



## ~ Dates for the Diary ~

🍓 AFL Competition Commences	16 <sup>th</sup> March
🍓 St Patrick's Day	17 <sup>th</sup> March
🍓 Greek National Day	24 <sup>th</sup> March
🍓 Eva Tilley Community Fair	25 <sup>th</sup> March – 11am – 4pm
🍓 Easter Holiday Weekend	7 – 10 <sup>th</sup> April
🍓 Shoes on the Go at Eva Tilley	2 <sup>nd</sup> May – 10am – 12pm

## From the Chair

Welcome to our first edition of Eva Tilley times for 2023. As you'll read, we continue to provide enjoyable activities with and for our residents, partner with our resident's families and friends, and value our dedicated caring staff. It's wonderful to see that we have nearly as many people visiting us daily as we have residents. The buzz in Eva Tilley is returning to usual levels! Eva Tilley prides itself on community involvement. As you'll see, we invite you to express your interest in joining our newly formed Partners in Care Advisory Group which will report through to the Board. I look forward to seeing many of you on March 25<sup>th</sup> at our Community Fair.

~ Dr Judy Currey

## Our CEO

It's been a busy start to 2023 with many of our amazing team members taking a break to be with their families near and far. The Christmas and New Year period is always a challenging time for the roster team. We had an incredible high number of residents enjoying Christmas Day with their loved ones, which fills my heart with much joy. Thank you for making the festive period so memorable for your loved one.



I also wanted to take this opportunity to acknowledge and thank the family members who have been actively taking part in our Lifestyle program. Your generosity and gifting of your time and energy is greatly appreciated. It has been amazing to see some of the additional activities in our monthly program as family members offer their great passion, energy, and skill. Thank you so very much. In our memory support unit-



Balwyn Rotary House, we have had a beautiful keyboard donated and we are actively seeking volunteers who may like to play. We would be grateful for any offers and could accommodate your availability. The medium of music remains a powerful

remedy of stimulating emotions, memories of happiness, fun or relaxation are all very real!!!

You will be aware that 2023 began with a re-accreditation site visit from the 31st of January to the 2nd February. Whilst we had a pleasantly pressured three days, we still await our formal final outcome. The team onsite raised their concerns around our front door code and if it should be deemed a restrictive practice (environmental) for those that don't have the ability to freely access the door. We have commenced reviewing our current practice and will implement any required changes based on individual residents and or their representative. We expect to achieve our goal of a three-year accreditation period. We will announce this once known.

I look forward to our Community Fair on 25th March with much enthusiasm, as this once annual event has been put on hold from 2020 to 2022. So much fun is planned and we are looking for resident, families, volunteers and staff support on this day. We have many stalls that need to be manned or you may like your own pop-up stall. Sam, Lahara and Lena are happy to hear of any offers to assist or support us.

Philanthropic funds and fundraising drives for the outdoor shade has met with much generosity. We hope to install a suitable shade in Sybil's Courtyard prior Summer 2023. Current garden projects, two room refurbishments, the internal front door automation and the bus facelift/upgrade have been made possible through the generosity of philanthropic grant funds. These projects all add great benefits to our residents.



In our recent resident and family meetings we have talked of the newly formed Partners in Care Advisory Group. If you want to learn more about this group and the process of applying as an interested party, please reach out.0

Your feedback is always welcomed and I hope you are aware of our Key Contact list, which is available at reception. This is a list of our team that can assist you with any matters.

Enjoy your reading.

~ **Sharelle Rowe**



## Lifestyle

In December residents and their families and loved ones celebrated Christmas with a series of afternoon teas featuring beautiful food, Christmas music with sing-alongs and dancing, lots of chocolate and a visit from Santa. We had great feedback from all involved and again thank all staff and volunteers who helped in making these events so successful. Many other festive events occurred including concerts, craft activities and a Christmas church service combining our Catholic and Protestant communities.



The month finished with a New Year's Eve Party in the Hub. After such a busy December the lifestyle program returned to a more normal rhythm in January with residents participating in their favourite group and 1:1 activities. Celebration Lunches and cultural activities incorporating Lunar New Year and Australia Day took place. A large group of residents gathered at the kiosk for Shrove Tuesday in February enjoying conversation and freshly made

pancakes. February outings included some of the men enjoying a bus trip to a local pub for lunch and a bus drive including a stop for ice cream.



The Lifestyle team is very busy preparing for the Community Fair on 25<sup>th</sup> March with the highlight of the day being the visiting animal farm. In past years residents have relished the opportunity to interact with the animals and reminisce about their times when animals were a more regular part of their life. On the day we be having stalls, games and food available. Please ensure you join us for a great day of fun.

## Community Fair Day



**COME & JOIN US**

**SATURDAY 25TH MARCH**

**11AM - 4PM**

~ Sausage Sizzle ~ Various Stalls ~

~ Group Tours ~ Animal Farm ~

~ Tilley on Burke Café ~ Games ~

## Mr Wonder Whip visits again!!

After three big days of re-accreditation for all involved, we thought a surprise visit from Sam or Mr Wonder Whip was in order. 100 plus soft serves or gelato were enjoyed!



## Coffee Club & Kiosk

A big thank you to Elisabeth and Volunteers Oh, Emily, Margaret, Barbara and Lou for their assistance with hosting Coffee Clubs for our residents and loved ones. This has been a great success, and residents have expressed their thanks for the opportunities to socialise and connect with fellow residents and staff. The Kiosk also provides opportunities for residents to purchase sweets and other small items.



Offers support, information and education for individuals, carers, and professionals. A National helpline is available via telephone or webchat. Counselling services are also available.

**For more information go to:**  
<https://www.dementia.com.au/>



## Wellbeing Clinic for Older Adults

The clinic provides counselling and befriending services. Counselling services are delivered face-to-face or via telehealth by postgraduates studying psychology, counselling, or social work.

**For more information go to:**  
<https://www.swinburne.edu.au/research/centres-groups-clinics/wellbeing-clinic/counselling-services/>

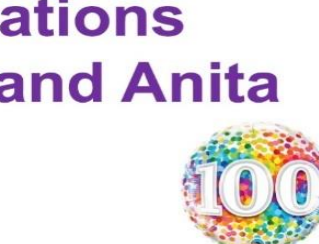
## Meet our Residents!

### Meet Noreen:

In the past months getting to know Noreen, we at Eva Tilley have been delighted by the stories of her life and her love for dancing. Noreen has spent most of her life living at Clifton Hill saying, **“we had a great life, it was a wonderful place to live”**. As a child she recalls walking everywhere and how unusual it was to see a vehicle in her street. She reports dancing around the house from an early age and her mother sending her to dancing lessons as a child. She said **“I must have been ok as a dancer as I became a teacher of tap and ballroom dancing”**. Both residents and staff have been regularly entertained by Noreen getting to her feet during concerts and special events with her zest for life being so evident. We love you Noreen for the energy and joy you have brought to Eva Tilley.



**We would like to welcome our residents and their families to our community!** *Rex G, Bob J, Tony A, Margaret M, Vicki A, Beverley S, Katinka T, Marcel M, John L, Eleni P, Pasqualino D, Rod S, Sam M, Andrew T, Vitalina M and Ray*



## 100<sup>th</sup> Birthday Celebrations Margaret and Anita





## Hairdressing Services



We are very pleased to introduce two very talented hairdressers, Gina and Derna, who will be working at the Eva Tilley hair salon. Gina and Derna have worked extensively in aged care and have a passion for making people look and feel their best. Whether it is a trim or new hairstyle, both Gina and Derna will be on hand to give everyone the care and perfect look. If you would like to make an appointment for a cut, set, colour

or blow wave, please phone or email Sam, Lahara or the admin team and they will make a booking. Hairdressing will be scheduled every Friday from 9am. If demand is high, it will be increased to another day.

## Preventative Maintenance/Tree Pruning

At Eva Tilley we are continuing with our preventative maintenance schedules to ensure that our facility is safe and secure for our Residents. We are currently refurbishing our beautiful gardens, especially the Parterre Garden. We now have an area incorporating coloured pots and lovely flowers for our families and residents to enjoy. In the next few weeks, we are going to have some tree works done for our large gum trees and smaller trees around our gardens. These pruning works will ensure that the branches do not pose a risk and that our residents and families are kept safe. Please be mindful to let us know if there are any maintenance issues in the rooms of your loved ones.



## Team Tilley

### Welcome to new team members:

- **Care:** Kanwal, Dannah, Grace, Ameliza, Tian, Jackie, Tam, Ishwori, Chester and Joban.

### Christmas Function 2022:

Our Wellbeing Team assisted in organising the Staff Christmas Function and we had a great turnout in late November 2022. This was a celebration to honour the hard work undertaken by staff in 2021 and 2022. A beautiful meal and much fun was had at the spectacular Rosanna golf club. Illusionist Luke Blaze got the party started, Anjo singing “Can't Take My Eyes off You” and Roi pleased the crowd with his rendition of “Let It Go” and DJ Lou was outstanding with his song collection! It was a great night, and we are so grateful to all team members for their ongoing contribution to serving and caring of our residents and their families.



### Thank you Shella and Richard!

We would like to thank and acknowledge both Shella and Richard for their talent and dedication in assisting with hairdressing.





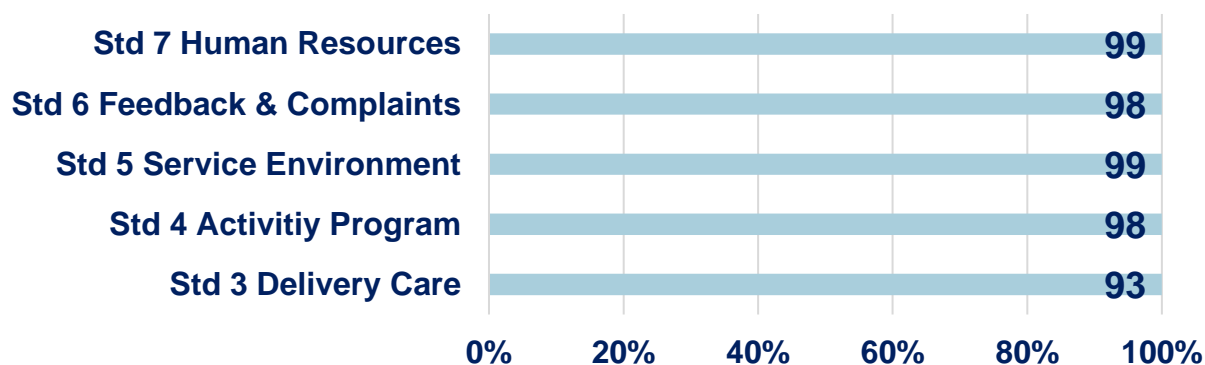
## Quality and Risk – Conversations

### Feedback and Opportunities to improve:

Resident and family feedback.

31 comments have been received in the past 4 months: 16 opportunities to improve and 15 compliments. Improvements resulted in additional staff training – internal and from external consultants, consultation with residents and families, increased cleaning, and staff meetings.

### Resident Feedback Survey Results:



Opportunities for improvement from the feedback surveys have included working in partnership with other health care providers, understanding the residents' personal story and what is important to them and supporting resident participation in the Eva Tilley community.

### 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. The quality indicator program is expanding to include six new quality indicators with data collection commencing in April for reporting by 21 July.

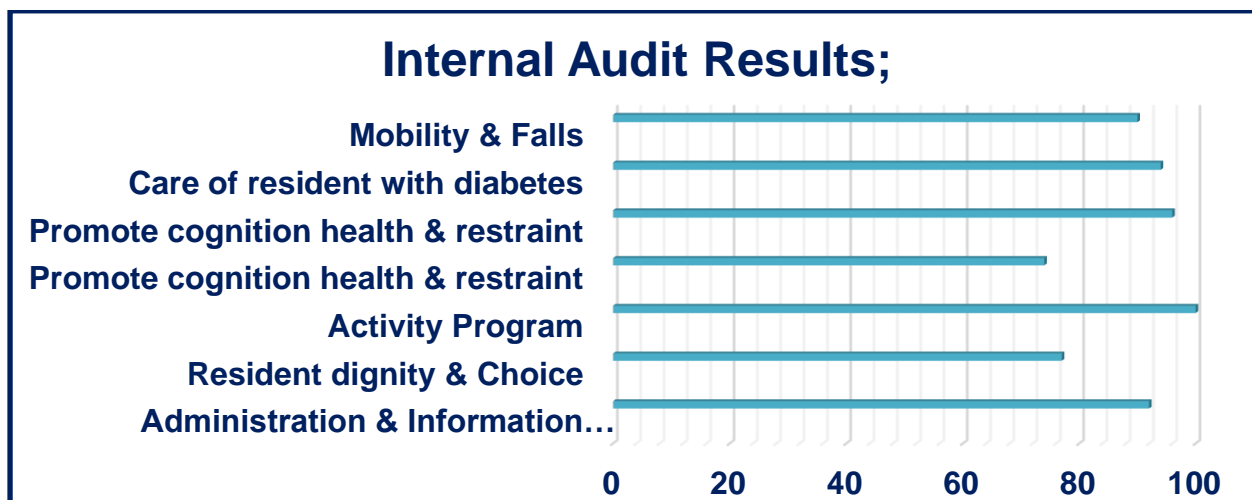
### Antimicrobial Stewardship

Data analysis of resident infections over the past 4-month period demonstrated Residents were treated appropriately with antimicrobial/antibiotic therapy.

### Audit Program

The internal assessment (audit) program monitors risk by verifying whether work practices align with documented procedures, quality improvement occurs in response to identified work practice and gaps.

The following graphs demonstrate the outcomes of the internal audits conducted; the outcome response has been additional staff training.



### Internal Assessment/Audit Program

The program monitors risk by verifying whether our work practices align with our documented procedures. Quality improvement occurs in response to identified work practice gaps. Audits conducted with compliance this year: Continuous improvement activities/outcomes include additional staff education and competency-based training, partnering in care, skin integrity and behaviour support plans. A trial is underway for a new skin cream product for the treatment of continence affected dermatitis (which is one of the 2023 five new national quality indicator measures). Continuous improvement plans have been documented for actions taken and outcomes. Monthly audits for the daily screening for resident health and well-being demonstrate good compliance.

### Restrictive Practice – ‘What is restrictive practice’.

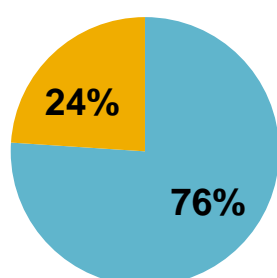
Restrictive practices are any practice or intervention that has the effect of restricting the rights or freedom of movement or influence behaviour of a resident. Restraint can be chemical, environmental, mechanical, physical or seclusion. The use of restrictive practices is a breach of a resident’s right to freedom and dignity and can impact on their health and wellbeing and must be used only as a last resort and in the least restrictive form. Our internal display/communication boards display the Aged Care Quality and Safety Commission’s fact sheet: ‘What are restrictive practices’. Staff are informed of restrictive practices at orientation and attend annual mandatory training on our policy and procedure ‘minimising the use of restrictive practices’.

## Catering & Food Safety

A Resident feedback survey was conducted on food service in November 2022. The purpose of the survey was to assess how well we provide food services for residents and to identify where improvements can be made. The survey results suggest that 76% of residents were very satisfied while 24% identified a recommendation. We have been busy making the necessary changes and thank the residents for their feedback. Six-week new summer menu 2023 was reviewed by the dietitian and all the recommendations were implemented. Copy of our menu is available at reception.

### Overall Level Of Satisfaction

■ Satisfied ■ Not Satisfied



To create better management and communication between dietitian, food services and nursing staff, new software Chefmax is in process. Chefmax will benefit in operational efficiency, resident dietary care, menu management, meal ordering capabilities.

We will be preparing a special cultural luncheon on St Patrick's (17<sup>th</sup> March) and Greek National Day on (24<sup>th</sup> of March).

- ✓ *I appreciate the staff for their efforts.*
- ✓ *Kitchen prepares different food for me according to my choice and special diet.*
- ✓ *I have no complaints, everything is perfect, I am not a big eater.*
- ✓ *Staff are very good, no complaints, I am happy with everything.*
- ✓ *I appreciate everything staff do for me, they are all good*
- ✓ *In general, the meals are very good*
- ✓ *Prefer dinner to be served later perhaps 6pm at the earliest.*
- ✓ *Some resident comments were about their food likes and dislike.*

### 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.





## NOTICEBOARD

### Boroondara Volunteer Expo

Eva Tilley will be represented at the Expo!

Come and meet us at on  
**Wednesday 22 March**  
**1pm - 6pm**  
 at Hawthorn Arts Centre.

### \* Did You Know! \*

On average we have  
**92** Visitors each day!

Since December 2022, we have had **6,035** Visitors!

### Volunteers

We are very thankful for our volunteers who assist us in a variety of ways to provide a broader range of activities and experiences for the residents. With the donation of a beautiful piano in Balwyn Rotary House, we seek interested parties, who would love to play on a regular basis.

**Interested?** Contact Kate, Lifestyle Coordinator

### Fees/Charges – Changing 20<sup>th</sup> March

#### **Basic Daily Fee:**

**What is this charge?** This fee helps pay for your day-to-day services such as meals, cleaning, facilities management and laundry. Everyone is charged a basic daily fee to cover these services.

**How much?** The maximum basic daily fee is currently \$56.87 per day.

**How is it calculated?** The basic daily fee is 85% of the single person rate of the basic age pension. The government sets the price in March and September each year, changing in line with increases to the age pension.

**When will it change?** It will change on the 20th of March 2023. Resident billing for March has been completed so you will see an adjustment for 12 days (20 March to 31<sup>st</sup> March) on the April statement.

**Any questions?** Please direct any questions to Elena, Business Manager. [esnow@evatilley.com.au](mailto:esnow@evatilley.com.au)