








EVA TILLEY
Keeping Families Together

EVA TILLEY TIMES

Winter 2024



~ Dates for the Diary ~

Meet and Greet our Acting Chief Executive Officer, Mimi Asche	2nd August 1:30pm
 Aged Care Employee Day – Let's celebrate our Employees	7th August
Meet and Greet our Acting Chief Executive Officer, Mimi Asche	7th August 2:00pm
 Winter Wonderland Gallery Evening	15th August
 Father's Day Lunch and Celebration Day	30th August
 AFL Grand Final Residents' Lunch	26th September
 Daylight Savings commences	6th October

From the Chief Executive Officer

Well, the blast of cold is very Melbourne and very winter. I must admit it is not my favourite time of the year. As I greeted one of our very motivated residents returning from her morning walk with our physiotherapist Kynan yesterday, she quickly quipped how invigorating it was, “but never without a jacket”.

It is with the physiotherapy and movement program in mind that I sincerely thank and acknowledge our generous supporters who donated to our End of Financial Year Gift Giving cause. We raised \$11,400 and we intend to keep expanding on our current offering of 1:1 walks, walking groups and movement to exercise programs and other diversional programs relating to music and art.

On the theme of thanks, I wanted to acknowledge the work of our Partners in Care Advisory body who have reached out to residents and families over the past weeks to request feedback or suggestions relating to care and services which would be beneficial. This group will then write a recommendation letter to the Eva Tilley Board for their consideration and action.

More structured information will be provided post the collection and dissemination of the recommendation letter to the Board.

The Independent Resident Experience Survey program representative, Gillian visited twenty residents in early June. Gillian interviewed for most of the day and was very complimentary about her experience with the residents, or any families she engaged with.

This survey forms part of the Star Rating program. Our current rating remains at 4 Star overall after our data submission relating to January to April 2024. We must submit our final quarter data for 23/24 by the 20th of July. The four data domains are Compliance, Quality indicators, Resident Experience Surveys and Workforce (minutes of care delivered by Nurses/Direct Care).

One of our greatest challenges remains our workforce in relation to the deliverance of the mandated minutes and recruiting suitable, skilled and trained members who will assist in meeting residents needs while providing safe and high-quality care.

The Department has mandated a further increase in care minutes per day, per resident from 1st October 2024; increasing to 215 minutes of care of which 44 minutes must be delivered by a Registered Nurse.

I thank the residents, or representatives, who have completed the recent quality of care and quality of life surveys in late June and acknowledge the work of Aron our interviewer. We will share the recent results soon.

In the upcoming week we will welcome the Acting CEO Mimi Asche and host some meet and greet sessions. Mimi comes with many years of experience in the sector and commences on 25th July until early January 2025, whilst I commence long service leave from Thursday 1st August.

I want to thank all our incredible residents, families, volunteers, staff and service providers for their support over the last seven years. Stay safe and well, and I look forward to seeing you all early next year.

| Sharelle



Did you know?

Eva Tilley was appointed as a Commander of the Most Honourable Order of the British Empire (CBE) in June 1945.



Lifestyle

With winter comes the shorter cold days and residents not venturing out as much. However, we have seen some large numbers at our regular activities and special events as residents seek out opportunities for socialising and engagement.



Our cultural events and social groups continue to be popular as we have recently celebrated Greek National Day, Italian Republic Day and monthly social groups for our Greek and Italian residents and their families. Most recently a group from the Balwyn Baptist Church sang for our residents in both English and Mandarin, and performed a traditional Chinese Fan Dance, delighting all watching, particularly those with Chinese heritage.

The Easter bunny made an appearance again this year with gifts of Easter eggs for all, and much laughter when greeting our residents enjoying their special Easter Lunch. Many participated in the combined Easter church service, with beautiful singing and a time of reflection led by our volunteers from St Bede's Catholic Church.

ANZAC Day was commemorated with a service for residents and staff. Resident Ian read an account of the dawn landing at Gallipoli, and all present were invited to lay poppies in memory of those lost in all wars.

Our intergenerational programs continue with:

- Students from Genazzano visiting fortnightly during March and April to play games and converse with residents.
- Fortnightly visits to Malin Preschool in Hawthorn.
- In conjunction with Swinburne University, residents Len, Judith and Mary participated in a weekly program with students from Auburn High School. They asked each other questions about a significant turning point in their lives, with their responses being recorded and made into a short film.



| **Kate**
Lifestyle/Volunteers
Coordinator

Meet Our Residents

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

Rae C, John M, Brigitta F, Ademaro P, Eleni N, Tahere J, Elizabeth C, Albert W, Wang L, Rosemary W, Kaiqiang W, and Sam V.

Meet Brigitta:

Brigitta joined the Eva Tilley community in March this year. She likes to walk, tend the garden, socialise, and can regularly be found assisting with coffee club serving drinks to residents. She is very caring in nature and will regularly speak up on behalf of fellow residents who are needing assistance.



“My Story”

I was born in Oldenburg North Germany. I undertook most of my schooling in Germany. As a teenager I moved to London to work as an au pair and studied languages, completing my high school education in the UK. I travelled extensively in Europe, living in France and Spain. Being fluent in German, French, English and some Spanish I easily found work.

I enjoyed music, particularly jazz and loved to attend the live jazz clubs in London and Europe when travelling. I married an Aussie in London moving to Australia in 1967 and settling in Sydney. We bought property out of Sydney, and I was able to establish my garden. It was a beautiful place to live. Over the years I developed a keen interest in social and environmental issues, the work of Greenpeace and similar organisations. One of my greatest joys is to be out amongst nature and the trees. I enjoyed baking and each week made loaves of traditional pumpernickel bread which I sold to German immigrants and others. I have found the transition to living at Eva Tilley challenging, but enjoy the social aspects of being here, and I generally find someone to talk to and spend time with.

Congratulations to the following residents who have recently celebrated special birthdays!

~

100th Centenarians: Noreen, Bill and Lucy

102nd Celebration, Dorothy and 103rd Celebration, Irene

Services

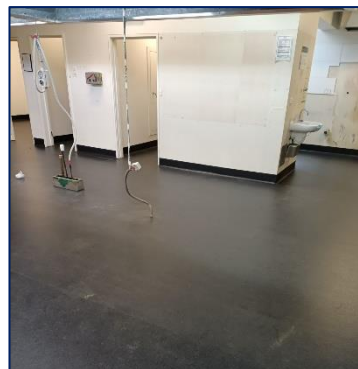
What a fantastic few months at Eva Tilley on the Services and Admission front. We are nearing full occupancy and it has been lovely seeing new families join our Eva Tilley community.

We pride ourselves on our vibrant and engaging culture where our residents are valued and respected, who bring a variety of diversity and customs.

Our beautiful gardens and internal environment continually require meticulous organisation in delivering the services that are needed for our residents.

These last couple of months saw the completion of our floor installation in our main kitchen. We also upgraded our 60+ year old canopy which had a history as long as Eva Tilley has been in existence!

With new equipment, flooring and painting throughout the kitchen, staff now have a more functional and pleasant workspace environment.



A large proportion of the funding for this project came from a philanthropic donation from the Scobie and Claire Mackinnon Trust, for which we are very grateful.

On the external front, we have completed concreting works around the gates of the facility in order for smooth locking.

During the quarter, preventative maintenance on ceiling hoist tracks in each room was undertaken.

We also had the mechanical shutdown testing of our fire dampers which is part of our compliance.

It is important for our residents to live in a clean and a safe environment and we welcome your input if there are any maintenance issues that you are aware of and we will endeavour to fix them, as a matter of priority.

We will always continue to improve our delivery of services.

| **Lena**
Services Manager

Catering

I would like to start by thanking and expressing gratitude to all residents and staff for their support during our kitchen floor renovation from 5th to 22nd April. It was a time of challenges and learning for all of us, but we managed to get through it, without compromising nutritional meal services to our beloved residents.

We thank BASScare for supporting us in providing meals and thank residents for their understanding during this time of upheaval.

Now, we are back with our modern kitchen with newly renovated floor, exhaust canopy, dishwasher, bench and large fridges.

We are at the start of our winter menus and have received excellent feedback about our meals. We always promise to provide meals which our residents prefer while maintaining nutritional value and flavors and recently completed our external food audit with good reviews.

Finally, I want to thank our catering team and management for their support during the last challenging quarter.

| Bijaya
Chef Manager

EVA TILLEY MEMORIAL HOME							
Winter 2024				copies of standard menu available on request at reception			
WEEK ONE	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY	SUNDAY
LUNCH							
MAIN	Mild beef curry	Chicken Princess	Tender roast pork	Greek Lamb chops	Fried or poached Fish & Chips	Chicken Cacciatore	Roast beef
Lunch alternatives	Dips Trio	Kidney bean and vegetable ragu	Roasted veg stack with quinoa	Ricotta and Spinach Cannolini	Party Pies and Spring Rolls	Vegetable fried rice	Crusted herb fish
Sides	Rice and asian Vegetables	Potato wedges and honey carrot	Roast Potatoes Pumpkin & Peas	greek lemon smashed potatos,zucchini and tzatziki	Homemade coleslaw or veg medley	Fetuccine and spinach	Roast Potato Pumpkin & peas
DESSERT	Peach and mix berry crumble with custard	Blueberry and walnut pudding	Cappucino pannacotta	Spiced pumpkin tarts	Crème Caramel	Apple oats and cocunut crumble	Sticky date pudding with butterscotch sauce
Mid Meal	cheese and zucchini Slice	orange and polenta cake	mini cheese croissant	Chocolate caramel slice	herb & pumpkin scones	Fruit cake	Shortbread
Dimmer SOUP	Asparagus	Beef and vegetable	Sweet Potato	Creamy cauliflower and basel	Fennel & Vegetable	Creamy pumpkin	Zucchini and Cheese
MAIN	Tuna pasta Bake	Eggs florentine	Oven baked fish	Garlic and ginger pork stir fry	Ham and Cheese toasted muffin	Sausages wrapped in bacon	Sweet potato,Lentil and ricotta Lasagne
Sides	vegetable medly	Bacon and hash brown	Garlic chats and green beans	Rice and asian vegetables	Tomato and cucumber salad	Bread roll and green Vegetables	Green beans
DESSERT	Jam And cocunut slice	Spiced apples with custard	Raspberry cupcakes	Poached pears with cream	Strwberry yoghurt with two fruits	Icecream Sundae	Orange Flummery with Fruits
Lunch meal alternative displayed- as per menu ~Evening alternative assorted sandwiches or Eggs your way- Saturday Hot Breakfast~Main meal and sides are modified to texture modified diet.							

Our six-week rotating Winter Menu is currently being used and if you wish to get a copy, please see our Reception team.

Team Tilley News

Welcome to the team:

- **Direct Care:** Bhuwan, Dilip, Lilian, Eleni, Christina, Sora, Arian and Marie
- **Catering:** Nami and Neil
- **Lifestyle:** Jo and Karina
- **Laundry:** Asha
- **Maintenance:** Alex C



We also welcome new Board Director, Ms Kristin Hosking Kristin is a qualified Registered Nurse who has dedicated 25 years in senior management roles in residential aged care, community aged care, the disability sector, primary care and allied health. Kristin's areas of expertise lay in quality and compliance management and risk management. As a Board Director, she is also a member of the Clinical Governance Committee.

For more information about our Directors, you can read about them on our website: evatilly.com.au/who-we-are/our-board/

Employee Recognition Awards

This is a staff recognition program that acknowledges an employee's professionalism in areas of their day-to-day tasks and duties or contributions to Eva Tilley through their work. An employee can be nominated by a fellow employee, a manager, a team leader, in-charge staff, residents, family members and/or persons observing a staff member worthy of recognition.

Congratulations to the following:



- **Jessa**
Compliments from family, about her care and clinical skills, follow-up and availability to the family.
- **Lena**
A family acknowledgment of Lena's exceptional assistance with their admission to care and the settling in process.
- **Elisabeth**
Grateful for her ability to engage their mother in day-to-day meaningful activities at Eva Tilley.

Students and Volunteers:

Students:

Oscar, Christi, Clarissa, Meg

Volunteers: Jo, and

Sirasi DeSilva from the Aged Care Volunteer Visitors Scheme.

Quality and Risk – Conversations

Feedback and Opportunities to improve:

We have received 29 comments since March: 14 compliments and 15 opportunities to improve resulting in discussions with residents and their families and follow up for improvement with staff including some change in practice along with strategies for delivery of care, including readiness for an appointment, care of personal items, meal and beverage choice, laundry and late notification of a disruption to the telephone service which resulted in an update to our Emergency Procedure Action Plan and training to ensure timely notification of major disruptions to senior staff.

Antimicrobial Stewardship

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

Internal Assessment/Audit program

Internal assessments have been conducted to measure whether our work practices align with our documented procedures for Occupational Health & Safety, medication management, sexuality and intimacy, oral and dental care, diabetes management, continence

management, resident dignity and choice, sleep and rests, catering and food safety program with compliance between 70% and 99%, with ongoing training for improvement.



New Quality Standards

The new 'Strengthen Quality Standards' will come into effect when the new Aged Care Act and new aged care regulatory model start. We are mapping/auditing our policies and procedures to the requirements of the new standards, noting whether they will comply, require an update, or need to be replaced with a new document. Our current audit indicates that we are already meeting the standards.

| Kaye
Quality and Risk Manager

Consumer Advisory Bodies

Residents and representatives provided information about the Partners in Care Advisory Group (PICAG) along with an expression of interest to join including information about the feedback system and a suggestion form.

The following suggestions were received:

- Consider an app for clinical and care staff to communicate to representatives a digital update of resident health and wellbeing.
- Request to continue Infection Prevention Control interventions, RAT testing and masks until Spring, to provide safer outcome for vulnerable residents.
- Instructions to assist new residents using wheelchairs for the first time, to self-propel themselves.

Two resident representatives have joined PICAG and attended meetings.

Recommendations received from PICAG to the Board:

- A feedback system that allows for all key stakeholders to self-complete using digital technology such as an iPad or smartphone application.
- A review of the current physiotherapy and group exercise programs offered and or conducted, so they provide greater continuity and availability for our residents.

<i>Eva Tilley Memorial Home Inc.</i>	<i>Management</i>
<i>Partners In Care Advisory Group Suggestion Form</i>	<i>Form 1.4.2</i>
I understand the Partners in Care Advisory Group has the ability to provide feedback to Eva Tilley's Board of Directors, with the aim of improving the quality of services received.	
I further understand that I can make suggestions or give feedback in relation to the complaints and complaints system, staff engagement, quality of clinical care and services, meal services and quality, lifestyle activities and entertainment, equipment and furniture, and the facilities and grounds.	
My feedback is:	
<input type="checkbox"/> No suggestions at this point in time	
<input type="checkbox"/> I am happy with all care and services provided	
OR	
<input type="checkbox"/> I would like to suggest the following for consideration by the Advisory body:	
Detail please:	
Why:	
Name:	
Signature:	
Date:	
Authorised by: Eva Tilley PICAG May 2024 1 of 1	



Have you got Feedback that you would like to push towards the Partners In Care Advisory Group? Scan the QR Code to have your say!

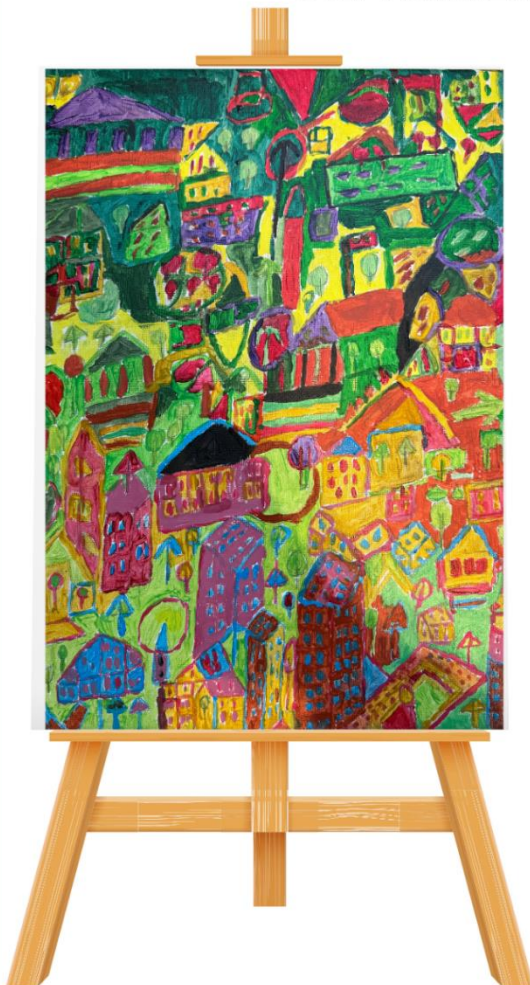
Upcoming Event



EVA TILLEY
Keeping Families Together

Winter Wonderland Gallery Fundraising Event

*Step into a World of Creativity with
our Amazing Residents!*



**Thursday
15th August
2:30pm & 5:30pm
Ground Floor**

Refreshments

Raffles

Silent Auction

**All proceeds will support
Art, Craft and Music Programs
for Eva Tilley Residents.**

Artwork Created by: Jane Mc

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

Employee Recognition Program

We value nominating and rewarding contributions of our staff who embody our Mission, Vision and Values whilst at work.

If there is a member of staff you wish to recognise, Scan the QR Code to nominate them.



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

Join the Conversation



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PHOTO GALLERY

