



### ~ Dates for the Diary ~

🍷 Bastille Day Residents' Lunch	14 <sup>th</sup> July
🍷 Aged Care Employee Day	8 <sup>th</sup> August
🍷 Winter Wonderland Gallery	9 <sup>th</sup> August
🍷 Intergrational Programs	Monday and Thursdays
🍷 Father's Day Residents' Lunch	1 <sup>st</sup> September
🍷 Father's Day	3 <sup>rd</sup> September
🍷 AFL Grand Final Celebrations	28 <sup>th</sup> September

## Our CEO

The cool weather has settled in, the Team at Tilley will be ensuring our fireplaces are burning and our residents are kept both warm and engaged. The lifestyle program is full of fun and interesting things to participate in.

We conducted an **Infection Prevention Control survey** in May, and we had a total of 101 responses. 74% of the participation was from our residents, their families, volunteers, or our current service providers. While 26% of responses were from our team members. A snapshot of responses is detailed below.

<b>Do you support ongoing Rapid Antigen testing?</b>		
<b>Yes: 58%</b>	<b>No: 33%</b>	<b>Unsure: 9%</b>
<b>Would you support a Rapid Antigen surveillance program of less than daily?</b>		
<b>Yes: 45%</b>	<b>No: 40%</b>	<b>Unsure: 16%</b>
<b>Do you support the continuation of wearing masks indoors?</b>		
<b>Yes: 54%</b>	<b>No: 34%</b>	<b>Unsure: 12%</b>
<b>Do you support health declarations on entry?</b>		
<b>Yes: 91%</b>	<b>No: 7%</b>	<b>Unsure: 2%</b>
<b>Do you agree that unwell people should not visit or work?</b>		
<b>Yes: 96%</b>	<b>No: 1%</b>	<b>Unsure: 3%</b>
<b>Would you like to see the clinical covid screening continue for residents?</b>		
<b>Yes: 43%</b>	<b>No: 37%</b>	<b>Unsure: 21%</b>
<b>Should we implement IPC changes post giving the 2023 booster vaccines?</b>		
<b>Yes: 72%</b>	<b>No: 10%</b>	<b>Unsure: 18%</b>

Many of the respondents urged us to continue with the great work and there was a strong narrative around maintaining the current practices until the warmer weather arrived.

For the short-term we will continue with Rapid Antigen testing, health declarations and mask wearing. Internally we will review the current clinical covid screening for our residents and potentially make some subtle adjustments. Whilst any significant changes will be delayed until the current surge in infection rates settle and or as winter draws to a close.

**The end of year gift giving drive** has seen a total of \$ 7,750 raised. These donations will assist us to purchase an outdoor awning for Sybil's Courtyard. Previously our generous donors have given \$7,520 toward the same project at Christmas. We are currently seeking quotes for the awning and hope to have it installed prior to Summer. The generosity of our residents, families, volunteers, and friends does not go unnoticed. We have also been successful in receiving grant funding to upgrade our newer Toyota Hiace bus. So, the bus has been to the panel beater for

panel works, a paint and upgraded signage. The bus plays a significant role in getting our residents out and about and impacting positively on their emotional and social well-being.

The other project we are completing from grant funding is our Up and Move program which has enabled us to purchase exercise equipment for the physiotherapy sessions being conducted several times per week. We are also in the process of upgrading some of our internal signage, such as way finding and Cafe signage. We are grateful to the William Angliss Fund, Robert Bulley Charitable Fund and the Scobie & Claire Mackinnon Trust which have and enabled us to complete these beneficial programs.

**The recent annual Bus Rally** was a very successful day, which was full of fun and excitement. We are grateful to our residents who participated and equally grateful to the volunteers and the team of staff who assisted and energised the day. We thank BASScare and Ralec who kindly allowed us the use of their buses. The Pirates and Buccaneers theme was enthusiastically embraced by all.



**In the month of May we acknowledged the volunteers** who enrich and enhance our Lifestyle program. We are grateful for your willingness to give and for the kindness, care and compassion shown always. Thank you!

**The Department of Health and Aged Care**, have continued in their pursuit of better care of older Australians. We have recently had our **Resident Experience Survey** visit with around 20 residents interviewed by an independent appointment consultant group. These results form part of the feedback for the STAR Rating program. We currently hold a 4 Star rating, with review being completed on a quarterly basis or more often.

The Department have expanded the Quality Indicator program to include the **Quality of Care Experience and Quality of Life Experience** Surveys. These two surveys are currently being conducted via resident interview, self-completion or via a resident appointment proxy (representative). This feedback will assist us in continuous improvement activities and is de-identified data collected by the Department. The surveys must be offered to 100% of our residents every quarter. The staff interviewer team of Elisabeth, Ann, Celina and Aron have diligently



and respectfully made contact with residents or their representative over the past week

and have almost completed the surveys for this quarter. We are likely to conduct the next quarter interviews in August.

I also wanted to encourage all residents, families, visitors and staff to make use of our cafe/ kiosk for purchases. We currently have a group of passionate volunteers doing amazing work in this space. The resident coffee club sessions on Tuesdays and Wednesday are very well attended and we encourage your engagement and purchases. If you would like to volunteer for some hours in the kiosk on Mondays or Fridays, we would be most grateful with training and education provided. A price list is included in this issue.

We held a resident meeting in late May despite having some recent resident infections as we gathered safely to discuss any concerns and pass on current information. I thank the residents for their attendance and feedback. We did discuss again **The Partners in Care Advisory Group** and our attempts to increase its membership. I would be most pleased to send any interested party further information relating to this Advisory Group.

I am pleased to report on the extension of our **intergenerational**



**programs**, which will now include Auburn High School in partnership with Swinburne University and Eva Tilley residents. This will be an eight-week program held on Mondays for our residents to engage in. We currently visit MALIN Friends kindergarten on a fortnightly basis. The benefits of intergenerational connections have been well researched in recent years. The Australian Institute for Intergenerational Practice (AIIP) is worth a google.

<https://aiip.net.au/>

<https://youtu.be/IAOjvpWHZbE>

I also wanted to acknowledge the hard work and effort by all the teams across all shifts and departments. Often a day does not pass without a family member or resident saying to me or emailing me, a note of thanks toward the team at ET. The team do work hard to uphold the values, mission and vision of Eva Tilley. We always welcome and encourage your feedback, suggestions or comments.

**| Sharelle, Chief Executive Officer**

## Lifestyle

Over the past weeks Lifestyle staff have been taking time to get to know our new residents and their families, understand their lifestyle and activity preferences and how we can assist with the transition from their previous living arrangements. We hold a New Resident Afternoon Tea monthly to welcome new residents. We have had several activities and events to cater for our residents from diverse cultural backgrounds including a concert featuring Chinese singing and dancing, Greek social group dyeing eggs for Greek Easter and a lunch and cooking session for our Italian residents. Many thanks to families and volunteers who have assisted in making these activities meaningful by providing familiar cultural experiences and conversation with residents in their first language.

Other events and activities



included Mother' Day Lunch and family afternoon teas, Men's Lunch outing, ANZAC Day Commemoration Service, King Charles' Coronation Party, combined Catholic and Protestant Easter service, monthly shopping outings, fortnightly live music concerts, local pre-school visits and our weekly footy tipping competition.



## Volunteers

In late March our staff and volunteers represented Eva Tilley at the Boroondara Volunteer Expo. It was a great afternoon to reach out and see if anyone would be interested in lending a hand in various ways. Currently we have been fortunate to have Oh, Emily and Marg in the Kiosk, Andrea creating superb companionships with our residents and Ann assisting knit marvellous winter items. On the 25<sup>th</sup> of May we acknowledged our volunteers with a special event including, an appreciation message from our Lifestyle Coordinator Kate and a lovely afternoon tea.



## Community Fair Day

Our Annual Community Fair was held on a beautiful autumn Day in March. Staff escorted residents into the sun to spend time at the visiting animal farm, watch children play on the bouncy castle and enjoy the sausage sizzle. Inside Pancakes and Devonshire Tea was served with residents and families enjoying a relaxed time of socialising.



## Hairdressing Services

A reminder that we have our two very talented hairdressers, Gina and Derna, who will be working at the Eva Tilley hair salon on Friday. Whether it is a trim or new hairstyle, both Gina and Derna will be on hand to give everyone the care and perfect look.

**Book an appointment for a cut, set, colour or blow wave, via Reception.**



## Meet our Residents!

**Welcome to our new residents and their families to our community!**

*Diana W, Marie H, Norman E, Bernadette W, Dimitrios K, Norman E, Dorothy M, Anne O, Josie T, Raph K, Albert W and Helen P*



Dorothy has been a resident with us since the end of 2020. She likes to knit, read, watch television, and complete the daily word search. To celebrate and recognise this special milestone, Dorothy had a wonderful lunch with her family and a surprise visit by Jess Wilson our local Victorian Legislative Assembly Member for Kew. Jess presented Dorothy a lovely bunch of flowers and exciting cards from the Premier of Victoria, Governor and of course herself. Congratulations on this significant milestone and Happy Birthday Dorothy!



### Meet Ian:

Many in our Eva Tilley community will be familiar with seeing Ian diligently water our garden. Ian was born in Coburg and his father was the groundskeeper at the Coburg Oval. He reports an early skill his father taught him was rolling the cricket wicket using a horse with roller. Ian was an accomplished sportsman playing football, hockey, baseball, tennis, and cricket. He went on to play first class cricket representing Victoria and umpiring VFL games. In later years he took up golf as

his preferred sport. Professionally he studied at Melbourne University to be a Physical Education teacher working at Box Hill High School, Melbourne High School, and Carey Baptist Grammar School. When 27 years old Ian married Marie and moved to Balwyn North living in the same house for nearly 60 years. A hallmark of Ian's life has been his volunteer service coaching sports teams, as a guide for visitors to the Melbourne Cricket Ground, and at Eva Tilley where he assists with the watering, tallying the weekly numbers for the resident and staff footy tipping competition and assisting with special events.

Ian you are a much valued and appreciated member of the Eva Tilley community.



## Team Tilley News

### Welcome to new team members:

- **Care:** Subodh, Jeremy, Vincent, Melissa, Avani, Anu, Bethlehem and Irene, Sonu and Czafran.
- **Catering:** Bishesh

### Staff Accreditation and Wellbeing BBQ Gathering

Our Health and Wellbeing program is a great way for our staff to connect with each other and bring up what is important to them when working. To celebrate the success of accreditation, our team spent it in the sun with a delicious barbeque, cooked by our talented cooks, Oh and Steve. The team also had the chance to write down their feedback and suggestions on the wellbeing program.



- ✓ *“Staff and residents have great relationships with each other. Grateful to be part of the team.”*
- ✓ *“Most of the things here are good. Exceptional leaders and staff. beautiful and healthy working environment.”*

### International Nurse’s and Carer’s Day

In early May we acknowledged and celebrated International Nurse’s and Carer’s Day. The day was full of enjoyment with fun and games, such as; Operation and Pictionary. We also recognised our residents who had worked as nurses in the past.



### Baby Arrivals

Congratulations to Hazel and Aron on the arrival of Ariaah and also Anju and her husband, Shymon of their second child, Ameya.





## Quality and Risk – Conversations

### Feedback and Opportunities to improve:

Resident and family feedback.

27 comments have been received in the past 4 months: 15 opportunities to improve and 12 compliments. Improvements resulted in staff training, consultation with residents and families and staff meetings.



### National Quality Indicators

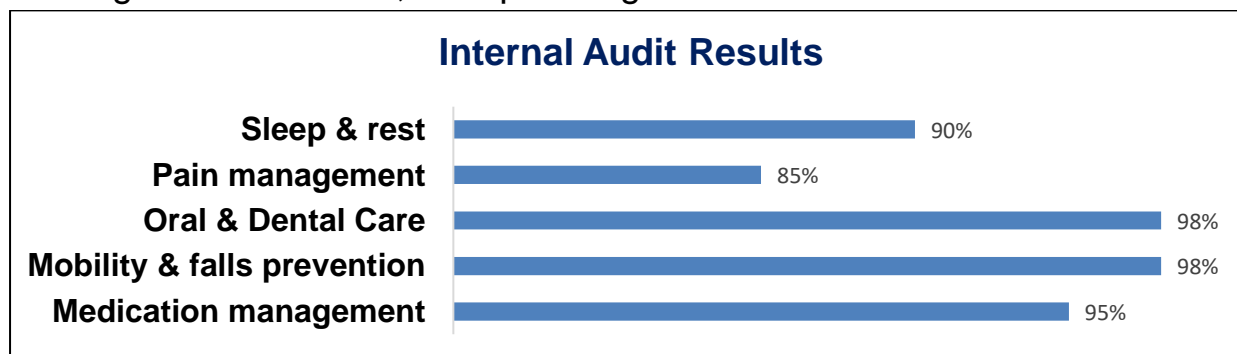
The National Aged Care Mandatory Quality Indicator Program requires residential aged care providers to report on crucial areas of care to support quality improvement and better health outcomes. Quarterly reporting of the quality indicators is due next month and includes 6 new indicators (11 in total): Activities of daily living, incontinence associated dermatitis, hospitalisation, workforce and 2 surveys: consumer experience and quality of life. The surveys are offered to all residents and consist of 6 statements that focus on aspects of their aged care experience and quality of life and will be conducted 4 times a year. These 11 qualities of care measures become part of our overall National Aged Care Star Rating that reflects an average level of performance over a 3-month period.

### Antimicrobial Stewardship (as previous newsletter)

Data analysis of resident infections over the past 3 months demonstrated appropriate treatment with antimicrobial/antibiotic therapy.

### Internal Assessment/ Audit program

The internal audit program monitors risk by verifying whether work practices align with documented procedures, quality improvement occurs in response to identified work practice gaps. The following graphs demonstrate the outcomes of the audits conducted. Continuous improvement activities in response to the audits include additional training for assessment, care planning and documentation.



| Kaye, Quality and Risk Manager

## Services Update



These last couple of months, we have seen a few projects take place at Eva Tilley which included preventative maintenance works to general maintenance. On Thursday 8<sup>th</sup> June, we had the Nurse Call Bell System upgrade and a Generator Test. The Generator test went very smoothly and with no disruptions. The Facility's power was switched off to test the generator's automatic switch function. We are very confident now that if a power outage occurs in our facility, our generator will operate efficiently.

Our Nurse Call System Upgrade also took place, and this will pave the way for us to utilise Android phones. This new version of phones will be more durable and have functions that our current phones do not have.

We are also in the process of servicing all the ceiling hoist tracks, ceiling hoists machines, nomad lifting machines and all the slings of the facility. This is part of our preventative maintenance works and this is the six-monthly service. These works began last Thursday 22<sup>nd</sup> June and will and will conclude on Thursday 29<sup>th</sup> June.

Testing of Exit/Emergency lights in our facility as part of the preventative maintenance schedule works is currently being undertaken.

We would like to remind you that if you have any maintenance issue in the rooms, please inform reception so that it can be attended to as soon as possible. It is always our priority to ensure that our facility is a safe and clean environment for our Residents. Our Maintenance Man Alex is on duty Monday to Friday and is happy to sort any maintenance issues for you.

**| Lena, Services Manager**

**Feedback, Comments and Complaints** are viewed as an opportunity to improve the quality and or safety of care and services we provide. Feedback is welcome in all forms and can also be provided by completing a **Facility Feedback Form** available at reception and for confidentiality a locked Perspex box is located in the hub.



**EVA TILLEY**  
*Keeping Families Together*

# Tilley on Burke Cafe & Kiosk

## HOT & COLD DRINKS

Hot Chocolate	\$3.00
Espresso, Latte, Cappachino, Mocha, Chai	\$3.00
Tea	\$2.50
Ice Tea	\$2.50
Ice Chocolate and Coffee	\$5.00
Espresso/Latte/Cappuccino/Mocha/Chai	\$3.00
Wine - Red/White/Champage	\$4.00
Beer/Cider	\$4.00
Other Alcoholic Beverages	\$3.80

## KIOSK & SNACKS

Chocolate (Mini, Bar and Block)	75c   \$2.50   \$3.00
Mentos (Single Pack and 3 Pack)	\$1.50   \$4.50
Lollies - Various Type Bag	\$4.00
Liquorice	\$4.00
Werthers - Butter Cream	\$4.00
Chips (Small and Large)	\$1.00   \$5.50
Arnotts - Cream/Chocolate Biscuits	\$2.50
Arnotts - Tim Tams	\$4.00
Arnotts - Clix/Shapes/Savoys/Jatz	\$4.00
Country Cheese Crackers	\$4.50
Dixi Cup Ice Cream/Ice Cream Stick	\$2.00
Various Cards	\$2.00
Tissues (Box)	\$2.50
(Pocket Size, 6 Pack Pockets)	0.80c   \$4.00



Drinks



Snacks



Coffee



Cards

Version: June 2023



# NOTICEBOARD



**~SAVE THE DATE~**

**WINTER WONDERLAND**

**WEDNESDAY 9TH AUGUST**

**CELEBRATING THE CREATIVE  
WONDER OF OUR RESIDENTS**

EVA TILLEY  
Property & Finance Solutions

### Food Safety Policy

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

## EVA TILLEY HAIR SALON

### PRICE LIST

Ladies Shampoo & Set	\$37
Ladies Shampoo & Blow-Dry	\$37
Ladies Haircut	\$32
Men's Haircut	\$30
Ladies Trim with Set or Blow-Dry	\$57
Tint & Trim	\$82
Tint & Set	\$82
Tint & Blow-Dry	\$82
Tint, Trim & Set or Blow-Dry	\$87
Perm (Including Trim & Set or Blow-Dry and Solution)	\$92-102

\*Includes Setting, Lotion and Mousse



**OPEN ON FRIDAYS**

**BOOK AN APPOINTMENT WITH RECEPTION**

03 9859 9541  
INFO@EVATILLEY.COM.AU

### Seeking Volunteers

We are currently seeking Volunteers on Saturday afternoons from 3:00pm to 4:30pm to assist our Bingo Session!

### Have a Meal with Us!

You are welcome to come and enjoy a meal with your loved one. Please call Reception by 11:00am (Lunch) and 4:00pm (Dinner) to order. **Meals are \$10.00**