

A MESSAGE FROM THE CEO

Hello to everyone,

We are well into 2024 now and past the worst of the summer season. Other than a large water leak at the front of Westmont near the incoming water meters, due to a corroded pipe and a major leak in the fire suppression system in the Homestead ceiling, we have had no major issues over the period.

While we are still inconvenienced by the impacts of COVID-19 with occasional isolated cases occurring mainly in the Apartments and Cottages or with individual staff, we have been spared any widespread issues to date. We will continue with our risk-based approach to infection control, which currently includes no compulsory mask wearing in residential care (after significant feedback from residents and staff), and we will also review the mandatory visitor RAT testing policy at Easter.

Our major capital works project, the Westmont Dementia Cottages Stage 2 at Baranduda, is still in discussion with our bank. This project calls for an additional 30 dementia specific beds to be built in addition to the existing 32, and a new purpose-built Activity and Support Centre. This centre will include a new commercial kitchen and laundry, as well as activity, meeting, and storage spaces – mainly aimed at creating a service for those living with dementia in the community and their carer support. This project costs in the order of \$12m and we still hope to start construction later this year.

We have also reinvigorated our fundraising efforts through our recently created Westmont Foundation. Westmont is an authorised charity and a public benevolent institution that attracts tax deductibility privileges for any donations. As a priority of the Board The Westmont Foundation will attempt to raise funds for the new development and its furniture and fittings, as well as for key pieces of equipment or projects for Westmont generally. Three new portable donation portals have been introduced to accept small donations, along with a new Foundation web page on the Westmont website, which includes the ability to safely make donations via credit card. To have a look, go to <https://www.westmont.org.au/about-us/foundation/>

As for other projects and improvements we have or are in the process of:

- We erected a large new storage shed between the Apartments and Homestead to give us more secure and watertight storage.
- Erecting a new perimeter wire fence along the boundary of Boyes Road (in the next few months). This will give the site more security with the developments beginning across the road.
- Upgrading the Nurse Call\Distress System in the Homestead, Cottages, and Apartments.
- Improving and better securing our IT systems through moving to a new cloud-based architecture. This will also, once implemented, allow staff single sign in to Westmont systems and give us more security from cyber-attack.
- Improving the road near the Cottages for better drainage.
- Organising a Baranduda site design to better guide future improvements.

I wish to give a special mention to all those volunteers who help around Westmont and all those who fundraise on Westmont's behalf. Your work does not go unnoticed, and I am very grateful for your contribution. Please remember, every little thing you do and every little bit of funding you raise makes a resident's life a little better!

Tony Dunn – CEO

Phone: 02 6043 9999



RESIDENTIAL CARE HAPPENINGS

I hope that everyone has had a lovely Christmas and New Year, as we are already at the beginning of April.

We remain busy as usual, in our last report we were at the end of the flu season, and it is around this time that we start to begin to think about this year's influenza vaccinations. We continue to provide residents with COVID-19 vaccinations and are now offering Shingles vaccinations (Shingrix). We highly recommend that you keep up to date with all your vaccinations. If you would like to have one of these vaccinations, please contact Reception.

Our permanent and respite beds remain in high demand, this reflects our 98% and above occupancy levels. Our experienced and helpful admission nursing staff, Carol and Kathryn are available Monday to Friday to discuss accommodation needs.

We now have our chicken coup set up with five chickens, which were kindly donated. They have settled well in their new surroundings, but no eggs as yet.

With Carolyn Moxey moving from the Cottages to be more involved in Quality Systems, Lisa Brown is excited to take on the role of Cottage Manager. Lisa has been employed as a Care Coordinator at Westmont for the past 7 months and brings with her a broad knowledge of clinical care experience, including diabetic management, wound care, oncology, and chronic disease management. Lisa has a strong interest in dementia and the continued growth of the Cottages in the future.

Our six Care Trainees commenced in the middle of January this year, and they are all enjoying the role so far. They work four days per week with the residents and have one day per week at Tafe. We look forward to watching them grow into their roles as carers and one day become nurses.

We recently held our first Consumer Advisory Board (CAB) meeting in February. This gives residents and their families the opportunity to have their say about the services they receive. We had some very valuable feedback voiced by our residents and are working on making improvements to ensure we continue to provide the excellent care all our residents deserve. I encourage everyone to attend these meetings, including family members. We also hold our monthly resident meeting, where everyone is welcome to come along.



Laura Souquet – Director of Care and Clinical Services
Phone: 02 6043 9845



Dear Families and Friends,

Dr. Mike Giltrap and Deputy Director of Care and Clinical Services Narelle Briggs have placed their fundraising hats on to raise money for The Westmont Aged Care Foundation.

In 2024 we will be running five major raffles.

We have some fantastic prizes donated by local businesses.

Eleven staff have accepted the 'All Staff Challenge' to sell raffle tickets and represent their departments in the hope of being crowned the 'Ultimate Fundraising Department for 2024'.

Please help us support the staff and Foundation by getting involved and purchasing a raffle ticket from the Homestead or Apartments.

By supporting this fundraising project, you will be enabling us to continue to provide the highest level of care, compassion, and respect to all the people living with dementia and entrusted into our care at Westmont.

Narelle Briggs – Deputy Director of Care and Clinical Services
Phone – 02 6043 9999

HOTEL SERVICES

From October through to early January 2024, it was a hectic period for catering, with functions ramping up at the Ray Snell Centre with family BBQs and Christmas parties. This also included Annie's Café, which saw an influx of families visiting and using the outdoor area and sunlounge to catch up with loved ones and enjoy the weather and gardens.

The new spring/summer menu was implemented in late November with favorable comments from the residents in all areas. As part of our commitment to rotating the menus more frequently, the chefs have already started on the next autumn menu, which hopefully will be completed by the end of March. As always, it is a challenging job to keep a varied, exciting, and nutritious menu, that everyone will like. As part of the nutrition and hydration standards, this menu has had a menu assessment completed by our dietitian and is ready for our review.

The next refurbishment project is already in progress, with the rest of the internal living areas getting a fresh coat of paint throughout. Hallways and A Wing dining room are currently being completed as time permits. Quotes are currently being sought for new outdoor furniture around the main building, and furniture for Belvoir is also being quoted on.

As per the last newsletter, due to our aging IT systems, Westmont has progressed to the 'cloud', due to our servers getting to their end of life. We have taken the opportunity to move to Office 365 and run from the cloud, which should produce a quicker, more reliable, and stable IT structure. We are currently in the testing phase of the new virtual server client.

Peter Ward – Hotel & IT Services Manager

Phone: 02 6043 9851

APARTMENTS AND VILLAGE

No matter the season at Westmont, something is always happening.

March 2024 marks 12 months since the inception of Westmont's Residents Committee. The Committee has been very busy advocating on residents' behalf and has seen some great outcomes, including:

- Extended covered parking for Apartment residents.
- Residents' ideas put forward to landscape architect.
- Surveying residents regarding speeding on site.
- Collaboration with the Social Club regarding "Lest We Forget" memorial wall.

Waitlists continue to grow across the business with perspective residents forward planning.

We had the great pleasure of celebrating Mrs Irene Rohan's 100th birthday, Irene has been a resident of the Apartments since 2016. Irene was very excited and proud to receive recognition of her milestone from:

- King Charles & Queen Camilla "The Queen would have been better" Irene's words.
- His Excellency General the Honourable David Hurley Governor General of the Commonwealth of Australia
- The Honourable Anthony Albanese MP Prime Minister of Australia



Angela Collins – Apartments and Village Manager

Phone: 02 6043 9832

COMMUNITY CARE

The Willows Centre has commenced an International Dinner Night once a month for clients. We are showcasing many cultural cuisines as part of the night, with clients encouraged to dress up to match the theme of the night. If you are interested in attending, please ring Belinda at the Willows Centre on Ph: 6043 9771.

The dinners are held monthly on a Thursday commencing at around 5pm to 7pm. It is a great way to meet new people and try meals from around the world.

If you wish to make a change to your meals on wheels service menu or cancel or change your service, please let our office know no later than 9am on the day of your service. This allows us to notify the hospital so they can make changes to their menus.

Domestic assistance is provided to clients living at home to help them clean those hard-to-reach areas that clients might find difficult. Please note that Westmont is not a professional cleaning service. We are there to support older people living at home, but they may like some support with difficult tasks such as cleaning the shower recess, or mopping the floor or hanging out the washing. Where possible, we ask all clients to work with our carers providing this service so you can maintain your skills and ability to clean during the periods when we are not at your house. We cannot promise to send the same carer each week or fortnight as staff are on leave or there are last minute changes due to roster changes. Please check your text messages on your phone, as we regularly text you if there are any changes to your service time. We do ask you to be flexible around service times where possible. For example, if your service is in the afternoon, we request that you limit your appointments on that day so you can be home on the afternoon of your service. You are welcome to ring our office and confirm the time of your service.

On behalf of the Community Care team at Westmont, we would like to extend our warmest wishes and hope you had an enjoyable time with your family over the Easter period.

Maralee Vogel – Director Community Care

Phone: 02 6043 9867

HOMESTEAD ACTIVITIES

Hello all and welcome to the Autumn Edition!

What have the Activities Team been up to this autumn! We have had some great experiences since the last Spring Edition of the newsletter!

Our local library gallery, Hyphen, held an exhibition called The Centenarian Portrait Exhibition, celebrating life at 100!

The Centenarian Portrait Project commissioned works by local teenager artists who visited our aged care home, Westmont, and spent some time with our lovely residents who have reached the milestone of 100 years of age. By getting to know them and putting their story to a wonderful portrait that reflects their character.



Nesta Drew – Artist: Anita Trigger

A group of residents were taken by our bus driver Mark to view the exhibition which included our resident Nesta Drew who recently celebrated turning 100.

Nesta Drew also had the privilege of having her portrait and story shared in an article printed in the local Border Mail.

We have introduced a new program called Neurons Virtual Reality Reminiscence Therapy, where the residents engage in an experience whilst wearing virtual reality goggles that takes their minds on a journey to the outside world without leaving the comfort of their home. Amazing 😊!

Other activities that our residents have enjoyed this autumn are the 'Who Am I?' Shows, where residents and staff dressed as characters past and present. Residents were asked to guess from questions and hints as to which character was about to appear before them. All had a laugh and an enjoyable time.

Thank you all and keep up the good work Activities Team!



Sue Prince – Activities Officer

Phone: 02 6043 9999
