



EVA TILLEY  
*Keeping Families Together*

# EVA TILLEY TIMES

August 2021

## What's Been Happening at Eva Tilley



### Dates for the Diary

🍷 Father's Day Residents' Lunch	3 <sup>rd</sup> September
🍷 Eva Tilley Annual Memorial Service	9 <sup>th</sup> September
🍷 AFL Grand Final Celebrations	23 <sup>rd</sup> September
🍷 Daylight Saving Starts	3 <sup>rd</sup> October
🍷 Melbourne Cup Residents' Lunch	1 <sup>st</sup> November
🍷 Remembrance Day	11 <sup>th</sup> November

## Annual Bus Rally



On Thursday 5<sup>th</sup> August, Eva Tilley residents and staff participated in the annual bus rally. By the time the buses returned to Eva Tilley in the afternoon Lockdown 6 had been announced, due to start just 8 hours later. We were so thankful that we had taken the opportunity have the residents who wished to participate out for the day, along with a number of family members who met us at Sofia's Camberwell for lunch.

The feedback from the residents was fantastic telling us how much they enjoyed getting out and about, participating in the silliness of the day, reminiscing about the local area and how good lunch was. The day was enjoyed by residents Margaret G, Mary V, Jill K, Victor Q, Joan T, Valerie E, Joyce G,

Norma I, Frank O, Kim Y, Bert W, Archie A, Len A, Alexandra G, Bev Mc, Robyn I, Anita M, Bev P, Daniella G, Nuccia, Daniella R, Marie J and Barbara B.

It was competitive and hard fought with residents using the clues to work out where to go next with the results being:

Joint Winners: Team Italy Captained by Sonia and Team Greece Captained by Sharelle

2<sup>nd</sup>: Team GB Captained by Evelyn and 3<sup>rd</sup> Team Australia Captained by Kate

Thank you to everyone who helped make this a very successful day - the many staff who assisted on the buses and at the various rally points along the way, families who joined us for lunch and of course our residents. Of special mention is the assistance provided by the care staff in having the residents ready to go in the morning and volunteers Clarke, Anna and James for giving up their day to join us.



## Currently seeking Volunteers

### Kiosk/Cafe Assistant

Duties Include:

- Preparing and serving Kiosk Items
- Delivering customer service including social interaction with our residents
- Use of Point of Sale system and commercial coffee machine
- Assisting with special events
- Assistance with stock control and ordering
- Cleaning

Orientation Session, Point of Sale and Barista Training provided.

Contact Kate/Luisa if interested –  
[lifestyle@evatilley.com.au](mailto:lifestyle@evatilley.com.au)



## CENSUS 2021

Many residents and families had questions about ensuring how they or their loved one was included in the 2021 Census. Staff members Gaurab and Elisabeth were contracted by the Bureau of Statistics to complete this work with our residents. Thanks to the families who assisted in providing information which ensured this huge task was completed in a timely and accurate manner.

### Welcome to our new residents and families!

Colin J, Mary P, Richard J, Nuccia V, Daniela R, Siew I, Ian L, Jack T, Judy W, Mario C, Voula Z, Barbara B-H, Alan R, Jo W, Leonard A, Marie J, Donald & Judith W, Margaret R, Sou G, Dorothy K and Mike P.

### We pay our respects and remember our treasured residents who have passed away in the past few months.

Brian H, Faye C, Jim G, Effrosini S, Eve J, Bill H, Thelma M, Margaret R, Johanna P, Len O, Pat D, Wanda D, Tim M, Roly L, Leon R, Christine G and David B

Our thoughts and condolences to their families and friends.

## COVID-19 Vaccination at Eva Tilley Sharelle

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The first roll-out to our resident vaccination commenced in late May with Dose 1 of Pfizer, with our resident group generally tolerating the doses very well. New resident admissions over the past few months has meant we have continued to get access to the Pfizer vaccine via the staff hubs offered in June, July and August. The final Hub will be held in September and thereafter the residents will be expected to access the vaccine via their GP's.

The COVID-19 vaccine has been made mandatory in residential aged care for all our workforce, including volunteers and contractors who have direct contact with the residents. We currently have around 87% of our workforce vaccinated and are still encouraging and educating our volunteers and contractors of their need to vaccinate. The cut off of date for the mandatory vaccination is 17th September, which means Dose 1 must be achieved by this date.

The Eva Tilley Community has currently achieved a high resident uptake of approximately 98% vaccinated and many families have verbally informed us of their vaccination. You can visit without needing to be vaccinated. Well done to the Eva Tilley Community in playing our part in combating an outbreak!

Take care & stay safe!



Three of our Registered Nurses completed the COVID-19 vaccination training program through the Department of Health and participated in administering the vaccine to our staff at the vaccination hubs.



## Our Team

Sonia – Director of Care

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Thank you to our residents, families and staff for remaining captive to the ongoing challenges and impact of the COVID 19 pandemic. I am very grateful to our staff as they have continued to work extra hours during lockdown and single site restrictions in Aged Care. Our staff have also been kept busy with ongoing training, including eight staff who are undergoing a Certificate IV in Ageing Support and Disability.

We wish the following staff all the best after the arrival of their new baby.

- ❖ Anju
- ❖ Ishwori
- ❖ Sonny
- ❖ Anton
- ❖ Lael
- ❖ Eamonn



## Aged Care Employee Day

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***“Many thanks to all the staff for all your help and care for all the residents and their families.”***

With COVID-19 Safe Practices, our staff enjoyed a wonderful lunch and some fun activities to celebrate Aged Care Employee Day! A day to recognise and thank all staff who works in aged care. Many thanks to our sponsor - Community Bank Canterbury, Ashburton, Surrey Hills and Balwyn for providing us: delicious wraps from The King's Plate and refreshments from Mail Star Espresso.



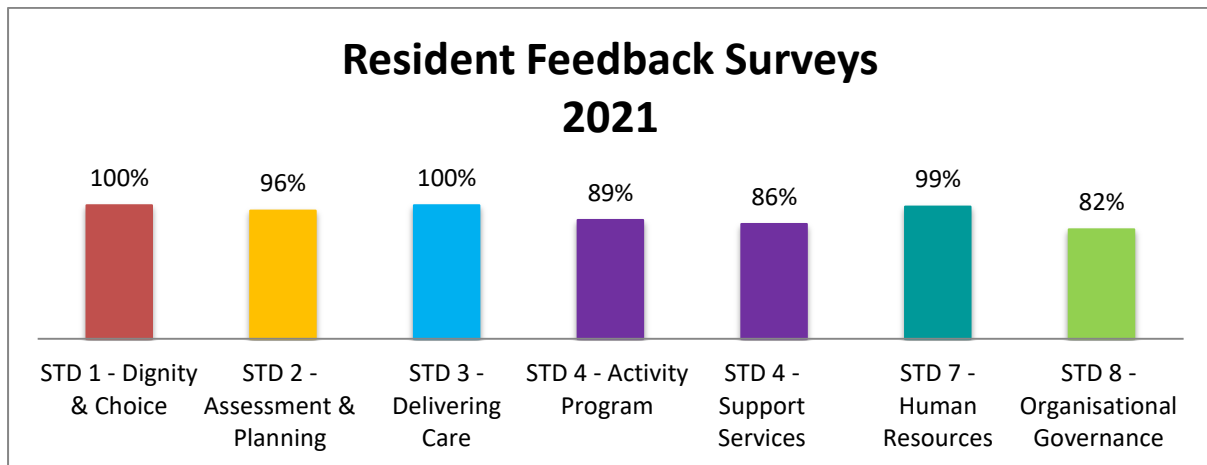
## Welcome to our Team

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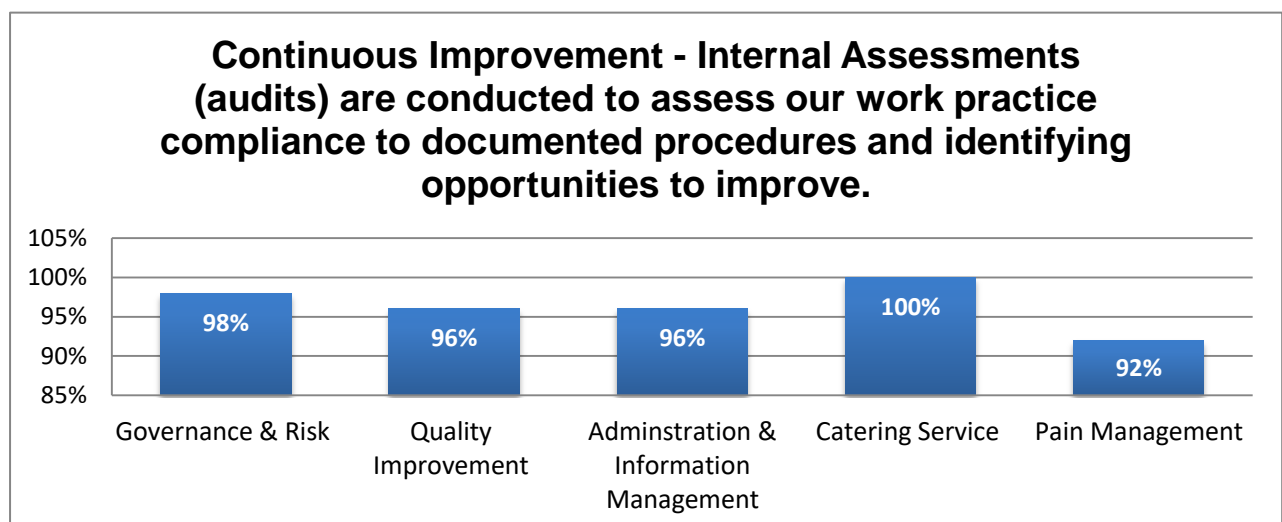
- **Care:** Lael, Chithira, Devi, Kabita, Aleena, Sunita, Kate, Maryanne and Zoe
- **Catering:** Jonavell
- **Maintenance:** Alex
- **Volunteers:** Claudia

# Quality & Risk Management

Kaye – Quality & Risk Manager



Resident feedback surveys are conducted annually to assess how well Eva Tilley is delivering care and services to residents and to identify where improvements can be made. Surveys are coordinated according to each of the Aged Care Quality Standards 1-8. A random sample of 10-12% is used with residents and/or representatives invited to participate. Responses and feedback is confidential, names are only required if there is a specific issue the resident or representative would like followed up. Opportunities to improve for the above surveys relate to communication, resident involvement in care review and staff, including replacement staff having current information about care needs, encouraging resident involvement in improving care and services, menu planning, meal satisfaction and resident feedback.





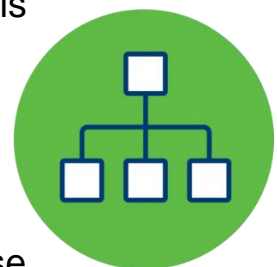
**Information about the new requirement relating to restrictive practices:** From July 1 there are specific responsibilities under the Aged Care Act 1997 and Quality of Care Principles 2014 relating to the use of any restrictive practice in residential aged care. Restrictive practices are any practice or intervention that has the effect of restricting the rights or freedom of movement of a resident and can impact on their health and wellbeing and must be used only as a last resort. The restrictive practices in relation to resident care are chemical, physical, environmental, mechanical and seclusion. A health practitioner (medical/nurse practitioner or registered nurse) with day to day knowledge of the residents must assess and document that the resident is at risk of harming them self or another person, and that the use of a restrictive practice is necessary.

Informed consent is needed from the resident or their substitute decision maker before any form of restrictive practice can be used, other than in an emergency. As soon as practicable after the use of a restrictive practice in an emergency the resident's substitute decision maker must be informed about the use and consent obtained and documented.

More information about restrictive practices can be found on the Aged Care Quality and Safety Commission link:

<https://www.agedcarequality.gov.au/minimising-restrictive-practices/resources>

**Antimicrobial stewardship:** Quality Care Standard 8(e) is a program that promotes the appropriate use of antimicrobials (including antibiotics), improves resident outcomes, reduces microbial resistance and decreases the spread of infections caused by multidrug-resistant organisms. Along with infection prevention and control, antimicrobial stewardship aims to reduce inappropriate use of antibiotics and improve resident outcomes. Monthly surveillance is conducted to monitor the proportion of resident infections, antimicrobial use and trends. The data is reviewed; a report is generated that includes trends and any recommendations for improvement and is a discussion item on the Medication Advisory Committee, Clinical Governance Committee and relevant staff meetings. Examples of practice review that might be indicated could be hand hygiene facilities and practice and offering regular fluids to residents to prevent urinary tract infections.





**National Aged Care Mandatory Quality Indicator Program (QI Program):**

Participation in the program has been a requirement for all aged care providers since July 2019. Quarterly reporting is required against three quality indicators across crucial care areas – pressure injuries, physical restraint and unplanned weight loss. From 1 July an additional two new quality indicators – falls and major injury and medication management have been introduced and must also be reported to the Aged Care Quality and Safety Commission each quarter. The QI Program involves specific methods for collecting, recording, submitting and interpreting information about the quality indicators. The data is used to produce a report for each residential aged care service benchmarking against National averages.

**Serious Incident Response Scheme (SIRS):** This is a Government initiative to help reduce the risk of abuse and neglect for people living or staying in a residential aged care home. Aged care providers are required to identify, record, manage, resolve and report all serious incidents that occur or are alleged to suspected to have occurred in their aged care home. Eva Tilley has in place an effective incident management system, documented protocols, processes and procedures to manage and respond to incidents taking steps to ensure they do not happen again. SIRS online reporting must be completed within 24 hours of an incident.



If you have any questions or concerns about the information above, please contact Director of Care Sonia, Clinical Care Managers Karen and Sally or Quality & Risk Manager, Kaye.

Australian Government Department of Health Grief and Trauma Support for those impacted by COVID-19 in Aged Care. Brochures are available at Reception.



# PUZZLES

## Word Search

B	H	H	A	U	S	T	R	A	L	I	A	U	H
U	I	A	A	C	H	J	U	L	Y	L	S	S	L
A	U	N	U	R	C	E	M	P	L	O	Y	E	E
S	E	D	G	I	O	E	R	I	R	T	T	A	N
A	A	Y	U	O	O	I	M	R	A	B	U	S	U
C	A	M	S	M	K	B	S	Y	L	L	R	T	J
T	R	A	T	E	M	U	O	I	L	S	L	U	P
I	E	N	Y	S	N	L	E	I	Y	A	Y	C	C
V	E	R	G	E	I	I	N	U	R	S	E	R	C
I	C	E	C	Y	E	R	G	A	Y	Y	U	I	A
T	E	R	N	L	H	P	H	Y	L	I	M	A	F
Y	E	A	Y	A	S	A	L	C	M	M	A	H	R
A	R	C	H	T	M	A	R	C	H	A	A	B	N
N	G	B	R	I	T	A	I	N	E	Y	V	L	C

CARER  
 CENUS  
 CHRISTMAS  
 GREECE  
 RALLY  
 FAMILY  
 BRITAIN  
 BUS  
 EMPLOYEE  
 JULY  
 ACTIVITY  
 APRIL  
 HAIRCUT  
 AUSTRALIA  
 AUGUST  
 MARCH  
 MAY  
 COOK  
 BINGO  
 ITALY  
 NURSE  
 HANDYMAN  
 JUNE

### \*Quiz Time\*

- |  |   |
|--|---|
| 1. Where was the 1972 Summer Olympics? | 2. What do the 5 rings on the Olympic flag represent? |
| 3. Who was known as Old Blue Eyes?     | 4. What famous band sang "Rock Around the Clock"?     |

**HOW MANY WORDS CAN YOU MAKE FROM THESE LETTERS, ALWAYS USING THE LETTER S?**

M	N	P
D	<u>S</u>	E
O	Y	U
_____		
Words		

# NOTICEBOARD

## Food Safety Program

- Read our Food Safety brought in Policy available at Reception
- All food must be signed in the Food Safety Register
- Food must be consumed at the time.
- Staff are not responsible for storing and reheating

## Lost and Found Items



If you or your loved one has lost some glasses (photo displayed) or money in clothes, please approach Reception.

## Maintenance Services

Monday to Friday  
7:00am to  
3:00pm.

Do you need something fixed in your room?

Does it require a patch or service?

Inform Reception and we will endeavour to fix it as soon as possible.

Eva Tilley  
Umbrellas

\$25

Available at  
Reception

## Check us on Social Media

 Facebook

@evatilly

 Instagram

evatillememorialhome

 LinkedIn

EVA TILLEY MEMORIAL HOME

## Hairdressing Services

Book a set, blow wave  
or Bring Your Own  
colour!  
Contact  
Reception!

