

Glenview NEWS



Rack 'em up

Bisdee has welcomed a brand new pool table, handcrafted by Tassie Sport Tables in Devonport.

Purchased through fundraising raised by past and current clients, the table has fast become a popular addition to the activities in the day centre, and playing pool is fun and interactive!

Bisdee will invite Windsor residents to a friendly pool comp with ultimate bragging rights up for grabs to the winning side.

Special treatment

Clients at Bisdee enjoyed a pamper session designed to encourage them to relax, unwind and connect with one another.

The initiative is part of the centre's wellness program, to promote self-care and boost confidence.

Special services include nail shaping, nail painting, hand massages and skin treatments.

The response is overwhelmingly positive, with many expressing their appreciation. Geraldina said "It's a lovely way to spend a morning. You feel pampered, and it's a great chance to chat with others."

The day centre plans to expand the service to include other beauty and wellness activities.



KORONGEE ACTIVITIES APRIL

Monday 14 April	Brunch Club 9.30am - 12 noon
Friday 18 April	Good Friday public holiday
Saturday 19 April	Hoppy Hour drinks and bar snacks 3pm - 4pm
Friday 25 April	ANZAC Day service in the chapel at 10.30am
Tuesday 13May	Residents meeting in Korongee Cafe at 1pm

FLU AND COVID VACCINATIONS for Korongee residents who are due will be given on **Wednesday 30 April**

Korongee news

- The new nurse structure is in place. One Clinical Support Nurse (CSN) oversees four houses. The new CSNs will introduce themselves to representatives. CSN direct contact details will be provided to families. For now call **03 6145 6600** or email **KAdmin@glenview.org.au**
- Recruitment for a permanent Clinical Care Manager has commenced. Agency staff are filling the role until recruitment is finalised.
- Stoneman's Garden Centre will replant the Butler courtyard.
- New blinds will be installed in the Community Centre at the end of April.
- Rostering focus is on keeping familiar house companions rostered on in the same house.
- Janet Kentt, the Wellbeing and Engagement Coordinator for Korongee has commenced. Her focus will be on activities and engagement in the houses.
- Representatives were updated on the VEU. Standards Wise have undertaken an audit across Korongee and Windsor sites, including

a review across the additional standards. Improvements were acknowledged.

- Greater promotion of the Consumer Advisory Body (CAB) is needed to ensure everyone is aware of its role and representatives.
- Rails will be installed on the ramps at the rear of Naringa and Conifer houses.
- Representatives received information about the data collection that Glenview Community Services will participate in on **16 June**. Bluetooth enabled cards will collect information from residents and staff to get a better understanding of the cost to deliver services to residents. Permission from families will be sought before data collection begins.
- A polling booth will be at Windsor on 23 April 9am - 12pm. Korongee residents please make contact with Miranda if you have questions about voting in the federal election.

**NEXT KORONGEE
RESIDENT AND REPS MEETING
Tuesday 13 May 2025
Residents in the cafe at 1.00pm**



Korongee group physio class



STAFF SHOUTOUTS

recognition awards

Shishir was nominated for showing the Glenview values of **EXCELLENCE, EQUALITY, INTEGRITY + RESPECT**

Shishir Dhungana
House Companion
Windsor February 2025



Shishir with Susan and Michelle at Windsor

Imad Musabji
House Companion
Korongee March 2025



Imad was nominated for showing the Glenview value of **INTEGRITY**

Tamika Triffett
House Companion
Windsor March 2025

Tamika was nominated for showing the Glenview values of **EXCELLENCE, EQUALITY, INTEGRITY + RESPECT**



Nick from Korongee conducted the draw

Our Chief Executive Officer's response to an article published in The Mercury on 06.04.25



Dear Korongee Resident Representatives,

I want to express my disappointment at the article about Korongee in Sunday's Mercury. The article was based on a single-question extract from the Resident Experience survey of all homes in Australia which is conducted annually.

I applaud conducting surveys like this and publishing the results. However, this time, I assure you that the survey responses were taken out of context, misinformed the public and has created undue distress for families and residents.

If you are not aware of the article, it was based on a single question within a 12-question survey, 'Do you feel safe here?'. Korongee and other established dementia specific villages around Australia provided an average response rate of 80% (Korongee 82%). As expected, given the specialist nature of these homes, the response rate was lower than the national average in the survey of all homes.

It is not wise to assume that every care home in Australia is the same or to apply averages to the whole group. Korongee is a dementia-specific village, one of the first in Australia. You would intimately understand how complex dementia is and how it can affect people differently. A typical characteristic of living with dementia is experiencing fear and feeling unsafe—even in familiar places.

While I agree that Korongee and other dementia specific homes have room for improvement to support residents to feel safe, using a national standard against these homes without acknowledging different models of care, is rudimentary and misleading.

A key component of the Resident Experience survey that was not shared publicly is the last question, 'How likely are you to recommend this residential aged care home to someone?'. Often surveys have this as the final question to measure the level of satisfaction and loyalty with the service provided. The national average for this question was 83% and Korongee's response rate was 94% or nearly 10% over the average. It is unfortunate that this was not reported.

Contrary to the claim that homes were contacted for a response, we are unaware of any effort the Mercury made to contact us.

Hopefully, I have answered some of the questions you may have after seeing the article. We know that we do not always get it right, but we have worked tirelessly to continue to develop our model of care at Korongee. Your loved one's care is always at the centre of what we do.

If you would like more information, have concerns, or have further questions, please do not hesitate to contact Sam Craig or myself.

Kind Regards

Damien Jacobs

Chief Executive Officer

Glenview Community Services

03 6227 8800

admin@glenview.org.au

They say, if you get kissed by an alpaca it's not the end of the world.

It's the alpaca-lips.

Rosie the alpaca and Bella the fox terrier from Toffeemont Alpacas came to visit and bought smiles to everyone in the village.





WINDSOR ACTIVITIES IN APRIL

Wednesday 16 April Cafe Catchup with a complimentary cappuccino for residents and their guests

Saturday 19 April Easter Afternoon Tea in the Derwent Room at 1.30pm

Tuesday 22 April Melody Lane singers in the Derwent Room at 1.30pm

Friday 25 April ANZAC Day service in Windsor chapel at 10.30am

Wednesday 7 May Resident meeting in Hudspeth at 2.00pm. All welcome!

FLU AND COVID VACCINATIONS
for Windsor residents who are due will be given on **Wednesday 21 May**



HARMONY WEEK
EVERYONE BELONGS • HARMONY.GOV.AU



Harmonious activity

We love Harmony Week! Our staff presented a Nepalese performance in cultural dress, and a Philippine cooking demo at Windsor.

Thank you all for sharing your culture; your time and effort are much appreciated.



A warm welcome to new Glenview residents Mavis C, Charles (Geoff) H and Elizabeth M



Windsor residents are invited to guess how many eggs are in this jar?

Have a good look at the jar next time you are at an activity. Give your guess to the Windsor activities team.

The competition winner will be announced on Easter Sunday 20 April.



We loved seeing Lil all done out for St Patricks day! Hopefully she found the pot of gold at the end of the rainbow. Pic by Jo Parley



Thank you to our care and activities staff Hazel, Melanie, Mary Ann and Ivy, for making their delicious Filipino desserts during Harmony Week. An enjoyable and informative presentation!

Windsor news

Resident and Resident Representative Meeting 31 March 2025

- A gate has been ordered for the end of the Japanese gardens and will be installed once it is connected to the fire alarm system. The doors will be programmed for two-way access.
- Staff continue to be encouraged to ensure they knock and wait for permission to enter residents' rooms and explain why they are there.
- Recruitment for a permanent Care Manager at Waratah and Windsor Street has commenced.
- The acting Care Manager is providing continued education to staff each day.
- Care planning has commenced at Windsor St. Next of Kin (NOK) will be contacted for input.
- Flu and COVID vaccination clinics for Windsor residents will be held on 21 May. Consent forms will be sent to residents or NOK.
- The exterior of Windsor Street is being painted.
- The Merton garden has been tidied up and the irrigation has been checked. A pathway through Merton garden will be budgeted for next year.
- Hudspeth dining room is being painted, and will have new blinds and flooring.
- Pest control is visiting every four weeks due to ants and possums.
- Residents were informed that meals might occasionally be delayed, as meals for Korongee are prepared and transported before those for Windsor Street. The kitchen is older, and three meal choices are offered at each mealtime. Applications for capital grants are in progress to fund a kitchen rebuild.
- A bus trip including lunch was scheduled for Windsor Street residents on 8 April.
- A Nepalese dancing performance was held in the Derwent Room for Harmony Week and enjoyed by everyone in attendance.
- A polling booth will be set up in the Derwent Room on 23 April 9am - 12pm for residents to vote in the upcoming election.
- Residents were updated on the VEU and advised that an audit was being conducted at Windsor Street and residents may be interviewed. The next meeting with the Commission is in May.
- Representatives received information about the data collection that Glenview Community Services will participate in on **16 June**.
- Bluetooth enabled cards will collect information from residents and staff to get a better understanding of the cost to deliver services to residents. Permission from residents or representatives will be sought before data collection begins.

NEXT WINDSOR RESIDENT AND REPS MEETING

Wednesday 7 May 2025 at 2.00pm.

Moved from Tuesday due to choir performance.

All welcome!



The Glenview promise

APRIL 2025

DAMIEN JACOBS, CHIEF EXECUTIVE OFFICER

Dear all,

Farewell to **Sam Walter**, Assets Services Manager, who is retiring at Easter. Some projects he has overseen in his time with Glenview include the refurbishment and commissioning of Waratah, remediation of the heating and cooling systems at Korongee, and setting up a new system to help improve oversight of our building management programs. Sam is a very popular staff member, and we wish him the best!

On 16 June, Glenview will participate in the **Residential Aged Care Cost Collection**. The Independent Health and Aged Care Pricing Authority (IHACPA) is conducting this study to learn about the costs of providing aged care services. Glenview has agreed to support this costing study as we need to be 'part of the solution' regarding the appropriate funding for aged care, particularly for those with dementia.

Residents will wear or carry a small card or bracelet for 30 days. The device will use Bluetooth technology to record the time that staff spend with them. The card or bracelet does not record video, sound, or personal information.

It's okay if you don't want to participate in the study; let us know. We thank those who will contribute to it, and Glenview is thrilled to be asked to participate.

It will be massively helpful in determining the real cost of providing aged care and helping us plan. We will send out more information in May to answer questions and provide more details regarding this study.

I was genuinely disappointed to read the **article in the *Sunday Mercury*** on Sunday, 6 April (refer to page 4 in this newsletter



for my full letter provided to families and residents).

Subsequently, I responded to the editor, but the *Mercury* has not yet published my letter.

The only feedback I have received from families and residents has been of disbelief and anger at how the media had misreported and portrayed our dementia village at Korongee.

We should be proud to have one of only four purpose-built dementia villages in Australia, and the only one in our state consistent with the Aged Care Royal Commission finding that "smaller home-life residential facilities promote better quality of life for residents, particularly those with cognitive impairments."

An unfortunate paradox is that the *Mercury's* sharing this survey question response rate, without providing further context, risks assuming all homes are the same. This article inadvertently negatively affects one of the most vulnerable aged care cohorts, whom we are both trying to advocate for, and innovate to support.

Damien Jacobs
Chief Executive Officer

Glenview News is produced monthly. Content for the next issue is due on **Tuesday 6 May 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



Does everything work well for you at Glenview?

The **Consumer Advisory Body (CAB)**

provide valuable feedback to governing bodies about the quality of care and services they deliver.

They help build a person-centred culture committed to quality aged care.

Any enquiries to: cab@glenview.org.au



Pauline Gibb

Korongee Resident Representative

Pauline's parents were the 16th and 17th residents to move into Korongee in 2020.

Her deep understanding of

aged care and her extensive training in dementia care equips her to support individuals with dementia in various settings.

Pauline is keen to support residents and families by communicating their ideas and concerns through the Consumer Advisory Body.



Adrian Graley

Residential Care Representative

Adrian has been a resident of Windsor for 10 years.

He attended school and university in Melbourne and

has a Bachelor of Science degree, majoring in chemistry. Adrian worked as an Experimental Soils Chemist with the CSIRO for 40 years.

He is a strong advocate for the residents of Windsor Street.



John Iles

Windsor Street Resident Representative

John's initial experience with Glenview was while his mum lived at the independent living units, Glenview Close.

She now resides at Windsor and John is keen to share her feedback, his own and that of their family members with Glenview.



Suzanne Baily

Home Care Client Representative

Suzanne represents Glenview Home Care clients.

She also has considerable experience as a volunteer with an essential service in our community.

Casey Hart

NDIS Client Representative

Casey has experience with culturally diverse people and a diploma in Social Science Chaplaincy. She is looking forward to providing input into the continuous improvement of services offered by Glenview.



Elaine Askely-Doran

Chair of the Consumer Advisory Body

Glenview Board member

Glenview Consumer Advisory Body members email cab@glenview.org.au