



NOVEMBER 2024

# Glenview NEWS

CELEBRATING  
**75**  
YEARS  
**GLENVIEW**  
Community Services

## Bisdee Community Centre

We love an excuse for a dressup and Halloween is no exception. Halloween themed bingo saw us crossing off skeletons and mummies, and reaping chocolate rewards.

Michaelie made mummy fingers for lunch that were delicious.



A warm welcome to our new residents at Glenview: **Frank B and Susan B.**

## BISDEE IN NOVEMBER / DECEMBER

Monday 11 November	Remembrance Day service at Windsor
Tuesday 12 November	Gardening afternoon
Wednesday 13 November	Taroona scenic drive + lunch at the Salty Dog
Monday 18 November	Art'n'Craft with Julie and Karren
Wednesday 20 November	Visit to 10 Lives Cat Centre + lunch at the Old Chapel Tearooms
Thursday 21 November	Easy movement exercises
Tuesday 26 November	Historical buildings tour of Kempton + lunch at Mood Food
Thursday 28 November	Pamper afternoon

Plenty of room to join us at Bisdee Day Centre on Tuesdays and Thursdays.  
Call 6277 8800

# Keep it simple these holidays

Peter regularly enjoys a bit of fun at Bisdee



## Take time to look after yourself and the people you care for

Hotel Bisdee has **respite care** for short-term stays and Bisdee Community Centre has **day respite** available to all Tasmanians. Meet new people, join bus trips and activities, or simply relax. Contact us for **affordable rates** and **practical support**.

Call Glenview on 03 6227 8800.

Horray!  
RATs became voluntary for visitors and staff at 10am Thursday 7 Nov!  
Please stay home if you have the sniffles though!



Lil from catering getting up to mischief on Halloween

Glenview invites you and your loved ones to

# Christmas lunch or dinner

Enjoy a three course meal, entertainment, lucky door prize and more. Invitations with full details to arrive soon. Book at reception.

## Dates for your diary:

### Korongee

Monday 9 December dinner at 5pm to 7.30pm

Tuesday 10 December lunch at 11.30am to 2pm or dinner at 5pm to 7.30pm

### Bisdee and Windsor

Thursday 12 December lunch at 11.30am to 2pm or dinner at 5pm to 7.30pm

Friday 13 December lunch at 11.30am to 2pm



LIMITED SEATING  
BOOK NOW



These are but a tiny selection of the blooms in the Cottage Garden at St Johns, Windsor.

Visit soon to be amazed at the spring display Priscilla has nurtured!



## Christmas Markets

Come and shop for presents, enjoy a BBQ lunch, coffee, icecream and more.

Fabulous items from beloved stall holders including Australia Post and Priceline.

Family, friends and the public are welcome at Windsor.

Family and friends welcome at Korongee.

**Windsor 10am - 2pm**  
**Tuesday 26 November**

**Korongee 10am - 2pm**  
**Wednesday 27 November**

# High tea and exercises

Members of the public joined Cosgrove students and Windsor residents during Seniors Week for a concert by Johnny Wright, a longtime favourite.

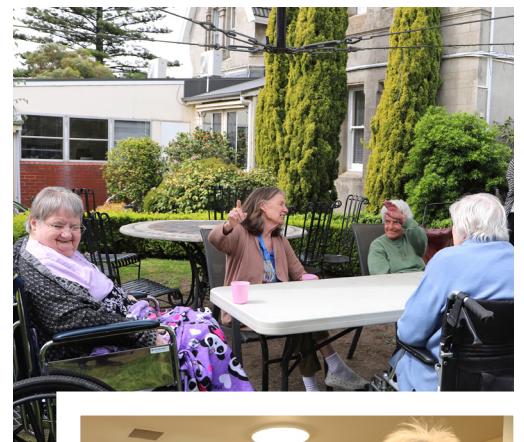
Was great to see everyone and hear the coffee machine whooshing away!

With the help of Cosgrove student volunteers we have opened the Derwent Cafe for complimentary coffee, a few hours a week.



# WINDSOR ACTIVITIES IN NOVEMBER

Monday 11 November	Remembrance Day service at 10.45am
Tuesday 12 November	Old n Older concert at 2pm in the Derwent Room
Wednesday 13 November	Complimentary coffee in the Derwent Cafe 1.30-3pm
Thursday 14 November	Sally and Te music therapy in Merton 2.30pm
Monday 18 November	Carpet bowls match - Windsor residents vs Cosgrove students
Wednesday 20 November	BBQ under the sails
Tuesday 26 November	Christmas Market 10am - 2pm family, friends and public welcome.
Tuesday 3 December	Residents and Representatives meeting



# KORONGEE ACTIVITIES IN NOVEMBER

Monday 11 November	Remembrance Day service
Wednesday 13 November	Sally and Te music therapy at 10.30am
Thursday 21 November	Anglican service with Reverend Cliff
Wednesday 27 November	Christmas Market with friends and family from 10am - 2pm

The next Korongee Relatives and Relative Representatives meeting is on Tuesday 10 December at 12.00pm. The agenda and minutes for the meeting will be sent out on 4 December.

## Happy Halloween

Blood of raspberry and eye of marshmallow were on the menu at Korongee's Halloween celebrations.

Activities staff conjured up some creative looking treats and costumes then encouraged everyone to join in the fun.

Very happy birthday to Princess Penny!







# The Glenview promise

NOVEMBER 2024

DAMIEN JACOBS, CEO

Dear all

Christmas is almost here, believe it or not, and the weather continues to remind us that we live in the beautiful state of Tasmania. I learnt an excellent lesson many years ago when I worked and lived at Cradle Mountain for three years. The elevation of the lower valley around Dove Lake is approximately 900 metres above sea level. As the summer commenced, most tourists (not from Tasmania) would see the clear blue sky as an invitation to throw on shorts and a t-shirt to explore some of the short walks. Often, we had to advise those wanting to explore trails further afield for overnight walks that they weren't well-equipped enough and should reconsider their plans. What they weren't familiar with or prepared for was that the weather can change every 20 minutes, including snow, which it did every year in December.

I am pleased to say the big news for this week has been the Senate endorsing the Aged Care Act 2024. The importance of the new rights-based Aged Care Act is enormous. This new bill focuses on resident-centred care, safety, and accountability. One of the most critical changes is around the Statement of Rights, which clarifies for older people on their rights and how to uphold them. Some rights are independence, autonomy, empowerment and freedom of choice, equitable access, respect for privacy and information, person-centred communication, and processes to raise issues without consequences. While there continues to be a lengthy process to see the final bill passed in parliament, this is a very positive step forward to see the new Act finally endorsed.

As part of our ongoing process to improve the level of care, we have developed more

detailed reporting, which helps us identify key areas for improvement while also identifying areas that are delivering well. The information we are collecting also allows us to compare our results with other providers as part of this process. Key areas where we are doing well now include managing weight loss (and the dietary requirements to support this), wound care and ensuring residents take only the medications they need through nurses working closely with GPs. An interesting quality indicator is that although many residents wear their shoes out at Korongee because of the open-plan environment, the level of residents falling or injuring themselves is slightly less than most other homes. It is an exciting finding because we don't have any handrails at Korongee, and we do have garden beds that require navigation.

Areas identified for improvement include reducing staff turnover (which we are pleased to report is slowly trending down), and the survey on quality of life was lower than we would like to see. It involved evaluating six critical attributes of quality of life – independence, mobility, pain management, emotional well-being, social relationships, and leisure activities/hobbies. We are unpacking this to understand what we can do to improve our resident experience and will report back to you in December with what we have found and are doing about it.

This data, including our staff ratios (care minutes) and other key information, is collected and collated, which then informs our Star Rating. Both Korongee and Windsor currently have a 4-star rating. Community programs (including Home Care) will fall under the same star rating system next year.

Damien Jacobs CEO

Glenview News is produced monthly. Content for the next issue is due on **Tuesday 3 December 2024**.

Previous copies of Glenview News are here: <https://glenview.org.au/about-us/publications>

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](mailto:awindmill@glenview.org.au)

