



Welcome to the Winter edition of the newsletter – August 2022.

From the CEO's Desk

Winter is coming to an end, and we have certainly had our share of the usual illnesses that come at this time of year, both within our resident community and staff team. We were impacted of course as was many in our local community with the outbreak of a new strain of the COVID-19 virus, and fortunately the symptoms for many were mild, thanks to the protections offered via vaccination for flu and COVID-19.

We really have appreciated the support of our community in having to respond to any outbreak and the resultant disruption to visitor arrangements. We have well and truly tested our Infection Control and Outbreak plans, and been able to liaise with the Gippsland Public Health Unit readily who have supported any improvements over time. So thank you to you all for helping us!

Aged Care Funding System changes

You may be aware of the previous Aged Care Funding Instrument (ACFI) where we utilise a series of assessments over a few days to determine care needs of each resident. A new funding model - Australian National Aged Care Classification (AN-ACC) will be introduced in October this year replacing ACFI. All residents will be independently assessed for their care needs by an external organisation. The assessments help to identify the level of care that a resident requires, and this alerts our funder to the level of funds that will be provided. We have been advised that providers should receive at least equal funding to the previous system and in some cases slightly higher which will be put towards the costs of implementing some of the recommendations from the Royal Commission such as increased Nursing staff hours. Further information here: <https://www.health.gov.au/health-topics/aged-care/aged-care-reforms-and-reviews/residential-aged-care-funding-reform/the-an-acc-care-funding-model>

New sign in procedures at PCAC

We have installed an automatic sign in procedure that enables all visitors to PCAC to register once. When you return to the facility it will remember you (by facial recognition technology); take your temperature and receive your responses to any questions regarding your current COVID status. At the present time all visitors must undertake a Rapid Antigen Test on site prior to logging in. We will be advised by the Government when this is no longer required.

The automated system allows us to electronically record who is in the building at any time. All our residents and staff are able to use this as well. We will transition away from paper based systems in the next few weeks (of course if the power is out – those systems are easily reinstated).

Our reception team can assist you with operating the new system.

Feedback to PCAC

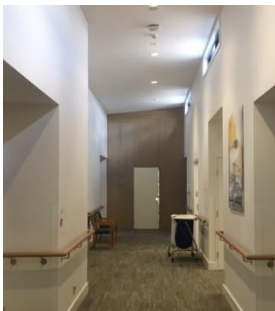
We really value any feedback we get and have implemented a new on-line system to ensure all feedback is captured. Our website will also shortly have this link that you can use to provide feedback directly into this system for review and response. You can still fill out the Blue Forms around the organisation and these will be entered onto this system [HERE](#). Our Executive team and Board review this data regularly and any improvements recommended are entered into our Plan for Continuous Improvement.

Accreditation

PCAC is accredited by the Aged Care Quality and Safety Commission and is due for re-accreditation by January 2023. This occurs every three years with a 3 day audit visit from a team from the Quality and Safety Commission. The exact date of the audit is unannounced, so the exact days will be unknown to us.

In the meantime notices have been displayed around the facility to let you know how residents or their representatives can provide direct feedback to the Commission on their experience and will be used to assess PCAC's performance under the Aged Care Quality Standards. Further information about the standards can be found here: <https://www.agedcarequality.gov.au/providers/standards>

Renovations – Yellow Wing



Despite the cold and sometimes very wet days, we have been busy getting ready to renovate the end of our Yellow Wing. The end of the corridor to the wing has been sealed off (see Pictures left) and we are at framing stage to add 3 more rooms under the roofline.

We have appointed Considine and Johnstone to complete the build and works commenced early August. The build time is approximately 22 weeks which will likely take us into late December. With all great projects there are sometimes extensions to works due to unforeseen circumstances, such as supply issues, however we will keep you informed as the build progresses. There is a little disruption to a couple of rooms in the same wing that back onto the build, but our builders have been fantastic in giving us plenty of time to move anyone impacted away from the area so that any noise is reduced.

This area was a part of the original build some 9 years ago with the intention to eventually extend the number of rooms from 68 to 71. We were very fortunate to have received a grant from the South Gippsland Hospital Community Foundation and the Commonwealth to enable this to happen.

This area had been used for many years as storage and was particularly helpful with the very large amount of Personal Protective Equipment (PPE) that we have had to maintain over the past 2 years in response to the Pandemic. We have purchased an additional container to help with storage in the meantime and using some areas in the building to store excess so that it is readily accessible in the event of any outbreak.

Tracey Gibson, CEO

Care Manager Update

Sunday August 7th was **Aged Care Employee Day** – a day to shout out to all people who work in Aged Care across the country. This is the second year that time has been placed in calendars to acknowledge the work of not only our care staff – Nurses, Personal Care Workers, but also the teams behind the scenes including our hotel service staff, cleaners and laundry services and administration staff. PCAC is grateful to every team member who contributes in so many ways to ensure our residents are cared for. We are especially conscious that the pandemic has had an enormous impact on retaining staff to work in the sector amongst daily media messages, lockdowns and continuously changing conditions as a result of outbreaks of influenza like illnesses. Many of our staff, like members of our community, have also been impacted by illness and some have had to have significant periods of time off to recover. This has resulted in some staff shortages, staff working extra hours or picking up extra shifts and more recently in lockdown, staff stepping in and up to take on roles to support our residents that they might not usually do such as looking after reception at peak times; assisting in other departments to ease the load.

We are actively recruiting and engaging with nurse agencies for permanent recruitment to vacancies and have been fortunate to attract some new team members from both out of our immediate area and from overseas. We are keen to also grow our own staff and are undertaking on the job training to upskill existing Personal Care Workers and will have a few new graduates by the end of the year. We really do want to increase the pool of people who work in the sector locally, which benefits all the services in the region.

Family Conferences & Well-being Catchups

Family conferences are a great opportunity to discuss issues, ideas, concerns, or feedback and any thoughts about your family member's current and advanced care plans. Ideally these meetings are held annually with the resident and their family/friends/advocates. Our care team are reaching out to make appointments at a time convenient and of course if you can't make it in person, please let us know so we can facilitate a phone or Zoom conference.

Podiatry

We have a new podiatry service commencing on Friday 2nd September - Aged Care Podiatry, who are based in Melbourne. They service aged care facilities across Bass Coast and South Gippsland and will be visiting every 8 weeks to see all residents and are specialist in aged care podiatry. They are also able to visit between times if there is a need outside usual visiting dates.

Lifestyle and Leisure team update

We've been fortunate through the last couple of months to have many of our residents furry friends visit. Usually they are a little smaller – like dogs.....In early June we were delighted to welcome "OLLIE" – one of our lifestyle team members beautiful Quarter Horse. He was delivered right to the front car park much to the delight of visitors and our residents.

A few were able to engage with Ollie, taking in his horsy smells and touching and feeling his soft coat and mane. Residents reminisced to staff and each other of the days gone by when they too had horses and riding them to and from school and around on the farm when they were growing up. Ollie was the perfect gentleman, so gentle and was lapping up the attention – accepting hugs and pats willingly.

Staff member Margaret introducing her horse Ollie to residents Mary and Robbie:



Maintenance of gardens comes to mind and with Spring just around the corner we are turning our attentions to the gardens which are needing a refresh. Some of our residents are very keen gardeners who provide lots of practical assistance and great wisdom on what to plant where. The garden under the pergola at the front of the building has been removed, leaving it a little sad looking whilst we await some supplies on order to finish the design.

Our lifestyle team and a very talented Volunteer with significant landscaping experience is working with a group of our keen residents to design a garden that can tolerate the lower light in this area, not to mention adding a water feature and water supply that will be able to service it. Our thanks to the Foster Golf Club who undertook a fundraising event to raise \$900 towards this in memory of former members of the Golf Club who were residents at PCAC as a lasting memorial. We will host a celebration on completion.

Men's Shed

The Foster-Toora Bendigo Bank Foundation recently granted PCAC \$10,000 towards the establishment of a Men's shed. We have a room in our Green wing that is multi-function and is suitable for indoor crafts and contained some facilities for small wood working projectshowever as recently put to me ever so well by one of our residents ".....it's hardly a Men's Shed if it has an ironing board set up!" We completely agree! Our residents were delighted to hear of the grant being made. It will be a space generous enough to house a few members with appropriate seating and any equipment they would like. We have also received \$1000 from the Yanakie Camp Draft Association to assist with buying tools and equipment. We are in the process of getting a permit to build the shed which will sit in an area easily accessible from the main building. Photo's to come!

Resident News

Our Lifestyle and Leisure Team are very impressed with the latest creation from our resident Reg, who during a brief period of one of the facility's recent lock down's kept himself busy designing and building a replica of the Prom Country Lighthouse out of plastic bottles.

60 small resource drink bottles were used for the outer structure of the lighthouse while three 2 litre milk bottles and three plastic lemonade bottles were used to hold the inner structure together. Other items used were plastic plates and spoons, the lighthouse also displays a battery-operated light.

Well done Reg for contributing to saving our planet by recycling plastics – he's now deciding the best place to display it!



Reg was also recently acknowledged by the Foster Fire Brigade at a recent celebration of their 80th Anniversary (held in its 81st year due to the Pandemic!). Reg has been a lifetime member and is still actively involved in brigade meetings and functions. Above photo of Reg in his CFA Uniform (on right) and the many medals of honor for his service alongside Capt. David Jones, Foster Fire Brigade outside PCAC prior to attending an event.

Keeping active

Despite the weather, there is always some activity happening – if not in the usual way when lockdowns and exposures to infections meant we couldn't gather in groups or welcome visitors to the facility. But when we could, Dancing, Bowls, Bingo, outdoor walks when the sun appeared, and movies were the go. Facetime / Zoom with family and friends are especially welcome when we were unable to host visitors in our usual way or when friends are too far away for a quick visit. Let us know if you are trying to connect in this way. We have invested in a couple more iPad/tablets to help facilitate these.

Fun playing playing Bocce' bowls

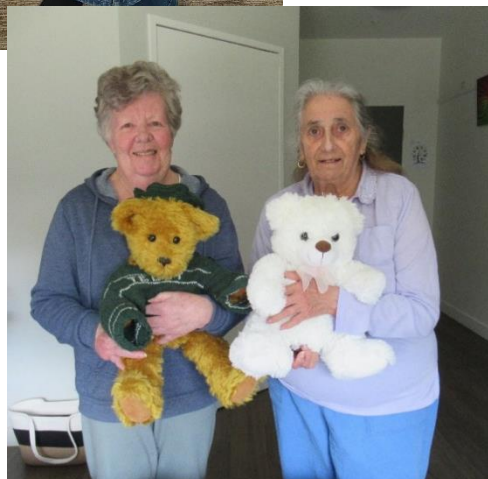


Music is always
welcome.....dancing
....guaranteed

Here's Jennifer and Marilyn keen
to
show off their skills:



Or more relaxing activities
such as Lionel here, holding
Harley, one of our PCA team
members new baby boy.



Good
mates Gail
and Jackie
catching up

Accounts

Our finance team recently attended one of our regular resident meetings to talk about reading monthly PCAC accounts. If you need further information – please don't hesitate to contact Victoria our Accounts Officer for further information.

Additionally, some residents may receive a pharmacy account from the Fish Creek Pharmacy. Any questions about medications or the monthly pharmacy account, please get in contact with Alan or Sam at the Fish Creek Discount Pharmacy Plus - 25 Falls Road, Fish Creek VIC 3959 Phone: (03) 5683 2226.

Marianne Wigg, Acting Care Manager

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