

FAMILY NEWSLETTER

Westmont Homestead Family Newsletter No 6

August 2021

CEO's Update

This pandemic has tested the patience of all of us as different restrictions have been placed on us at different times.

Please be respectful with our staff as we implement measures that are put onto us by the relevant Health authorities.

Progress is occurring towards the commencement of our new Westmont Seniors Lifestyle Village, with engineering plans almost finalised and two display units ordered for delivery in January. It is planned to commence construction in September and complete stage one roads, water, sewer, gas, electrical and communications services by December 2021.

Westmont have just received confirmation that their submission to the Federal Government for the next stage of Cottages development (30 places) has been successful, with construction hoping to commence early in 2022. We are also awaiting their response to our grant application to assist in the construction of our Day Centre that is central to the Cottages development.

Covid and Vaccination Update

The latest Victorian lockdown has again meant restrictions on visiting of loved ones living in aged care, but it is done with the utmost of caution to protect aged care residents. As we move forward with greater community wide vaccination, it may be possible to limit this type of measure in the future.

Our staff have responded particularly well to the messages on getting vaccinated and at the 10th August we had 70% of our residential staff with two vaccinations, 17% with one vaccination and a further 4% with exemption due to medical conditions etc. Having $\frac{3}{4}$ of our staff fully or partially protected, and around 92% of our residents gives us comfort that if we did have a virus outbreak in the facility, then we are well placed for people not to be severely affected by it.

We are continuing to encourage the remaining staff to meet the government imposed deadline of the 17th September for one vaccination, as they will not be able to be rostered for work shifts after this date. A process has been established with a local GP to ensure new residents are vaccinated as soon as possible after their arrival at Westmont Homestead.



Royal Commission into Aged Care

The Federal Government has commenced introducing its reforms in response to the recommendations from the Royal Commission into Aged Care Quality and Safety.

Initially this has been in the form of more reporting on quality indicators, a Serious Incident Response reporting scheme, an injection of funding of \$10 per day per resident (which has been partially offset by lower supplementation to cover wages and cost increases from the 1st of July) to assist in facility viability, and the release of additional home care packages to allow more people to stay at home.

The Government has advised that they are working on a list of 100 projects that will affect the industry in the coming months and years, and we look forward to being advised what they are, how they affect us and the timelines that will be applied to us.

Farewell!

Angela McInnes our Director of Care & Clinical Services has made the decision to move back to the UK to be closer to her family.

We would like to take this opportunity to thank Angela for her many years of experience and expertise. Angela will be finishing up on the 30th of November 2021.

Feel free to poke your head in to say bon voyage!



Dignity of Risk

Dignity of Risk - Residents have a right to live the life they choose. At times this may mean taking risks. The right to take reasonable risks are essential for dignity and self esteem. For example, a resident may refuse to eat modified or textured food. The risk in this situation to the resident may be choking. The risk is explained to the resident and/or their representative, however if the resident is aware of the risk and still chooses to eat food that is not modified, they can. Exceptions will be made if the risk affects other residents or people.

Cottages Development

On the 4th January this year we opened our doors to our Cottages development. The Cottages are designed specifically for those who have dementia. Our staff have been attending specialist training by Dementia Training Australia on the Birch Pathway which is based on the household model of care. The Cottages have a home like environment, one where residents are free to make themselves a cuppa, enjoy a bite to eat when they feel like it and generally enjoy the day to day activities. Families are more than welcome to join in and make themselves at home.

Westmont Website

<https://www.westmont.org.au/>

Under the events tab on our website you can keep up to date with what is going on at Westmont. We have themed months celebrating different countries. Our residents are really enjoying this.

You can also view 'Employee Profiles' and see wonderful pictures of all the activities.



Scheduled Reaccreditation

Westmont have submitted their application to be re accredited to provide residential aged care and services. We expect to receive an unannounced visit from the Aged Care Quality and Safety Commission "the Commission" by the end of the year. However, we have been advised by the Commission that reaccreditation may be delayed due to Covid and border restrictions.

Families and loved ones are welcome to contact the Commission prior to their visit by calling the Commission on 1800 951 822 (press option 2) or complete an online survey which can be found on their website <https://www.agedcarequality.gov.au> To open the survey use the code 3155.

Staying Connected

It is important to our residents that family members, support persons and friends connect with them especially in these strange Covid times. The continual changes to visitor access into residential aged care facilities makes this even more important. Our admin staff are happy to assist you to connect to our residents and we have been doing this by Skype, Facetime, window visits, Zoom and just plain old telephone calls with additional hand held phones purchased for resident use.

Random Act of Kindness

Over the previous couple of months we have been receiving lots of small individual flower arrangements from one of the local florists. Someone in the community has donated these flowers as random acts of kindness to be shared amongst those residents doing it hard during these Covid times with visitor restrictions, this has really put a smile on many residents faces. So to whomever this kind person is, we Thank You!

National Quality Indicators

Westmont must report to the Aged Care Quality and Safety Commission each quarter on the following;

- Pressure Injuries
- Physical Restraint
- Unplanned weight loss

Two new indicators have been added and must be reported from the 1st July 2021, they include;

- Falls and major injury
- Medication Management

End of Life Wishes

Dying is a natural part of life, and the conversation can be very difficult to have, yet an important one. Death can happen suddenly and sometimes when we least expect it. To help us provide each resident with the care and services they choose when facing the end of their life you can help us by having that difficult conversation with them. Think about who they would like in attendance, what special ceremonies they would like or any action that gives them comfort and reassurance. Advanced Care Planning is equally important as this directs families and staff on what to do if a resident was unable to verbalise it themselves.

Westmont can provide some useful tools and resources to help you have that difficult conversation with your loved one. If you require any assistance please speak to one of our RN Care Coordinators.

Departures

This is a hard subject to broach but it needs to be said. When the time comes and your loved one passes away we would prefer their room is vacated of all furniture and personal belongings within the 3 days following their passing. We have families desperately waiting for a room for their loved one and this will help assist us in providing this for them. We again do not wish to offend anyone, it is the nature of what we do, offering 24hr nursing care to those who need it most.

Snap Shots Viva Italia!!



**Don't forget to check out
our Westmont Facebook
Page!**

**[https://www.facebook.com/
WestmontAgedCare/](https://www.facebook.com/WestmontAgedCare/)**

facebook

Meal Times

To assist with medication distribution, we ask that unless it is important please do not ring our staff during meal times, which are between 8-9am, 12-1pm and 5-6pm. This is appreciated—Thank you!

Powers of Attorney—Guardianship

We ask that all residents provide us with documentation on who their legal power attorney is or guardian. This information is vital to ensure their privacy and confidentiality is maintained and we are aware of who is responsible.

Residents Meetings

Once a month we conduct our resident meeting where their care and services, is discussed. Prior to the meeting residents are provided with discussion item forms where they can provide information or ask a question.

Electrical Items

Prior to bringing any electrical items into the Homestead or Cottages please check with our Admin staff by calling 02 6043 9999. All electrical equipment must be tested and tagged before use. Westmont have a contractor who is on site each month.

Reminder to Visitors

All visitors entering our Homestead or Cottages must provide evidence of their current flu vaccination. Our Homestead admin staff will enter your details into our system for record keeping. This is mandated by the Federal Government. At this point in time we have not yet received advice from the Federal Government regarding mandating the Covid vaccine but assume it may only be a matter of time. Therefore we encourage all family members, loved ones and friends to get their Covid vaccine as soon as possible. If unsure please contact your local GP for their advise and thank you for keeping our residents safe.

Message from Admin

Send all emails, photos or general hello's to admin@westmont.org.au

Education & Training

Our main focus throughout the year has been on infection control, hand hygiene and donning and doffing personal protective equipment (PPE) which continues on a regular basis. Staff must complete compulsory annual training each year as a condition of their employment.

Staff employed at Westmont have a minimum Cert III qualification and new staff are buddied with a more experienced staff member for at least three days before working on their own. Students were put on hold during Covid restrictions however we are starting to welcome them back. This is a great way of recruiting new staff as you can see for yourself how they interact with residents and what skill level they have.

Hairdressing Salon

If you would like to make an appointment for your loved one, please contact Mel on 0422 717 405. Note during visitor restrictions, hairdressing services may be placed on hold

Volunteers

Unfortunately during Covid visitor restrictions our Volunteers have not been able to visit. We hope to Welcome them back soon as their help is invaluable.

Activities

Homestead activities are conducted 7 days a week. There are a variety of activities for our residents to choose from.

Homestead residents are provided with an activities calendar each month which is located behind their bedroom door.