

Glenview NEWS

Christmas joy

At Windsor, Christmas celebrations were popular with residents, family and friends. Thank you to our lovely Santa helpers, everyone was in good cheer!



A warm welcome to our new residents at Glenview: **Janet L and Graeme McK**

WINDSOR ACTIVITIES IN JANUARY

Tuesday 14 January	VEU information session with Damien in the Derwent Room at 2pm
Thursday 16 January	Music therapy with Sally and Te in Merton at 2pm
Thursday 23 January	Afternoon tea with Priscilla, Hobart City Council Volunteer of the Year award recipient in the Derwent Room at 2pm



Laundry items at Windsor are washed on Monday to Friday. Please allow up to 2 business days for items to be returned. Thank you.



Seeking donations of vases, tea cups and saucers

If you would like to rehome any vases, tea cups and saucers in good condition, please leave them at reception for the activities team.

The donations will be used by residents and activities staff at special morning and afternoon tea services, and to brighten our rooms and communal spaces with flowers.

Volunteer of the Year

Congratulations to **Priscilla Berkery** of St Johns Windsor on her Volunteer of the Year award from Hobart City Council in December 2024.

Authorised by Cr Anna Reynolds, Lord Mayor and Michael Stretton, CEO, the award is for **her focus and direction in improving the lives of older people.**

For years, Priscilla has voluntarily utilised her considerable research skills to shine a light on the political context, the model of structure, the health and the rights of older Australians.

Her research and subsequent report **The Unique Iceberg - Aged Care Organisations** was presented to Hobart City Council in November 2024.

While unwilling to put a spotlight on herself, she is encouraging those with an interest in aged care to read her work.

The report is in her original longhand, as she prefers to write that way. Priscilla said "It's easier to follow my thoughts and structure."

A digital copy of the report is in process. We'll let you know when it is available online.

Everyone is welcome to congratulate Priscilla on **Thursday 23 January at 2pm** in the Derwent Room at Windsor. See you there!



Focus on food

Early this year, we plan to hold **Food Focus** groups at Windsor and Korongee to provide constructive feedback on the current menu and to co-design upcoming menus.

You are invited to express your interest in participating in the group which we plan to hold quarterly.

Suggestions of new menu items and sharing of favorite recipes from residents, are key to the success of the Food Focus groups. You will be also be asked to assist us to make decisions about your dining rooms and meal service.

We are excited to partner with you to make your meal experience enjoyable.

Please let Miranda in the activities team or reception staff know if you would like to participate before 7 February. The first Food Focus group will be held in mid February depending on level of interest.



Oriental Garden renewal

Between Hudspeth and Barrett lies a shining jewel of the Glenview Gardens. Recently, the Oriental Garden fell into disrepair and became a shadow of its former self.

Work has commenced with our contractor Earthworm (that really is their name) removing the broken sandstone bridge and installing a new timber bridge. We'll post updates on the work as they progress.

It will once again become a beautiful, calm garden for everyone to enjoy.

What is the VEU?

Voluntary Enforceable Undertaking

To assess if Glenview provides the quality standards of service set by the Aged Care and Quality Commission, the whole organisation was audited in the middle of 2024. The Commission found areas that needed improvement to comply with the quality standards and offered Glenview a Voluntary Enforceable Undertaking (VEU) agreement. It gives us time to work closely with the Commission and ensures we undertake key improvements across our nursing homes. The VEU means that we have volunteered to improve our services.

A summary of the undertakings that Glenview is committed to include:

- Additional face-to-face education for staff
- A review of our incontinence practices to ensure we meet individual needs
- Development of an overall quality, safety and clinical risk framework with regular reporting and
- Development of a high-risk resident framework to guide the oversight of residents identified as high-risk.
- Improvement of our behaviour support plan process to minimise the use of restrictive practices.
- Continue to refine our workforce planning and review workforce data to support ongoing improvement work.
- The VEU does not impact our Community Services home care or Bisdee day and respite care. Both of these services are fully compliant and have three years of accreditation.

Thank you to the representatives who attended an information session in December 2024. A further session for residents and their representatives will be held on **Tuesday 14 January at 2pm** in the Derwent Room, 2-10 Windsor Street, Glenorchy
RSVP kdavis@glenview.org.au

A zoom link for the session is available and was emailed on 10 January. We have provided additional information to our Windsor residents this week due to feedback received that not all residents received the VEU information in December.

We are looking forward to seeing you in person or online on **Tuesday 14 January at 2pm.**



Glenview staff undertaking continence training in our Centre for Excellence on 9 January 2025

Korongee Christmas spirit

The villagers invited their friends and families to a delicious traditional festival meal in the weeks leading up to Christmas. We were so fortunate to be entertained by professional musicians and singers, including a harpist from the Tasmanian Symphony Orchestra and the award winning Deep South Chorus.



KORONGEE ACTIVITIES IN JANUARY

Every Saturday in January

Korongee Grocery Store open 1:30pm -3:30pm

Thursday 16 January

Music therapy with Sally and Te at 10:30am

Tuesday 21 January

Residents and representatives meeting on Zoom at 12pm

Sunday 26 January

Display of Australiana and tucker

Welcome to Pauline Gibb

Our new Korongee Resident Representative of the Consumer Advisory Body (CAB) has been involved with Korongee Village since it opened in 2020.

Her parents were the 16th and 17th residents to move in. Pauline has a deep understanding of aged care, and extensive training in dementia care, which equips her to support individuals with dementia in various settings.

She is looking forward to supporting residents and families and communicating their ideas and concerns to the Consumer Advisory Body.



Glenview established a Consumer Advisory Body (CAB) to help develop and deliver better quality care and services for our residents and community clients. All residents and clients in community care are represented by the CAB, which provides feedback to the Glenview board.

These important advisory roles assist the board in making decisions and determining our strategic direction to contribute to a life that contains dignity, independence and well-being.

[Learn more about the CAB on our website.](#)



BISDEE ACTIVITIES IN JANUARY

Wednesday 15 January 🚌 Gould's Lagoon bird hide walk with lunch at Risdon Brook Tavern

Thursday 16 January Make lavender and lemon bags

Friday 17 January 🚌 Visit Lenah Valley waterfalls with lunch at Lenah Valley RSL



A very Bisdee Christmas

Bisdee Community Centre clients teamed up with the residents of Windsor, special guests and friends, to enjoy a traditional meal and fabulous entertainment.





The Glenview promise

JANUARY 2025

DAMIEN JACOBS, CHIEF EXECUTIVE OFFICER

Dear all

Happy New Year!

We've already started planning for the year with several big-ticket items on the agenda for the next 12 months.

It will be a year of consolidation with a couple of themes that we will continue to work through, including our objective to return to full compliance with the Quality Commission by the end of June.

We held four forums in December, two for staff and two for residents and representatives to help communicate the process we need to follow to achieve this.

We are well underway in working through our plan for improvement and would like to thank those families, representatives, and residents who were able to attend one of the meetings. We will keep you informed through the Glenview News and our monthly resident and relative forums.

Minutes of these meetings are shared in each area of the home, in reception and are emailed to next of kin contacts.

We plan to continue with our refurbishment program at Windsor Street, which will focus on completing the refurbishment of the Merton wing that started last year with a balcony upgrade.

We hear from residents that they would like us to pay attention to the old Merton garden area to make this more accessible. We are reviewing this as part of our planning for the year. Another essential

improvement at Windsor is the heating and cooling system. Work is required to increase the comfort of residents, visitors, and staff. The modifications will also generate energy efficiency and environmental gains.

This year, the board will thoroughly review the Glenview Strategic Plan 2022 - 2025. It's a perfect time to consider the implications of the new Aged Care Act across service areas and some of the most significant reforms in delivering care and services to older Australians, for 30 years.

A key component of our strategic direction will be a considerable focus on our workforce. It is a big subject, and it sounds self-evident but without educated, supported, motivated and caring people, we can't deliver on the Glenview purpose - life as you define it.

Key areas to support our workforce include ways to improve our career development opportunities, improve levels of communication and staff education.

We will set up an advisory group to ensure that we include our consumer's voices in the future of their care, services and support for Glenview over the next 3 to 4 years.

More information about the advisory group and work on the review will follow in the coming months.

Wishing you all the best for 2025.

Damien Jacobs

Chief Executive Officer

Glenview News is produced monthly. Content for the next issue is due on **Thursday 6 February 2025**.

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

