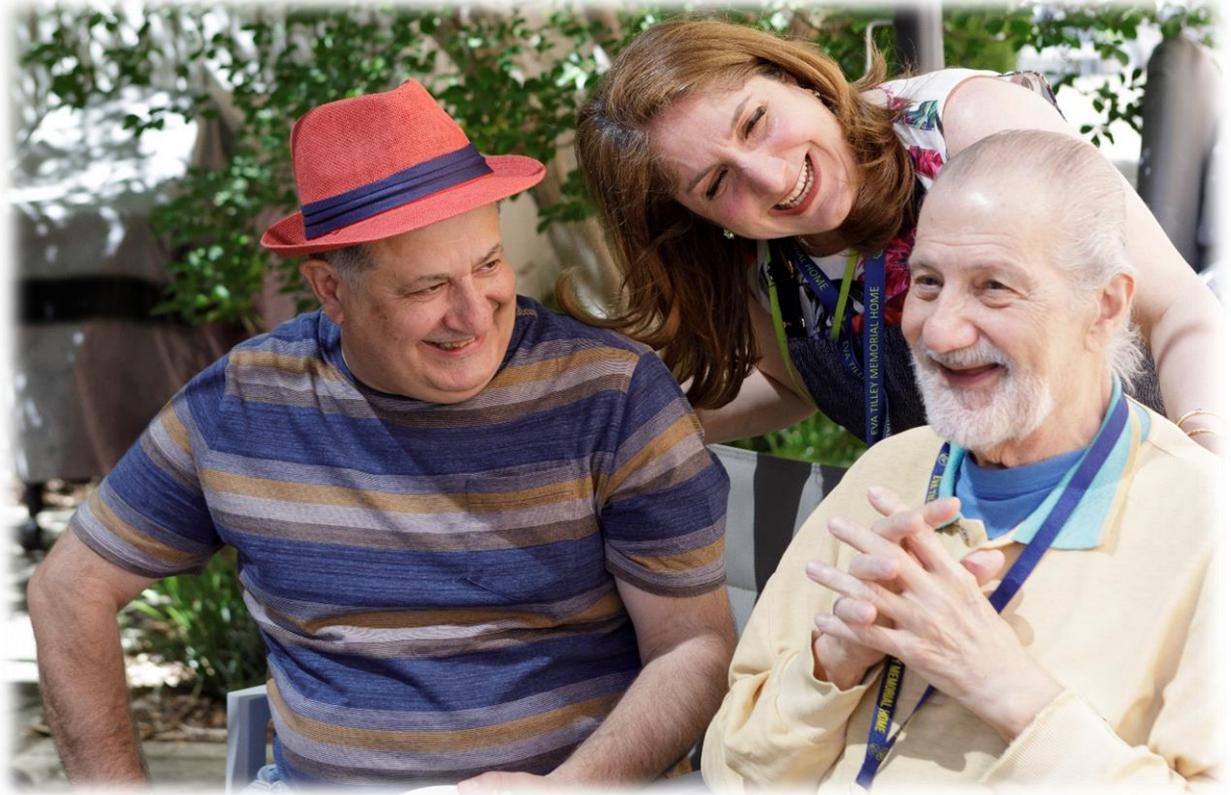




EVA TILLEY
Keeping Families Together

EVA TILLEY TIMES

Autumn 2024



~ Dates for the Diary ~

	Labour Day (Public Holiday)	11th March
	St Patrick's Day	17th March
	Harmony Day Celebrations	21st March
	Greek National Day Lunch and Activities	25th March
	Residents' Easter Lunch	28th March
	Good Friday – Easter Monday (Public Holidays)	29th March – 1st April
	ANZAC Service and Celebrations	24th April
	ANZAC Day (Public Holiday)	25th April

From the Chief Executive Officer

Whilst the year did not start as planned, the last month has been a very enjoyable time for our residents. The most challenging aspect of managing any infectious outbreak is the disruption it causes to the day-to-day life of our residents, their families and off course to our team. The residents were extremely patient and grateful throughout the four week period of the outbreak. Our families were very supportive as always and our workforce were steadfast in achieving a standdown from the outset of the outbreak. We are very fortunate to have strong leaders in our registered nurse, enrolled nurse and direct care group who are prompt in responding to early the signs and symptoms of infection. The unfortunate aspect of the XMAS – New Year Outbreak is that we had multiple incursions throughout the month. As a result, we will continue with our current practices of daily RAT's for visitors and staff, and mask wearing for now.

I also remind our readers about the current **COVID vaccination** recommendation, the advice is – **no further doses at this stage if a person has had their full doses in the past 12 months (meaning 1 dose plus a booster dose, six months later)**. We do track both last vaccination dates and infection dates for our resident cohort. We will also shortly commence our Influenza campaign for the upcoming influenza season. The recommended timing for this vaccine is usually from April onwards.

As previously advised, we have appointed a relief Director of Care, Mr Nishant Desai who commenced in this role in early February. I encourage all residents and or their representatives to make yourself known to Nishant. Sonia Mirra is currently on long service leave for six months. Nishant is supported in his role by our two Clinical Care Managers, Ilinka and Karen. Please remember they are available for Care Consultation meetings. You are most welcome to enquire about these meetings via the reception team.



Nishant with Resident Doug and Sonia who has commenced Long Service Leave.

We have now held two Partners in Care Advisory Group meetings, our first in October 2023 and in January 2024. I am most grateful to our residents and resident representatives who are members of this advisory group. If you are interested to join the advisory group all enquires can be sent via email to: info@evatilley.com.au subject: Interest in Partners in Care Advisory Group.

Our Christmas fundraising drive, including raffles resulted in a total of \$7,000 in donations. These funds will be used to upgrade the concrete in Sybil's courtyard and further benefit our arts and music therapy programs. Thank you to all our supporters who kindly donated.



Our intergenerational program with Mailin Friends (pre-school) will continue in 2024. This is a delightful program where our residents enjoy the pleasure of a fortnightly interaction with the 3-4 years olds in their environment. I think both the outing and the interaction provide the residents with a fulfilled experience. We are grateful for this ongoing partnership.

The **Boroondara Volunteers Expo** will be held on **Wednesday 20th March** from 1pm to 6pm at the Hawthorn Arts Centre. We are currently seeking some of our wonderful volunteers to assist us on the day to encourage potential volunteers to join Eva Tilley and explain the benefits for both the volunteer and our resident group. If you are interested, please contact the reception team to register your interest and nominate a time that you could support us.



Lunar New Year Celebrations

I do hope you enjoy reading this edition of our newsletter. Happy reading!

| Sharelle

Did you know?

**Eva Tilley started campaigning for residential care in the Boroondara area in the early 1950's.
A most visionary woman of her time.**

Lifestyle

Summer in Lifestyle has been months of contrast with December very busy with large Christmas events and January, time to slow down and spend more 1 on 1 and small group discussions with residents. Both months have seen several new residents welcomed to Eva Tilley, both respite and permanent. Our staff have been taking time to get to know the new residents and their families, understand their lifestyle preferences and how we can support their activity choices and participation.

Major events in December were our annual Christmas Carol Service and Residents' and Families Christmas Afternoon Teas. The Twilight Carols service was organised by Evelyn and expertly led by pianist and singer Peter Breen. Many residents attended, joining together to sing familiar Christmas carols and songs and completed the evening with a Christmas themed supper.

January/February was a little quieter and has been a time of planning for the year. With many 1:1 and small group activities being undertaken by Lifestyle staff.

Both Australia Day and Lunar New Year were acknowledged and celebrated with themed cultural lunches and an afternoon

gathering of singing, music, craft, and storytelling. A day of Summer Fun was held on Shrove Tuesday for residents and staff with pancakes cooked and served in various areas of the building and an ice cream truck and BBQ on offer for all during the afternoon. Several families joined us on the day as we farewelled the Director of Care, Sonia, who is taking long service leave.

With the return of school our intergenerational programs with Malin Kindergarten and Genazzano FCJ College recommence. Church services for both our Catholic and Protestant residents are well supported and have occurred weekly. Monthly gatherings of our Greek and Italian communities continue with families and volunteers joining us for food, music, and lively conversation in residents' first language.



| **Kate**
Lifestyle/Volunteers
Coordinator

Meet Our Residents

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

Rae W, Phylis I, Irene L, Jeff O, Bill M, Poppy L, Karin H, Elizabeth R, Karalis Z, Della N, Brian L and Pat P.

Meet Bernadette:



Bernadette joined our community 9 months ago. She likes to read, paint and has a keen interest in Australian history, humanitarianism, and women's issues.

Bernadette's Story

I have lived all my life in the Kew East, Balwyn and Camberwell area. Following school I commenced Nursing at St Vincents Hospital. One day I was serving the meals in a large ward and received an electric shock from the food warmer which threw me across the room, landing on top of a patient. I immediately left work and never went back.

It was a blessing in disguise as my next job was with the CSIRO at Fisherman's Bend as a trainee librarian, a job I loved and worked in a wonderful team of women who taught me so much. I married and had children. I returned to work and commenced employment at McLeod High School running the library. I was then faced with redundancy as I had not completed a degree which was now the requirement to be a school librarian. My Principal encouraged me and I studied, worked and raised my family simultaneously. I studied Mandarin while at Latrobe University. When I completed my degree and Dip Ed the Education Department transferred me to Templestowe High School where I taught Politics/Asian studies and English.

During the 90's I was invited to attend a tour of China with a group of Australian academics. I was astounded by the contrast of wealth in the cities and the poverty where farmers were living in huts with no water or sanitation. I was also intrigued by how childcare worked. I visited a factory where all workers were women. The childcare was provided onsite along with lunch for babies and workers and the evening meal for the family which they took home with them! I wrote an essay about my experiences in China and sent it to the Women's Weekly Editor, Ita Buttrose, to publish.

Unfortunately, it was not printed, but I still have many great memories of what an enriching trip it was.



Services

At Eva Tilley, we are always working on improving the external and internal spaces of our facility.

A great deal of work has gone into improving our gardens so that they remain an enjoyable environment for us all. A raised garden-bed was designed and built in our parterre garden, by Board Director, Clarke Ballard and assisted by Alex in Maintenance, where our residents' planted sunflowers. Both Sybil's garden, and our Alfresco garden are looking fresh with a selective range of flowers and plants.



We are currently refurbishing a room in our Northern Extension area to enhance the aesthetic look of our internal spaces. With our specialist carpenters and our amazing team of contractors, we are transforming the room into a

comfortable contemporary living space. Over the last few weeks we painted our communal spaces and the doors of the Resident's bedrooms to keep the areas fresh and clean. The main lounges and the corridors were also refreshed.

With trust funding from the Robert Bulley Charitable Trust, we have commenced installing new seating near in our hub/kiosk area on ground floor, as you exit out to our Alfresco Garden. The bench seating will enhance the space to warmly invite residents, families and visitors to stay a while. We hope in the coming week or so the final install of the upholstery seating will be completed.

We also plan to host a Movie Evening as a fundraising event, in the coming months.

| **Lena**
Services Manager

Easter Raffles 2024

We are seeking donations of Easter eggs, bottles of wine and general easter merchandise for our Easter hampers. If you wish to contribute, we would be most appreciative.

You are welcome to drop in your donations to Reception by 12th March.

All funds generated from our raffles will go towards our Music, Art, and Diversional Therapy programs.

Catering

A meal temperature audit was completed in the 1st week of February 2024 for room service and dine-in. The result met required standards and the serving temperature of the main meal and soup was between 60C to 75C. Sometimes residents find soup is too hot to consume, however, catering staff will monitor resident requirements.

Our six-week summer and autumn menu will continue till the end of autumn. A daily menu is displayed on buffet in the dining room on level 1 and ground floor, and a copy of the menu is available at reception on request.

All visitors must register food bought in the facility on reception arrival and hot food and high-risk food must be served to residents immediately and cannot be stored for the next day. If a visitor brings in food and it is stored in any of the facility's fridges without date of storage and without notifying staff, it must be discarded according to our food safety rules. All visitors are advised to ask staff if they can or cannot store any food items in fridges.

If any residents have their own choices of food items like juice, yoghurt, ice cream etc., it needs to be notified to the Registered Nurse in Charge or team leader and it will need to be stored in kitchen fridges with dates on it.

From 8th April our kitchen floor will go under renovation so our main kitchen will be out of order for two weeks. We will be serving all three meals from the Northern Extension kitchen and our main meal will be provided by a catering company until the main kitchen resumes. We will endeavor to meet our residents' special requirements during this time.

We will be preparing a special cultural luncheon for Greek National Day on 25th March and also hosting Easter lunch on Thursday 28th March.

Eva Tilley proudly caters for a diverse range of cultures.

| Bijaya
Chef Manager



Team Tilley News

Welcome to new team members:

- **Management:** Nishant
- **Admin:** Chantel
- **Care:** Marnie, Jory, Jane, Rose, Mark, Julie, Jonel, Albina, Dakota, Kevin, Tayla, Aleck, Madan & Sasha
- **Catering:** Subdeep & Kishan
- **Students:** Lillian & Olivia

Welcome Nishant

Nishant was warmly welcomed by residents and staff with a morning tea.

Nishant comes to us an experienced facility manager and aged care professional. His passion for high quality resident outcomes has been evident throughout the recruitment process.



Staff Christmas Celebration

In December we held our End of Year Christmas celebration at the Mercure Doncaster, with shared meals, fun, games and DJ Lou setting the scene for our dancers. Even jolly Santa made a visit! It was a fantastic evening, and we are so grateful to all team members for their ongoing contribution to serving and caring for our residents and their families.

We would like to thank the Quine and Godfrey families for their generosity in this memorable event.



Volunteers

We welcome recently commenced volunteers Roger, Mandy, Owen, and Joanne. Also, Olivia, Provisional Psychologist on a 5 month placement from Swinburne Wellbeing Clinic for Older Adults and Trish Fountain, from the Aged Care Volunteer Visitation Scheme.

We wish to also welcome new Board Members, Dr Reza Kachouie and Dr Shayne Hateley.

Quality and Risk – Conversations

Feedback and Opportunities to improve:

Resident and family feedback. We have received 14 comments since November last year. There were 5 compliments and 5 opportunities to improve. The latter resulted in conversations with residents, their families and staff, implementation of strategies for care and meal choice, discussions about cleaning and staff training.

Antimicrobial Stewardship

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

Internal Assessment/Audit program

Internal assessments have been conducted to measure whether our work practices align with our documented procedures for communication and sensory loss, catering – nutrition and hydration, continence management, culturally appropriate care and infection prevention & control with compliance between 85% and 95% and ongoing training for improvement.

New Quality Standards

The Aged Care Quality Standards have been revised and are expected to take effect from 1 July 2024. The existing standards will remain in effect until then. The Aged Care Quality Safety Commission have released a final draft of the new 7 standards. Staff received a memo with an overview of the new standards and training will take place over the coming months.



Quality of Care and Life

Survey Results from the previous quarter can be [accessed here](#).

| Kaye
Quality and Risk Manager

Palliative Aged Care Outcomes Program (PACOP)

Eva Tilley continues to foster its partnership with University of Wollongong, through the day-to-day embedment of the PACOP program. The program was implemented in 2019 when we were selected as one of two sites nationally to trial the program in a residential aged care setting. This program uses clinical based assessment tools, to identify residents who are approaching a palliative phase in their life by ensuring that needs, wishes and concerns are addressed promptly. The continuous cycle and protocol of; “Assess, Plan and Respond” allows for the ongoing monitoring and evolving changes experienced by residents and engages their representatives within the program. The clinical based assessment creates open communication through common language with health professionals, allied services and specialist palliative care teams, enabling holistic support and care to be provided.

One of the key aspects that sets PACOP apart is its emphasis on holistic care. Recognizing that end-of-life experiences are not solely defined by physical symptoms, the program integrates emotional and spiritual support into the care plan. This comprehensive approach not only alleviates pain and

discomfort but also promotes emotional well-being and provides comfort to residents and their families during this challenging time.

Moreover, the value of the PACOP lies in its ability to empower residents to make informed decisions about their care and end-of-life preferences. Through open communication, shared decision-making, and advance care planning, Eva Tilley ensures that each resident's wishes are respected and honoured, allowing them to maintain a sense of autonomy and control over their end-of-life journey.



Our nursing and direct care staff are trained in relation to the program, in particular the use of the assessment tools, and the importance of managing and reporting a deteriorating resident. This enables and promotes comfort care during the end-of-life phase. If you wish to learn more about our palliative approach and program, we would welcome the opportunity. We have information sheets at reception that explain the program in more depth.

| Karen & Roi
Clinical Care Manager
& Training Manager

Australian National Aged Care Classification Assessments

The AN-ACC tool is the resident assessment framework which is currently in use by Aged Care Facilities across Australia to determine the subsidy we receive for the care we give our residents. All new permanent residents require an AN-ACC assessment when they enter aged care or if their care needs change. Assessments are part of the compliance framework that has been mandated by the Department of Health and are conducted by independent assessors appointed by the Department. The assessment involves an assessor having a chat with the resident about the things they can do independently, and the things they need help with. They also look at our care documentation and talk to the Nursing and Care Staff who care for our residents. This assessment lets the facility know our resident's class, looks at care documentation and comments back to the nursing and care staff who care for our residents.

If you have any questions, please feel free to contact us.

| Mandy
Care Support Coordinator

Partnership in Care Advisory Group

Eva Tilley's Partnership in Care Advisory Group was established and first met in October 2023. The group meets quarterly with the aim to engage and empower our residents and representatives, through fostering diversity, encouraging feedback and transparency, in partnering in the care and services provided at Eva Tilley.

Members of the current group include 2 residents, 2 resident representatives, Quality and Risk Manager, CEO, Clinical Care Manager, Lifestyle staff and Registered Nurse. Already we have had great topics of interest for our first 2 meetings which included Falls Prevention, Palliative Care (PACOP), Swinburne Wellbeing Clinic, Behaviour Management and Feedback/Complaints.





EVA TILLEY
Keeping Families Together

Tilley on Burke Cafe & Kiosk

OPENING HOURS

Tuesday and Wednesday
11:00am to 3:30pm

HOT & COLD DRINKS

Hot Chocolate	\$3.00
Espresso, Latte, Cappuccino, Mocha & Chai	\$3.00
Tea	\$2.50
Iced Tea	\$2.50
Iced Chocolate and Coffee	\$5.00
Wine - Red/White	\$4.00
Beer/Cider	\$4.00
Soft Drink (Can)	\$3.00

KIOSK & SNACKS

Chocolate (30-60g, 180g)	\$3.00 \$6.50
Lollies - Various Type Bag	\$4.50
Chips (Small and Large)	\$1.00 \$5.50
Arnotts - Cream Biscuits	\$4.50
Arnotts - Chocolate Covered Biscuits	\$5.00
Arnotts - Clix/Shapes/Savoys/Jatz	\$4.50
Arnotts - Plain Biscuits	\$4.00
Noodles Cup	\$2.50
Dixi Cup Ice Cream/Ice Cream Stick	\$2.00
Various Cards	\$2.00
Postage Stamp Available at Reception	\$1.20



Drinks



Snacks



Coffee



Cards

Version: February 2024

NOTICEBOARD

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

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

Lost Property



We have a few garments in our lost property that do not have name labels on them. You are welcome to come in and see whether it belongs to your loved one.

Feedback, Comments & 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. For confidentiality a locked Perspex box is in the hub.

Join the Conversation



Like us: [evatilley](#)



Follow us: [evatilleymemorialhome](#)



Follow us: [Eva Tilley Memorial Home Incorporated](#)

OUR THANKS & PHOTO GALLERY

We were fortunate to receive a generous donation of \$27,800 from the **Bendigo Community Bank, Inner East branch**. This enabled us to purchase new hot water units. Residents Mary, Anne and Len



(pictured) expressed their gratitude to Juliann and Maggie for reinstalling the much needed hot water. We all enjoyed a special morning tea to thank them. Board Vice Chair Margaret and fellow Director Susie are pictured with Services Manager Lena and our CEO Sharelle, gratefully receiving the cheque.

