May

Catholic Church Service and morning tea at 10:30am

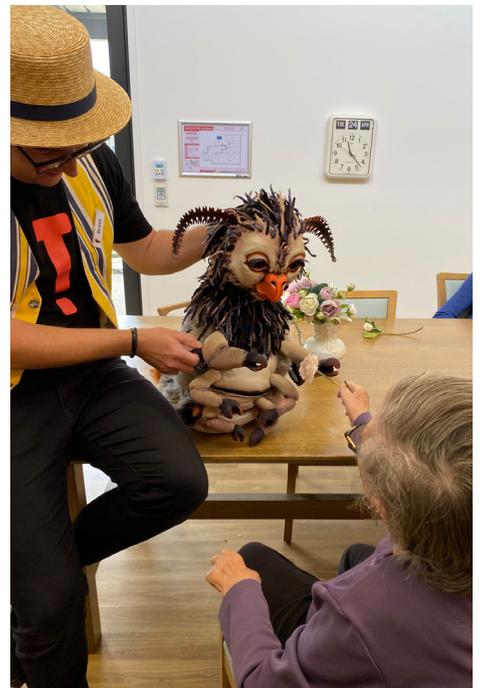
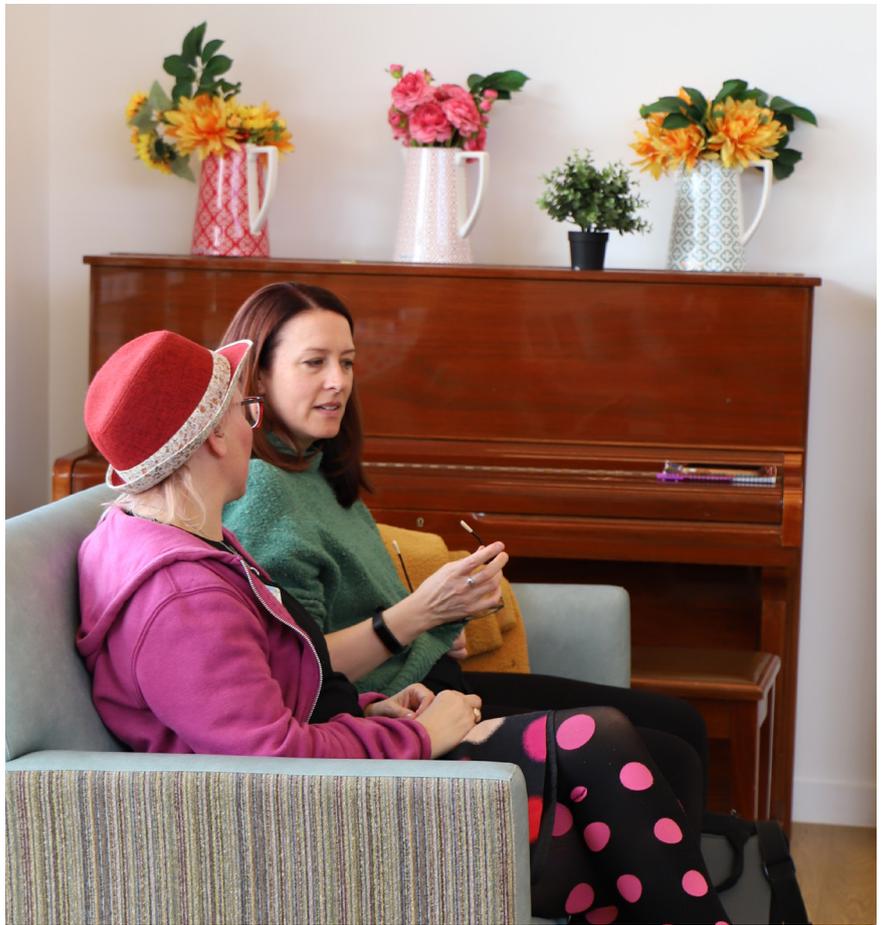
Wednesday 29 May

Paul Fenton concert at 2pm



Terrapin puppets

Our friends from Terrapin entertained us with one-on-one puppet performances and a great show!





HEATERS
for sale

\$49
new \$118

Discount for three or more \$40 each.
Please let us know if you'd like 10 or more.
Simply pay at reception and collect Mon-Fri 8am - 4pm.



Looking out for us all

MELINDA FOSTER QUALITY AND RISK MANAGER

The Consumer Advisory Body

We extend a warm welcome to the Glenview Consumer Advisory Body (CAB):

- Elaine Doran, Chair and Board Member
- Casey
- John
- Adrian
- Board member - rotating

We are calling for expressions of interest (EOI) from Home Care and Korongee representatives due to unforeseen circumstances requiring the appointed members to withdraw.

The Consumer Advisory Body (CAB) is an opportunity for providers like Glenview to engage consumers and their representatives. This responsibility stems from the Royal Commission recommendations and Strengthening Provider Governance Reforms.

Glenview welcomes this requirement, recognising it as an opportunity to increase consumer, carer and community participation across the service. The CAB will provide valuable feedback, advise the Board and give consumers a voice in the integration of consumer, carer, and community views about all levels of operations, planning and policy development.

The CAB will also provide feedback on priority areas and issues that require community engagement in aged care needs.

Myself, Melinda Foster, the Quality and Risk Manager, and Kelly Davis, the Executive Assistant/Projects, will support the CAB.

As part of forming the CAB, resources have been developed including policies and procedures, terms of reference, a position description, EOI questions, and answers to frequently asked questions.

Expressions of interest seeking candidates from residential, home care, and NDIS to join the CAB were published in the Glenview News, on the website, and sent by SMS. Awareness was raised at the Resident and Representative monthly meetings. We received a positive level of interest and a high calibre of candidates. It was pleasing to see the level of willingness to participate and engage.

Glenview established a panel consisting of a board member and an independent community member to assist in the selection process.

The panel assessed candidates against Glenview's values and their experience with Glenview's care and services. Candidates provided their personal background and their motivation to improve the care and services.

Following the selection of the CAB, the first informal meeting was in February 2024. CAB members were introduced, and administrative requirements, including conflict of interest, confidentiality, privacy and meeting etiquette, were agreed upon.

A chair was confirmed, meeting times and dates were set, the terms of reference were reviewed (which included the inclusion of a rotating board member and quorum), and avenues of communication and information flow were discussed.

It was essential to ensure a formal reporting and feedback mechanism was in place to provide a direct communication channel to the Board. Elaine Doran, a board member who chairs the CAB as well as a rotating board member, will attend meetings to gain a deeper understanding of matters important to our residents, clients, and families and develop stronger relationships.

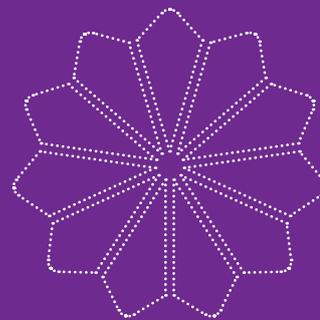
In March, a second meeting was held to adopt the terms of reference and confirm meeting times formally. The CAB began to discuss topics such as garden areas, GP services, services under specific funding streams, housekeeping, and staff changes.

The CAB has decided to meet more often than the annual requirement. Meetings will be held four times a year, with the flexibility to meet more frequently depending on the work being undertaken.

We look forward to working with the CAB to continue improving our current services and plan for the future.

To contact members of the CAB email feedback@glenview.org.au or phone 6277 8800.

Calling for expressions of interest in the Glenview consumer advisory body



Dear Korongee residents and representatives,

The **board** of Glenview Community Services **invites you** to help develop and deliver better quality care and services for our residents at Korongee.

All residents are represented by the **Consumer Advisory Body (CAB)**, which provides feedback to the Glenview board and leads to improved care and services for our community in the future.

There is a vacant position for a **Korongee representative** to join the **CAB**, who meet approximately four times a year.

We are seeking expressions of interest from people who have experience with our care and services. Our potential advisors, like you, are family or representatives of current or past residents.

Your unique experiences and skills are highly valued and will contribute to the diverse community representation we strive for in the CAB.

The Glenview board deeply appreciates your consideration of becoming an advisor.

If you share our commitment to a life that contains dignity, independence, and well-being, we warmly encourage you to register your interest in the CAB by answering these questions:

1. What care and services have you had experience with at Glenview?
2. Why would you like to become a member of the Consumer Advisory Body?
3. How do your experience, knowledge, and skills support the outcomes of the Consumer Advisory Body?
4. How do you keep in touch with residents' views and issues?

Glenview Community Services will:

- provide support and encourage the Consumer Advisory Body to provide feedback.
- review and respond to the feedback you provide to us.
- work collaboratively to identify and implement improvements.
- provide resources to enable the Consumer Advisory Body to fulfil its role.

Please email your statement by **Wednesday 22 May 2024**, to admin@glenview.org.au

For a position description, meeting guidelines, and further information, call 03 6277 8800 or email admin@glenview.org.au

The Aged Care & Quality Commission's website has more information and a fact sheet about Consumer Advisory Bodies.

Regards

Damien Jacobs

Chief Executive Officer





Ideas for visiting a person with dementia

- Put together a photo album/memory book
- Take in an ice cream
- Take in a 'real' coffee/hot chocolate
- Poetry reading
- Story reading
- Walking/wheelchair tour of the garden
- Setting/cutting hair or shaving
- Hand/foot massage
- Manicure
- Flower arranging
- Dusting or cleaning with them
- Tidying cupboards/drawers
- Playing cards/board games
- Making a cup of tea
- Having lunch/tea
- Singing songs
- Watch a DVD
- Write letters/cards
- Read the newspaper
- Take in a pet
- Do mending/knitting
- Quiet time
- Reminiscing (talking about past times)
- Jigsaw puzzles
- Attend church services
- Put together a memory box
- Watch football
- Polish silver pieces
- Polish shoes
- Do some cooking together

Not all of these suggestions will suit the person you visit/support, but some may appeal to them.

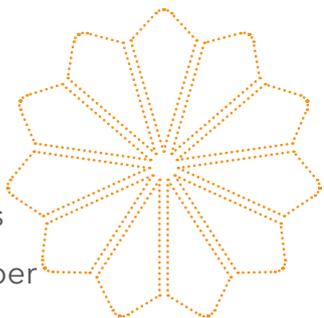
Be creative

Remember:

Try not to 'take over' tasks or decisions - always include the person with dementia.

Never confront or argue.

Enter into the reality of the person and validate emotions.

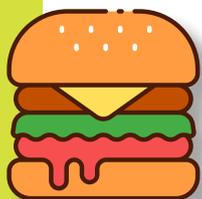


NEW FOOD REGISTRY

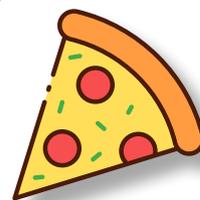
Food safety at Glenview

Because we cannot **guarantee the safety of food** bought to Glenview from home, a grocery store, or a takeaway shop, we must keep a **record of it** in case it leads to contamination or an outbreak of illness.

It's crucial for us to maintain a safe environment at Glenview. We request that you **label, and then write a description of** any food you bring in to the facility in the **Food Registry at reception**. This will help us trace a source if necessary, and maintain the highest standards of food safety.



NEW REQUIREMENTS FOR FOOD THAT HAS NOT BEEN SUPPLIED OR COOKED BY GLENVIEW



- Record all food in the **Food Registry** at reception.
- **Label all food** with a name and date.
- **Staff are NOT permitted to store or reheat any food brought into Glenview.**
- High-risk food items such as poultry, fish, dairy products, meat, eggs, and rice **must be consumed at the time** of being brought into the home, not stored for later.
- Residents must **consume all other food** (excluding preserves) **within 24 hours**.
- Products such as preserves, jam and pickles, **must be labelled** with a name and date and **used only by the resident/client**.



Glenview acknowledges that a room fridge provides positive benefits but also poses risks with food safety. Glenview reserves the right to remove access to a fridge if it is deemed to be a risk to a resident or client.

The maintenance and cleanliness of each room fridge **remains the responsibility of the resident and family**. Regular cleaning and defrosting are necessary for food safety. Glenview can arrange for staff to assist with cleaning for a fee, if needed.

Glenview residents and their families **must assume responsibility** for the safety and suitability of food products not supplied by Glenview and consumed on the premises. Thanks for your understanding.



The Glenview promise

MAY 2024

DAMIEN JACOBS, CEO

Dear all,

It has been a very big four weeks at Glenview, there is so much to share with families and residents.

As mentioned, Glenview has four accreditation cycles this year.

These are the 3-year re-accreditation for NDIS (community services), Home Care services (including Bisdee), Windsor and Korongee Village. We have the results for three of these and are awaiting the fourth and final accreditation process to commence for Windsor Street.

The standards that we are assessed against are consistent across our aged care services (Korongee, Windsor and Home Care) while our NDIS services are assessed to similar, but NDIS specific standards.

We are proud to announce that we have received a 3-year accreditation for Korongee, Home Care / Community and NDIS services.



It is important to note that the period of accreditation can vary from a decision not to re-accredit to 1, 2 or the full 3 year term, depending on the Commission's findings.

We are working to improve a couple of areas identified at the Korongee re-accreditation, this work is already well under way.

This is an excellent result for Glenview and the community, and we are dedicated to continue to deliver on the

Glenview Purpose - why we exist

To provide holistic quality services to people in need of care and support, enabling them to live life with dignity, independence and wellbeing.

In the April newsletter, I mentioned that there would be a discussion with our Windsor Street residents and families about exploring options to re-open the Derwent Room café. Unfortunately, due to the postponement of the Windsor resident and relatives meeting, there is nothing further to report at this stage.

What is exciting is the soft opening of the Merton deck area this week. Over time, we will be adding plants and more furniture.

The refurbishment, along with Waratah, forms part of a multistage refurbishment program for the Merton area, which will be ongoing over the next 18 months. There will be more information provided at our next resident and family meeting about the key areas we are continuing to improve.

Damien Jacobs

Glenview News is produced monthly. Content for the next issue is due on **Thursday 6 June 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

