



Glenview NEWS

Mayoral visit

Windsor residents invited City of Glenorchy Mayor Sue Hickie, to their home for tea and a chat. Everyone was thrilled to meet the Mayor when she dropped in!



A warm welcome to new Glenview residents
Christine C, Royce F, John G, Alan H, John J and Elsa N.



WINDSOR ACTIVITIES IN MARCH



Monday 17 March	Paul Fenton concert in the Derwent Room at 1.30pm St Patrick's Day quizzes in St Johns at 3.30pm
Tuesday 18 March	Filipino cooking with Mary Ann, Hazel and Ivy in Hudspeth at 1.30pm
Wednesday 19 March	Celebration of Nepalese culture in the Derwent Room at 1.30pm
Monday 31 March	Residents and Representatives meeting in Hudspeth at 2pm

Shrove Tuesday

Pancakes under the sails means Easter is on the way.



Looking after ourselves

A pharmacist from the Aged Care Quality and Safety Commission presented a well attended session on 19 February to encourage residents to be active in healthcare decisions.

The session included medication management training undertaken by our staff, why staff may suggest a reduction in medication, why dipsticks may become less frequent, and some time for Q&A.

Quality indicator displays

Two TV screens in Windsor (reception and the nurses station), and two in Korongee (residents reception and the community centre), now display rolling images of residents, families and staff taken during Glenview activities and events.

The images are interspersed with **data slides** from our **Quality Indicator** quarterly reports of July to September 2024, and October to December 2024.

The data slides show the percentages of residents effected by these **Quality Indicators**: pressure injuries, unplanned weight loss, falls,



falls and major injury, incontinence dermatitis, hospitalisation and customer experience.

The slides present the data from the last two quarters, and **show how the Glenview data compares with the average aged care home in Tasmania**, and the average in Australia.

If you have questions about the Quality Indicator slides please email admin@glenview.org.au

Windsor news

Resident and Representatives Meetings are usually 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.

RESCHEDULED RESIDENTS AND RELATIVES MEETINGS

As there is a choir performance at Windsor on 1 April and 6 May, the R&R meetings for April and May have been rescheduled.

The April meeting will be held on **Monday 31 March at 2.00pm** in Hudspeth dining room.

The May meeting will be held on **Wednesday 7 May at 2.00pm** in Hudspeth dining room.

The new meeting dates will be in the activities calendar.

NEWS SNIPPETS

Barrett 2 has taken delivery of a new fridge.

The **irrigation system** has been fixed, and we should soon see the Windsor lawns green and healthy.

The **Independent Living Unit gates** are now working and will close at 7.00pm each night during summer.

The **pest man** has been in to check for ants and mice.

The doors to the **Japanese Gardens** are currently secure, but residents can gain access with assistance. A solution to improve access is being explored.

The first **food focus group** has been held. Felicity will visit Windsor with samples of serviettes and placemats for input from residents.

Residents may like to participate in **footy tipping** each week. The resident with most correct games will win a chocolate frog. Ask Activities Coordinator, Miranda for full details

The **knitting group** is knitting jumpers for lambs! 1.30pm on Monday at St Johns.

Short term car park at Windsor entrance

We've recently received feedback about the use of the **short term parking space** near the entrance, particularly during the afternoon.

We understand that this issue has caused some inconvenience, especially when parking is limited and individuals are dropping off items or residents.

To clarify the issue, this designated spot is used by the new catering van so that it can be safely loaded with supplies. It ensures that the catering team avoid lifting heavy items onto the loading ramp of the van which could pose safety concerns.

We appreciate your understanding of the situation and hope this explanation helps address any concerns.

REMINDER
Fees will increase on **20 March** and **20 September**, in line with an increase in the pension.
Please update your direct debits if necessary.



A COVID vaccination clinic has been held and Flu vaccinations will be rolled out when they become available.

It is suggested that residents speak to their GP about a vaccination for Shingles.

**NEXT WINDSOR
RESIDENT AND REPS MEETING**
Monday 31 March 2025 at 2.00pm.
All welcome!

New chair of the Glenview board

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.



Scott Lancaster
Chair



Craig Andrikonis
Vice chair



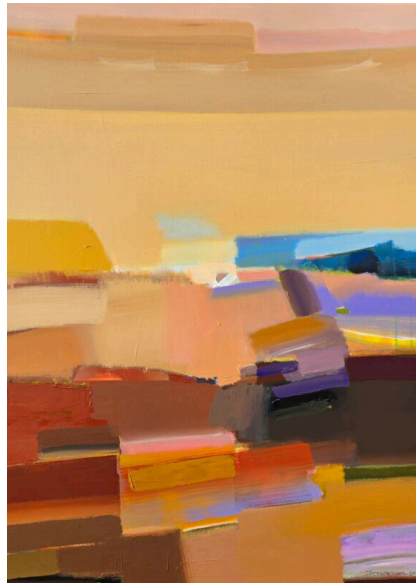
Artistic flair

Jeewan Suwal is a cook on our Glenview catering team and he is an extraordinarily talented painter!

Jeewan holds a Master in Applied Design and Arts (2019) from Curtin University, Perth, Western Australia; Master's in Fine Arts (2012) and Bachelor in Fine Arts (2010) with honors from Banaras Hindu University, India.

Jeewan moved to Tasmania in 2020 and his **abstract landscapes** feature familiar colours, light and landforms.

Described as an emerging artist, Jeewan is represented by Handmark Gallery at Salamanca.



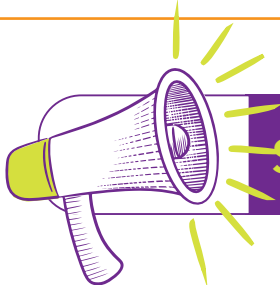
Jeewan's work features in Handmark's popup exhibition at the Clarendon Arms Hotel, Evandale... just down the road from the Glover Prize exhibition.

Leslie House phoned to show his appreciation for the **wonderful Home Care staff** who provide home help for he and his wife, Faye. He wanted to let everyone know what a marvellous service Motoko Okeeffe and Malkeet Singh provide.

"The service we receive is very much appreciated and all staff do a very good job."



HOME CARE
GLENVIEW



STAFF SHOUTOUTS

recognition awards

Santosh was nominated for showing the Glenview values of

EXCELLENCE + RESPECT

Santosh Karki

Korongee February 2025



Thanks to Roger of Korongee for the draw

Shoutout nominations are open for residents, visitors and staff. Please join us and write a shoutout nomination **to a staff member** who you think embodies a Glenview value.

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.

Summer Ball

Korongee residents, their families and staff had a fabulous evening at the Summer Ball which was held in Hawaii this year. It was wonderful to see everyone dressed up and dancing to Johnny Wright's tunes.

The Applejacks entertained us with a stylish mix of swing dances, and then they danced with us too!

Thank you to our amazing activity team, our volunteers and staff. This event really brings out the best smiles and levels of participation from the villagers.



Korongee news

Work on the Quality and Risk information board continues and is expected to be online by the end of March.

Times are being scheduled for care planning in May, June and July. Next of kin will be contacted to make an appointment time.

For resident safety, additional fencing will be placed on the verandah apron of the café near the garden beds, it will be the same material as the existing fence.

General maintenance and clean up of the gardens continues.

A very well attended Summer Ball was held

on 25 February, see photos in this edition and on the display TVs.

There is a market day every Saturday where residents go to the grocery store for supplies.

Recruitment for a Wellness & Engagement Coordinator for Korongee is ongoing.

A Quality of Life survey will be conducted soon. Standard questions are asked across all aged care facilities.

**NEXT KORONGEE
RESIDENT AND REPS MEETING**

Tuesday 8 April 2025 at 2.00pm.

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

KORONGEE ACTIVITIES MARCH

Saturday 15 March	Grocery Store is open 1.30pm - 3.30pm
Monday 17 March	St Patrick's Day Brunch Club 9.30am - 12noon
All week 17 - 23 March	Harmony Week activities
Tuesday 25 March	Catholic church at 10.30am
Wednesday 26 March	Steve Wicks in concert at 1.30pm
Tuesday 8 April	Residents and Representatives meeting at 2pm Representatives invited to join via Zoom.

REMINDER
Fees will increase on **20 March** and 20 September, in line with an increase in the pension.
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Glenview has sponsored 15 registered nurses to boost our workforce. They are from India, Pakistan and Nigeria and organised by the Global Talent Agency. We applaud them for their courage in coming far from home, their willingness to help residents, learn new ways of working, being open to feedback and opportunities, and learning how to live in Hobart.

A small lunch was held to congratulate them on the past few months of work, settling into Glenview and life in Hobart.

Alison Natera, Executive Manager of Clinical Governance, Clare Jurasovic and Sam Craig, Facility Managers and Chantelle Horne from P+C, are helping the nurses get settled in addition to the wider clinical, care and rostering teams.

Residential Aged Care Cost Collection

Glenview is excited to be asked to participate in the Residential Aged Care Cost Collection (RACCC) 2024-25. The Independent Health and Aged Care Pricing Authority (IHACPA) is doing this to learn about the costs of providing aged care services. Your help is very important to make sure aged care meets your needs.

What you need to do

For 30 days, you will be asked to wear or carry either a small card or a bracelet that will use Bluetooth technology to record **when staff spend time with you**. You can take it off at night and leave it by your bed. The card or bracelet does not record video, sound, or any personal information.

Keeping your information private

We will not collect any information that can identify you. All data collected will be uploaded and stored safely and securely in IHACPA's secure data management system.

You can choose not to take part

It's okay if you don't want to be in the study. Just tell your facility manager. You can stop taking part at any time. This will not have any impact on the care that you receive.

Why your help matters

Your help is very important to make sure aged care pricing is fair and meets your needs.

What happens next

A member of staff will tell you more about the next steps and **when the collection will start**. If you have any questions or concerns, please contact them directly or email agedcarecosting@ihacpa.gov.au.

Our progress with the Voluntary Enforceable Undertaking (VEU)

We are well on our way with improvements at Korongee and Windsor and see positive changes with documentation, incident management and care of people living with incontinence.

It is terrific to see the work done to support residents with changing behaviours, and reduced impact from SIRS at Korongee.

The new Korongee nursing structure is underway and the team of Clinical Support Nurses starts next week. We also have some shifts in Windsor with opportunities to fill Care Managers roles, and great work underway in Waratah.

The face-to-face education and training delivered over the past 2 months has been invaluable and received very good feedback. We will continue to offer further face to face education this year as we prepare ourselves for the new Aged Care Standards from 1 July.

As part of our VEU and ongoing improvements, the Standards Wise Australia Team will conduct a series of audits as part of our Return to Compliance Journey. The auditors are external to the current team of Linden and Richard, who have supported our improvement work so far.

Audit: Clinical Review on Tuesday 18 March at Korongee, Wednesday 19 March at Korongee and Windsor, and Thursday 20 March at Windsor.

Audit: Workforce, Governance and Feedback on 1, 2 and 3 April.

This is a good opportunity for us to see how our improvement work is tracking, and identify areas that require additional focus. If you have any questions please don't hesitate to reach out to the Senior Leadership Team by email to admin@glenview.org.au

Alison Natera
Executive Manager - Clinical Governance

Birthday belles



Riet celebrated her birthday at the end of February with friends at **Bisdee Community Centre**. The wonderful staff baked a delicious cake for everyone to enjoy.



Doreen celebrated her **103-year-old birthday** in March and has been living at **Glenview Close**, our independent living units since November 2008. Doreen shared the unit with her husband Charles, who passed away in November 2016.



The Glenview promise

MARCH 2025

DAMIEN JACOBS, CHIEF EXECUTIVE OFFICER

Dear all

I had the pleasure to meet with the Glenview community this month to discuss our strategic planning process and what this means to families, next of kin, and our care recipients - the consensus around the room was to use the term **older Australians**.

We had a broad range of insights from our residents at Windsor and Korongee, but unfortunately, no one from community services, cottage respite or day centre services.

I acknowledge everyone who was able to attend and provide valuable input. Obviously, I needed to discard most of my agenda and slides! This is part of Glenview's process to ensure we listen to you. The key points and issues will help shape and influence our strategic plan.

Glenview Purpose - why we exist doesn't mention an 'Older Person' as the focus of why we exist and who we support in our community. Is this deliberate, or should we insert the words 'Older Person' to clarify our future direction?

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.

The four **Glenview Values** were quickly discussed. A clear takeaway for Glenview is to include behaviours that help define our values from both care recipients' and caregivers' perspectives. There was a robust discussion, for example, on what Respect might look like (or not) from an older person or care recipient's perspective.

You may not have noticed the statements at the end of each value: excellence, respect, equality, and integrity. I have included them at the end of this article.

Other values that were put forward for future consideration include justice, fairness, compassion and courage.

I acknowledged that our engagement with our community as part of the development of the strategic plan in the past was indeed a gap and something that Glenview needed to improve.

Key areas of discussion included:

- Improvement is required in how we share quality information with our various communities, such as how we are working on improving the quality of our care and services. The data we shared at the meeting about our workforce was appreciated and well received.
- Food and nutrition were popular themes, and we will continue to improve them. This theme is a significant focus within the new Strengthened Standards, which commence in July.
- We can improve how we develop our refurbishment programs by gaining more feedback from our community. This will help us better inform our living environment maintenance and longer-term refurbishment programs. An area



Consumer Focus Group
05.03.25

of interest was what we are doing to support the environment, which we will incorporate and report back to our community.

- Focusing more on our reablement and strength programs was highlighted as an area of interest to residents, particularly those who live in Windsor.
- The changing face of Glenview and the broader aged care workforce was a hot topic, particularly around the level of support and training that Glenview plans to provide to our growing multicultural workforce. This was excellent feedback and will help inform our Workforce Strategy and its priority within our Strategic Plan.
- It was acknowledged that Glenview can improve how we communicate our new strategy to the Glenview community, another key point that will influence the development of our 2025-2028 plan.

This is not an exhaustive list of key points raised in the meeting; it only includes some key themes discussed.

Thank you to all who participated in this forum.

Wishing you all the best

Damien Jacobs

Chief Executive Officer

Glenview Values

EXCELLENCE

We will...

- take the extra step willingly
- constantly implement better ways to do things
- be accountable for our development of skills and knowledge
- seek the best solutions for our clients, families, carers and ourselves.

INTEGRITY

We will...

- ensure clients' dignity and choice is respected
- be honest and transparent in all our dealings
- be accountable for our actions
- promote a culture of safe, inclusive and quality care services.

EQUALITY

We will...

- put the person at the centre of everything we do
- value, accept and embrace differences
- not, in any circumstances diminish or undermine another's efforts
- not, in any circumstances harass, bully or discriminate against anyone.

RESPECT

We will...

- maintain individual dignity when working with clients
- be constructive in our approach to one another
- be courteous in all our interactions and make time for people
- recognise others for their contribution.

Glenview News is produced monthly. Content for the next issue is due on **Tuesday 8 April 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

