

# Glenview NEWS

## Lunar new year

Celebrating the Year of the Snake with some creative activities in the Community Centre.



A warm welcome to **Kaye F**, a new resident at Glenview.



# KORONGEE ACTIVITIES FEBRUARY + MARCH

Saturday 15 February	Grocery Store is open 1.30pm - 3.30pm
Monday 17 February	Brunch Club with French Toast 9.30am - 12noon
Tuesday 12 March	Residents and Representatives meeting at 2pm Representatives invited to join via Zoom.

Residents,  
families and friends  
are invited to the  
**Korongee  
Summer Ball**  
**Tuesday 25 February**  
**6pm - 7.30pm**  
Let's dress up  
and dance!



Tas  
Swing  
dance  
display

## Korongee news

Resident and Representatives Meetings are now held via ZOOM for representatives at 2.00pm every second Tuesday of the month.

At the 21.01.25 meeting, Pauline Gibb was introduced as the new Consumer Advisory Board rep for Korongee. Welcome Pauline!

### CLINICAL NOTES AND STAFF

An updated nursing structure was sent by text to reps on 05.02.25. Nurses will work more in the houses and provide training to house companions, along with reps from Dementia Support Australia. Nurses have completed face to face education in continence and dementia care, and incident management. A copy of each resident's care plan will be provided to their rep and it will be reviewed every 6 months, earlier if required. In January, a dietician began working with residents experiencing weight loss. Applicants are now being interviewed to appoint a Wellbeing and Engagement Coordinator at Korongee.

### MAINTENANCE

Butler cul-de-sac irrigation system has been assessed and will have new sprinkler heads installed. The watering timer will be changed to water early in the morning, and the area will be replanted. The Community Centre door suffered wind damage and is now repaired. An alternative is still being considered, such as a sliding door.

A pothole in the driveway is to be repaired, the dead pines have been removed along the driveway and the top area has had a clean up.

### COMMUNICATION AND ENTRY

Please use the communication books in each house and at reception, to advise us if a resident is going out for a meal and doesn't require one to be prepared.

Residents returning after 7.30pm enter their house with their lanyard.

### MEALS

The informal Food Focus groups for residents began on 13 February. A new van is in operation for food delivery to maintain quality. Two extra staff are now rostered on at lunchtime to assist residents, if required.

Some meals and desserts are being cooked in the houses and served at teatime by the house companions. Residents are asked what they would like to cook and so far have made tacos, jacket potatoes and Eton mess.

Plans are afoot to make pizza on Sunday nights and hot breakfasts on Saturdays.

**NEXT KORONGEE  
RESIDENT AND REPS MEETING  
Tuesday 12 March 2025 at 2.00pm.**

ZOOM link is provided in the email with the meeting papers. All welcome!



# BBQ under the sails

Making the most of the  
summer weather and  
good company.



An afternoon tea was held on 23 January to  
celebrate Priscilla's **Volunteer of the Year Award**  
from the Hobart City Council for her research  
into Governance and Regulation of the Aged  
Care System in Australia.





# Windsor news

Resident and Representatives Meetings are on the first Tuesday of the month at 2pm in Hudspeth dining room. Minutes will be delivered to attendees by Lindsay, with copies placed in the dining areas and on noticeboards.

## FIRE ALARMS

During a fire alarm residents are asked to remain calm, remove themselves from danger or if it's safe, remain where they are and await the advice of staff.

If the emergency is in your area, you can be assured that staff will arrive very quickly to assist you.

If the emergency is not in your area, staff will be busy managing the emergency elsewhere, and will update you as soon as possible.

## CELEBRATIONS AND EVENTS

Priscilla received a Volunteer of the Year Award from the Hobart City Council for her research about Governance and Regulation of the Aged Care System in Australia. An afternoon tea was held on 23 January to celebrate.

Sue Hickey, Mayor of Glenorchy has accepted an invitation from Windsor residents to visit them on Tuesday 25 February at 2.00pm.

## NOTICES

Meeting attendees agreed to be known as residents, rather than as a consumer or older person.

It has been reported to the taxi company that residents have issues with taxi drivers who don't get out of their cars, or put walkers into their boot. In some instances, drivers have driven off.

Residents are reminded that laundry is washed on Monday to Friday. Allow two business days for clean items to be returned.

## CLINICAL INFORMATION AND SESSIONS

An information session about the Voluntary Enforceable Undertaking (VEU) with the Aged Care and Quality Commission was

held for residents on 14 January at 2pm in the Derwent Room. Standard Wise consultants are assisting staff to ensure all residents have a current behaviour support plan.

Staff have received education in continence care to prevent UTIs and dermatitis, and education about how to recognise clinical incidents.

House Companions are being provided with mentoring and education from the clinical team. Glenview will provide the required reports and meet with the Commission once a month.

**A pharmacist from the Aged Care Quality and Safety Commission will present a session on 19 February at 3pm in the Derwent Room** to encourage residents to be active in healthcare decisions.

The session includes medication management training undertaken by our staff, why staff may suggest a reduction in medication, and why dipsticks to detect urinary tract infections may become less frequent.

In January, a dietician started working with residents who are experiencing significant weight loss.

Clare congratulates everyone for their hard work in containing Covid when residents became unwell on Christmas eve. RATs are not required for visitors or staff at Windsor.

## ENVIRONMENT

Our maintenance team are looking at repurposing the Merton garden for resident access as it is not suitable for use by the Waratah unit. Hedges and blackberries were trimmed at the request of residents and the garden contractor is assessing the rose garden at the entrance of Glenview. Two possums near Merton were relocated off site. The Japanese Garden bridgework and re-establishment of the garden beds is coming along well.

## NEXT WINDSOR

### RESIDENT AND REPS MEETING

**Tuesday 4 March 2025 at 2.00pm.**

ZOOM link is provided in the email with the meeting papers. All welcome!

# WINDSOR ACTIVITIES IN FEBRUARY + MARCH

Wednesday 19 February      Cafe Catchup in the Derwent Cafe at 2pm

Pharmacy information session in Derwent Room at 3pm



Tuesday 25 February      Afternoon tea with Sue Hickey, Mayor of Glenorchy at 2pm

Tuesday 4 March      Residents and Representatives meeting at 2pm  
in the Hudspeth dining room.





## BISDEE ACTIVITIES IN FEBRUARY

Tuesday 18 February	 Derwent River tour with lunch at Marquis Hotel
Tuesday 25 February	Make bird feeders
Saturday 29 February	 Penna Beach lookout with lunch at Midway Point



## Have Your Say

### CONSUMER FOCUS GROUP

All residents and their representatives are invited to join us for an important Consumer Focus Group

**WEDNESDAY 5 MARCH AT 2PM**

in the Derwent Room at Glenview  
2-10 Windsor Street Glenorchy

This is your chance to provide valuable input into the review of the **Glenview Strategic Plan** and help shape the future of care at Glenview.

We want to hear about your experiences and your ideas for improving the services we offer.

RSVP to Kelly at [kdavis@glenview.org.au](mailto:kdavis@glenview.org.au)  
Let us know if you prefer to attend via Zoom.

*Don't miss this opportunity to make your voice heard and influence the future of care at Glenview!*



## We're serious about respite care

and about your wellbeing.



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

Hotel Bisdee **respite care** for short-term stays and Bisdee Community Centre for **day respite** are available to **all Tasmanians**.

Meet new people, join bus trips and activities, or simply relax. Contact us for **affordable rates** and **practical support** call **03 6227 8800**.



Thank you to  
Daphne Jackson,  
Rosa Free and  
family!

## Still seeking donations of vases, tea cups, saucers and now **golf putters!**

If you would like to rehome any of these items in good condition, please leave them at Korongee or Windsor reception for the activities team.

The donations will be used by residents at special tea services, in activities and to brighten our home with flowers.



# Shoutout to our amazing staff all over Glenview!

**Shoutouts**, our staff recognition awards are **now open** for **nominations from residents and representatives**. Previously they were only for staff to staff.

Based on the Glenview values of integrity, excellence, equality and respect a nomination is written on a slip provided and then displayed on a noticeboard.

Each month, at each facility, a winner is drawn and given a gift card prize.

All nominations are considered for prestigious prizes awarded at the end of year staff party.

Please join us in writing a **shoutout to a staff member** who you think goes above and beyond. It really gives us a boost when you recognise our good work.

**Windsor shoutout board** is in the **Internet Cafe**, down the ramp from reception.

**Korongee shoutout board** is in **Residents Reception**, inside the Wellness Centre.

**Bisdee shoutout board** is in the 'shop' on the way to the main lounge area.

Staff have shoutout boards in their break rooms, use any one you like.

We are considering how to give shoutouts to our deserving Community staff as well.



**STAFF SHOUTOUT**

TO: *Samir*

BECAUSE: *He is always positive, dances well and nothing is a bother.*

FROM: *Alison*

GLENVIEW VALUE(S) DEMONSTRATED:

EXCELLENCE	<input type="checkbox"/>
EQUALITY	<input checked="" type="checkbox"/>
INTEGRITY	<input type="checkbox"/>
RESPECT	<input checked="" type="checkbox"/>





# The Glenview Promise

FEBRUARY 2025

ALISON HOBAN

EXECUTIVE MANAGER FINANCE + CORPORATE SERVICES

Dear All,

Our senior leadership team have been working on several initiatives while Damien is on well-earned annual leave.

In February, Glenview provided the first milestone of reporting to the Quality Commission under the **Voluntary Enforceable Undertaking** (VEU).

Significant progress was reported against each of the individual undertakings. Positive feedback from staff highlights the benefit of face-to-face training, and the continence training programs delivered in January are already seeing positive outcomes in relation to resident care.

As part of Glenview's commitment to providing an enjoyable dining experience for residents, **food focus groups** began in February to gather feedback across the entire food and dining experience at Windsor and Korongee.

These first sessions were conducted at a resident-focused roundtable. As these groups progress, we expect to open them to families and representatives for input. Stay tuned for dates.

Glenview is embarking on a comprehensive **strategic planning process** in March to map out the key objectives and challenges over the next 3 to 5 years. We are keen to ensure that the voices of our residents, consumers and clients are a focus of this process, ensuring that you are at the centre of what we do.

To achieve this, we are holding a **Consumer Focus Group** session on **Wednesday, 5 March, at 2pm** in the Derwent Room at Windsor Street.

This session is designed to gather valuable input from our residents, consumers, clients and families to help shape the future of care and services at Glenview. We hope you can attend to contribute your ideas and tell us about your experiences.

The leadership team acknowledge the tireless work of **Craig Andrikonis**, chair of the Glenview board and board member for many years. Craig has stepped down from the board chair role and will now serve as vice chair. **Scott Lancaster**, former vice chair, will now chair the board.

**Alison Hoban**

Executive Manager  
Finance + Corporate Services



Food Focus group  
at Windsor

Glenview News is produced monthly. Content for the next issue is due on **Tuesday 4 March 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](mailto:awindmill@glenview.org.au)

