

Mid-year Report July 2009



ADVENTCARE

Seventh-day Adventist Aged Care (Victoria) Ltd ABN 17 108 486 835

www.adventcare.org.au

Tel: 1300 128 628



*“Supporting your well being
and quality of life”*



Executive Report

Mrs. Ruth Welling – Executive Director

At the start of this year, I along with some members of the Board of Directors, went to the International Risk Management Conference in Malaysia. The week-long conference has enabled us to re-consider some of our risk management strategies. The trip was significant for us in more ways than one. As we sat in our various meetings, Victoria was on fire and we were in Penang when Black Sabbath occurred. Residents from AdventCare Yarra Ranges in Warburton were evacuated twice in one week. Some of our brave staff at Warburton was involved in volunteering services fighting the fires. We thank our wonderful staff, residents and families for managing this fearful phase at AdventCare Yarra Ranges. Following the conference I made a trip to Thailand, to a Karen Refugee Camp in Mae Sot, (on the border of Burma and Thailand). I met with several groups at the camp. One of the places I visited was the Sho Lu School. It was here that I met the headmaster SawNaing Tun and saw the sad state of his school. He requested that when I got back to Australia to assist him with funding to rebuild his school before the rainy season comes so that his school children can have a dry classroom to study in. I brought this issue to the Board of Directors, as a result; AdventCare donated the money needed for the rebuilding of this school.

In 2009 we commenced an official personal care traineeship program at AdventCare Whitehorse. 4 permanent positions were created especially for trainees. Trainees are provided with a minimum of 15 rostered hours and more when shifts are available. The trainees we looked for were those with no aged care experience but a true desire to make a difference in aged care. We provided them with intensive practical training before they are rostered to care for the residents. Their theoretical work started in February and will run for 9 – 12 months. At the successful completion of their course (Cert IV in Aged Care Work), they will either be offered a permanent position with us or they will be armed with 12 months work experience and a nationally recognised certificate to further their career.

A few months ago we welcomed a new director to Seventh day Adventist Aged Care (VICTORIA) Ltd, Mrs. Jan Robinson, a registered nurse with experiences in aged and acute care as replacement for Maxine Davey. Several board sub committees were formulated by the Board of Directors this year. These sub committees were; Finance Sub Committee (Chair: Eric Choo), Quality/Clinical Sub Committee (Chair: Jan Robinson), Building Sub Committee (Chair: Ruth Welling) and Risks Management Sub Committee (Chair: David Phillips). In April this year, the Board of Directors agreed to pursue the purchase of Yarra Junction Aged Care at Yarra Junction, Victoria. (100 beds aged care facility; 65 high and 35 low care places). As a result, on 1st July 2009, we became the official approved provider of Yarra Junction Aged Care and the name was changed to AdventCare Yarra Valley.

In these first 6 months, we are still waiting patiently for the City of Whitehorse to grant us the planning permit for the final extension at AdventCare Whitehorse. The capital rebuilding at AdventCare Whitehorse will see a new 50 bed nursing home to replace the existing 60 year old building, 20 2-room apartments, 100-seat auditorium, 24 bed hostel and new staff and administration amenities. The final good news to finish off this half of the year was the successful application for high care beds at AdventCare Yarra Ranges. In late June, the Commonwealth government granted 50 high care bed licenses in principle to Seventh day Adventist Aged Care (VICTORIA) Ltd. With the acquisition of Yarra Junction Aged Care Facility and the 50 bed licenses, AdventCare now holds 385 bed licenses. This is an increase of 200 bed licenses since the year 2000, we have indeed come a long way.

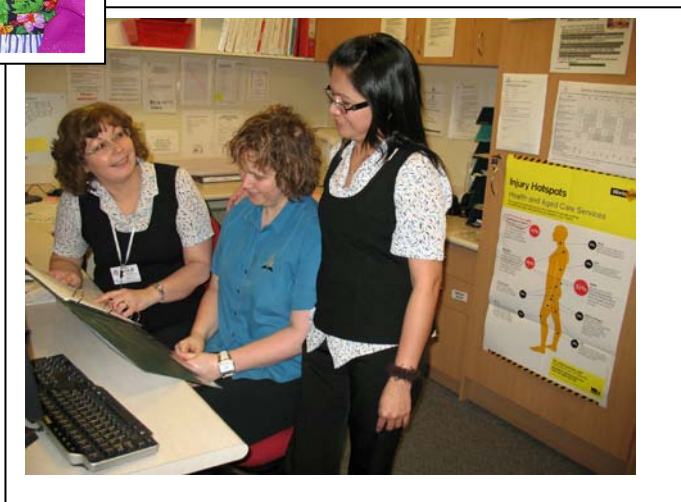
This year, we welcomed Janice Bailey-Chambers to the newly created position of Human Resource Coordinator. In the past 6 months Janice has concentrated her efforts at AdventCare Whitehorse, coordinated the human resource aspects of the acquisition of AdventCare Yarra Valley and is currently involved in negotiations with the unions over our Enterprise Bargaining Agreement (EBA).

Earlier this year, we released the 2008 Residents Satisfaction Survey conducted by InSync Survey. The overall result was a satisfaction rating of 87% with our care and services. A full report can be seen on www.adventcare.org.au

In closing, I take this opportunity to formally farewell a dear employee, Mrs. Sue Hammond, Finance Assistant. After 8 years of services she has been the longest serving member of the corporate team, she started working with me not long after I commenced in my current role. The Board of Directors and I wish Sue a happy retirement.

We look forward to the next 6 months with confidence in the knowledge that the Lord God is looking after us.

Ruth Welling
Executive Director



AdventCare Bendigo Report by Mrs, Maree Hayes – Operations Manager

Management: Jan Carter has taken on the role of Quality and Training Coordinator. Jan is responsible for the logging of the Corrective Action forms and for staff and resident education. Boska Wyatt commenced as Clinical Care Coordinator in early May to work alongside Lyn Wattie.

Education: An Education Incentive Scheme has been implemented to promote attendance at education offered within the facility and for staff to attend external education. It will culminate in the awarding of a “mystery” prize at year end. The Aged Care Channel has proved to be an important educational tool allowing staff to view sessions in their time with questionnaires completed.

The Alawara Community Centre formerly Life on Bay Street: New signage has been erected. The Centre has recently commenced a weekly “Soup and Buns” lunch on a Wednesday between 12.00 to 1.30pm – a collaborative effort by the Church and AdventCare Bendigo to provide some hot sustenance and cheer in the winter months.

Donation: An anonymous donation of \$500 has meant we were able to purchase a Princess Chair which has improved the social aspect of one of our more frail residents enormously. We extend a big thank-you to the anonymous donor!!

Clinical: We have commenced taking photographic records of wounds. This has met with a very positive response from the GP’s and proven to be educative for the staff and affirming of the treatment regime undertaken.

The Stick-to-Stand system is to be trialled on 12 residents. This is to enable the consistent return of electronically-operated beds to the correct height for individual users. The results will be monitored.

Lifestyle: A very busy 6 months for the Lifestyle team with many highlights. Here are some highlights:

- Mother’s Day was a very successful day with a “Bridal Extravaganza” where staff and family and students from BSESC modelled some of the over 55 dresses from many different eras. Many of the staff and residents and their families contributed to the day which included wedding music, a mock ceremony and a full parade as well as static displays. Many compliments were received.
- The Biggest Morning Tea raised over \$450 for Cancer research. It was themed to honour the nurses and the wonderful job they do and staff wore “Nurses Caps”. Boska, one of the CCCO’s, spoke of the role of a nurse in helping people deal with the issues and problems they face.

Together with these bigger events the outings, lunches, concerts, games, quizzes, craft and much more continue.



Community Involvement: The Student Representative Council at Bendigo South East Secondary School has committed to fundraise for another special chair for our residents in palliative stages. The supplier and staff from AdventCare visited the school and spoke with the students to explain the purpose of the chair and its many benefits for the residents.

Unit Residents: The Unit Residents’ regular monthly meetings in the Alawara Community Centre have been a great hit with many outings organized and suggestions made. They had a Fire Extinguisher training session and have Evacuation Plans placed on all exit doors.

We are looking to relocate some taps to ease the difficulty some have with their watering.

Maree Hayes, Operations Manager

Adventcare Whitehorse Report by Donna Anderson – Operations Manager

The past 6 months have gone by very quickly and I am happy to report some highlights:

Continuous Improvement: Our commitment for continuous improvement helps AdventCare Whitehorse to upgrade and improve. This was acknowledged and commented on when in May we had a visit from the Standards and Accreditation Agency who found us to be compliant in all areas. The two agents were impressed with our care staff regarding their knowledge of our residents' care and expressed that they are to be commended. Our hairdresser also received a certificate in February from Whitehorse Council for achieving 5 Stars as part of the Health Act assessments.

Nursing and Care: We say goodbye to Edison Chee as he relinquishes his role as Clinical Care Coordinator and takes up the role of Registered Nurse Div 1/ACFI Coordinator. Over the past few months, we have embarked on a strong and sustainable recruitment drive to reduce our reliance on agency staff. Statistics coming in from Janice has shown our usage of agency staff has been reduced. We are grateful to our Executive Director Ruth Welling for conducting a series of workshops for care staff and supervisors. She has introduced a new concept of documentation to the staff. It is already showing results as staff have wholeheartedly embraced the new documentation formula.

Hand-washing and cleansing: Hand-washing and cleansing are the two important factors we remind our staff, residents and visitors on. We have supplied special disinfectant solutions at various strategic points including the front door.

Education is a very big part of helping our staff to continually improve; we have an education program that covers various topics which helps with the caring of our residents. We also have staff completing their Cert IV Staff appraisals are also a good way to gauge our staff on their knowledge, philosophy and attitudes relating to AdventCare.

Catering: Our kitchen was awarded 5 star rating by the City of Whitehorse during their audit of our kitchen. The Food Committee continues to meet regularly. Their input and feedback have assisted in much of the improvements in this department.

In consultation with our Dietician a six week winter menu has been implemented. We have also purchased two insulated Cam Carts for the transportation of food around the facility; this purchase enables food to remain hot for longer periods whilst being moved from the main kitchen to the kitchenettes during service times. While the weather was warmer BBQ's out on the balcony were held with a large attendance by residents who enjoyed the sunshine.

Areas of Improvement:

- The accredited bus was modified to enable more residents who are confined to wheelchairs to travel on outings.
- Landscape gardening – we have received many positive comments on our new gardens at the entrance of gate 1 and also at the entrance of the Laughlin Avenue units. These gardens now have drought resistant plants and will also provide lovely colour over the seasons.
- As part of low care activities, garden beds at waist height were constructed by volunteers for the Barratt Wing balcony, to be planted by our residents.
- A new bench seat around the back of the Walter Fowler building has been installed for residents to rest and watch wildlife in action while under shelter.
- The gazebo area in the Dorothy Wing has been improved with ground leveling and fencing for safety.
- More cameras have been installed around the facility. They have been placed in resident lounge rooms, dining rooms and balconies. The extra cameras around the facility will help to keep residents and staff safe and secure.



I have faith that AdventCare Whitehorse will go from strength to strength with the Lords blessing.

Donna Anderson, Operations Manager

Adventcare Yarra Ranges Report by Alex Bolek – Operations Manager

After a very successful and enjoyable 2008 at ADVENTCARE Yarra Ranges, the 2009 year started with a promise of the same – good, sunny days. This unfortunately turned into hot, very hot and very dry conditions resulting in some of the worst fires the valley had experienced. It was also the time that Yarra Ranges, as a precaution, evacuated twice. This whole process was coordinated by the Department of Health and Ageing with support from the ambulance services and other Aged Care facilities who opened their doors to our residents and offered to provide care that was needed. The management would like to thank all the staff (who were willing to work even though their own properties were under threat) the emergency services and families of residents, many who offered to help.



After the event, the residents of ADVENTCARE Yarra Ranges created thankyou cards and presented them to the Warburton Fire Brigade as a recognition of the work and sacrifice of our fire department.

The Unit Residents were treated a trip to Sorrento. This was a first but it will not be the last. It was a

perfect Tuesday, the weather, the company, the views and the food. Both back and the main beaches were explored and the whole trip finished off with the famous Sorrento vanilla slice – Yum.



The residents at Yarra Ranges love to celebrate, any occasion will do. The first six months saw many occasions and some of the more notable ones were:

- The Clown day. Both staff and residents took the opportunity to “let their hair down” and have a laugh at each other and themselves.
- Dutch day. Since there are a number of residents who have an interest in Holland and things Dutch, our activities dept. organised exhibits, talks and ofcourse food.
- Australia’s Biggest Morning Tea, as in previous years, attracted much support from the community and the local Warburton primary school. The funds raised were for cancer research and this year saw a record raised for the Aust. Cancer Council.
- The Residents of Yarra Ranges also joined with the world day of prayer. The chaplaincy dept. organised a spectacular display of New Guinea. Guest speakers made the whole program very meaningful and enjoyable for all.

Helen Williams and Alexandra Barton-Johnson have recently taken on the shared role of Quality and Training Coordinator.

The First of July, also was an important milestone for Yarra Ranges. As the first facility in the ADVENTCARE group, we are trialling a “paperless” system. (paperless in this case means reduced paper). We are fully computerised in our records (data) and voice communication. Serle Harvey our Informations Systems Manager conducted a full day training session on our Autumn Care system for our Registered Nurses and Supervisors. As a result, AdvenCare Yarra Ranges is using the full version of Autumn Care. This has been well received by all staff.

Alex Bolek, Operations Manager

Adventcare Yarra Valley Report by Calvin Drinkall – Operations Manager

July 1 2009 commenced a new chapter for AdventCare as we moved into the former Yarra Valley Aged Care facility in Yarra Junction. Our introduction was quick following a phone call from the Accreditation Agency, who called on our first day indicating they would be visiting to conduct a full audit of all 44 outcomes on the 7th & 8th of July. We had to speed up for the orientation of the facility so that we are fully prepared for the audit. In additional, we had to quickly identify gaps in the system so that we can implement actions to address the gaps. The staff members on site were very helpful in assisting Julie, Serle and I in our orientation of the facility. On 7th and 8th July, 4 assessors from the Aged Care Standards and Accreditation agency promptly turned up on time and on schedule, but we were prepared! As already highlighted earlier in this report, the assessors report indicated that AdventCare Yarra Valley is compliant in all 44 outcomes, an achievement that we are excited about. I want to acknowledge the staff for their efforts in contributing to this result. The assessors praised AdventCare for a smooth take over and informed us that residents are already feeling so much at ease with our management team. Our focus now is to achieve accreditation in October this year and I'm confident we can accomplish this.

During the initial few months, we have committed to communicating with residents and staff via a weekly newsletter and regular meetings and most of all, open communication. We are utilizing the services of the National Buying Group to manage the catering services. Already we are receiving so much positive responses to the food.

At our recent residents and staff meeting we shared with them the need to relocate some residents into other rooms in order to enable us to attend to some structure changes in the building. For example, we have identified both the lifts in the buildings are not functional in providing quality resident care. As a result we will be making structural modifications to the lifts.

We also want to introduce a more home-like environment to the facility. As a result, Elaine McNeil from Aged Care Interiors has been engaged to attend to the interior designs of the facility. She is a very experienced aged care interior designer. I am sure everyone will be most delighted with her efforts.

Our aim is to continue to provide quality care for our residents and build on the reputation that AdventCare is known for within the Aged Care business.



I ask that you keep our AdventCare Yarra Valley in your prayers and if you are visiting the Yarra Valley here in Victoria, why not call in and view our new facility at 21 Hoddle St, Yarra Junction, Victoria, 3797.

Calvin Drinkall, Operations Manager



Seventh day Adventist Aged Care (Victoria) Ltd Board of Directors

- Chairperson:** Dr. Denis Hankinson (President, Victorian Conference of Seventh day Adventist Churches)
- Company Secretary:** Pastor Wayne Stanley (General Secretary, Victorian Conference of Seventh day Adventist Churches)
- Directors:** Stephen Whitson (Chief Financial Officer, Victorian Conference of Seventh day Adventist Churches)
- Ruth Welling (Executive Director AdventCare, RN D1, B. Health Administration)
- Eric Choo (Lawyer)
- Arthur Johnson (Accountant, Retired Sanitarium Health Food Company Manager)
- Jan Robinson (Registered Nurse)
- David Phillips (Consultant, Thompson Adsett Architects)

Seventh day Adventist Aged Care (Victoria) Ltd T/A AdventCare Senior Management Team

- Executive Director:** Mrs. Ruth Welling
- Financial Controller:** Mr. Raymond Chuang
- Information Systems Manager:** Mr. Serle Harvey
- Quality and Development Manager:** Ms. Julie Mustafof
- AdventCare Bendigo
Operations Manager:** Mrs. Maree Hayes
- AdventCare Yarra Ranges
Operations Manager:** Mr. Alexander Bolek
- AdventCare Yarra Valley
Operations Manager:** Mr. Calvin Drinkall
- AdventCare Whitehorse
Operations Manager:** Mrs. Donna Anderson

<i>AdventCare Bendigo</i> 392 High Street Golden Square Victoria 3555	<i>AdventCare Yarra Ranges</i> 5 Woods Point Road Warburton Victoria 3799	<i>AdventCare Yarra Valley</i> 21 & 27 Hoddle Street Yarra Junction Victoria 3799	<i>AdventCare Whitehorse</i> 163 – 165 Central Road Nunawading Victoria 3131
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Our mission statement:

“Supporting your well being and quality of life”