

AUTUMN 2023

FAVERSHAM HOUSE NEWS STAYING CONNECTED

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Welcome to the autumn newsletter.

It was very emotional for us to say goodbye to Sue on 24th of February. Her contribution to Faversham House was significant. I am sure she will be missed by our staff, residents, and family.

For those who do not know me. My name is Jess. I have been working at Faversham House for almost 9 years. Before joining BASScare, I worked at St Vincent's Private hospital as a neuroscience nurse for 7 years. I have two primary school aged boys who keep me busy during my spare time. I moved into Sue's office this week and look forward to supporting and working with you all.

It is great to see families join in the activities with our residents in the communal areas. I am also happy to report that the Activity Room is finally back in use after 3 long years of being used as COVID storeroom. Our Lifestyle

team is extremely excited and cannot wait to run the program in there again. The next clean out will be the Hamer car park. I hope by the end of this month, we will be able to create more parking spaces for staff and visitors. It seems we are spring cleaning pre Spring!

The garden areas are looking fantastic at the moment, in particular the Hamer 2 and First Floor balconies. Please use these areas to catch up with your loved ones.

I look forward to meeting you all in the near future and thank you once again for the warm welcome.

Kind regards,
Jess
Acting Residential
Manager,
Faversham House



PHONE
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03 8809 4901
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 BASScareAgedCare

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ABOUT US



FAVERSHAM STAFF NEWS

goodbye

Welcome



Join us in welcoming to Faversham House...

Personal Care Assistant

Monique Shailer	Pushpa Gaire
Shennan Belmonte	Elijah Jackson
Bonnie Rohr	Li Luo
Sabita Poudel	Shi Yu
Leslie Zhou	Ji Soo Jeon
Fehnie Cordova	Minam Jeon

Registered Nurse

Binisha Shrestha	Rishabh Singh
Sini Li	

Food Service Assistant

Rohit Silwal	Joshua Gonzales
Eman Hafeez	Ashish Gautam

Laundry Assistant

Asmita Bhandari

We say farewell and wish all the best in your future endeavours to...

Roster

Amarjeet Singh

Personal Care Assistant

Mariama Bah	Isha Thapa
Sanju Kunwar	Ashima Dhir

Food Service Assistant

Sakshi Sakshi

6+ YEARS OF SERVICE

Admissions

Kaye Balchin

Personal Care Assistant

Buddhini Weerakkodige	Manpreet Singh
Ying Xie	

VOLUNTEERS NEWS

We have daily visits from volunteers who are facilitating or assisting in groups, visiting to provide walks and company for our residents.

We welcome back after our Covid restrictions:

Massage Therapist

Lauren

And new to Faversham,

Visitor

Gehan



Goodbye Summer, hello Autumn!

With March now upon us, we have really gotten into the swing of the year.

This month sees some interesting events.

On the 2nd March we have Paul, a volunteer from the Department visiting Faversham House to undertake our consumer experience survey. Residents will be randomly selected to participate and the survey results will form part of our star rating. I have attached a flyer to the newsletter to provide you with more information about the survey.

We are busily preparing for the new National Quality Indicators that commence in April 2023. As well as the original 6 indicators, we now have 5 more. These are; activities of daily living, incontinence care, hospitalization, workforce, consumer experience and quality of life.

The staff this month are participating in a variety of training sessions. Wound management, medication management, use of antipsychotic medications,

air mattress functions and incident management. We have some really exciting training planned for the 2023 year which will all contribute to providing wonderful care to our residents.

Our menu committee met earlier in February to discuss the autumn menu, there have been a few additions including more roast potatoes and an overwhelming request for Shepherds pie! Don't forget, we have feedback forms on all the tables, we strongly encourage you all to complete.

We are planning some educational sessions for the residents and families to attend this year. In particular, sessions on the new Accreditation standards once finalised.

I have moved office. I am now in the Administration area. I am still very accessible to all and am only a phone call away if needed.

Narelle Osborne
Quality & Training Coordinator
Office: (03) 8809 4903

**FAVERSHAM HOUSE
RESIDENTS**



TIPPING COMPETITION

**\$10
ENTRY**

See Lifestyle Staff to
enter or for more details



BOROONDARA AGED SERVICES SOCIETY

WEEKLY PRIZES

SEASON WINNER



FAVERSHAM *Easter* **FAIR**

Tuesday
4th April
1.30 – 3.30pm

Animal Farm, Easter Craft Stall,
Art Display, Music,
Guess the Eggs Competition
and delicious Fair Foods



 **BASS**care

BOROONDARA AGED SERVICES SOCIETY

PAINTING GROUP

Volcanic Mountain & River

Anna N created this beautiful watercolour painting, in the Friday afternoon Painting & Drawing Class. Participants use their preferred mediums to produce their artworks, with inspiration from books, pictures and their surrounds.

*New members are welcome
Boronia Lounge, Hamer First Floor.*



**HAPPY 100th
BIRTHDAY**

Lorna & Fred

CENTENARIAN CELEBRATIONS

Joining the '100 Club' on 15th February was Lorna S in Hamer 1, and on the 25th March will be Fred P in Hamer 2.

We applaud and celebrate with two special people, and wonderful examples of lives well lived.

A magnificent milestone to celebrate, Lorna enjoyed parties with family, and a celebration with music, balloons and bubbles in Hamer! All enjoyed a cheery afternoon.



Fred will celebrate a day early in the Hamer 2nd Floor with music, food and friends. Among other dignitaries to pass on cards and certificates, look out for the 'post' congratulating Fred from the Minister of Veterans Affairs, Matt Keogh.

ANZAC DAY

Commemorations

For Anzac Day, we will have a memorabilia display and honour those who served in the Australian Defence Force, and its Allies.

Please let us know if you or a family member is a veteran, and would like to be part of our commemorations.

We have posters, photos and stories from last year, which will be used again with permission. Anyone with additional contributions of photos or names and service details, contact lifestyle. No original photos are necessary; we can use or copy framed pictures, plaques, cuttings etc.



Martin's Garden Update

The heat of summer has disappeared and the gentle tones of autumn are almost upon us.

The garden welcomes its new Assistant Gardener, Constanza, who has been with us for 3 months now bringing with her an enthusiasm and hardworking spirit which has been greatly appreciated by both staff and residents. Over the coming months you will see Constanza and Martin spending a great deal of time raking leaves and preparing for winter.

Autumn is a good time for applying fertilizer to encourage plants to absorb and store nutrients over the Winter in preparation for Spring growth. It is also the season for planting bulbs. Bulbs were collected at the end of Spring dried out and the excess will be replanted in the Wisteria Lounges garden in the coming weeks.

Residents will have noticed the growth over Spring/Summer of the new garden outside the window of the Wisteria Lounge, a project Martin and the garden



group worked on over winter. It has survived the scratching of the chickens who have kept it weed free and we all look forward to next year's growth when the hydrangeas will come into their full flowing glory.

Several months ago residents from Hamer 2 gathered to plan out the remodeling of the two central balconies. The outcome has been the replacement and upgrade of the outdoor table and chairs and the installation of raised planter boxes and pots filled with plants, some of them selected by the residents. Keeping the plants alive has helped with the installation of taps and extendable hoses. A selection of plants including daphne, gardenias, giant strelitzia, geraniums, Japanese anemone and ornamental and edible grapes that will be trained up and over the pergola will further bring the balconies to life for the residents and staff. Bird baths and feeders have also been installed to attract our feathered friends as we all wait in anticipation for their arrival.



FAVERSHAM Diary Dates

AUTUMN DIARY DATES

MARCH

8th	International Women's Day
13th	Labour Day
16th	AFL Season Kicks Off
17th	St Patrick's Day
21st	Harmony Day
22nd	Ramadan Begins

APRIL

1st	April Fool's Day
2nd	Daylight Saving Ends
7th	Good Friday
9th	Easter Sunday
10th	Easter Monday
25th	ANZAC Day

MAY

6th	King's Coronation
12th	International Nurses Day
14th	Mother's Day

Happy Hour

Happy Hour is the monthly opportunity for residents within each unit to enjoy some food, drinks and an outside entertainer.

All concerts begin at 2:00pm.

Ground Floor	Tuesday's Week 1
First Floor	Thursday's Week 2
Hamer 1st & 2nd Floor	Thursday's Week 3

Men's Group

Our Faversham Fella's will be welcomed to a quarterly get together throughout the year, with activities or luncheon's on offer.

Keep in the diary: **Tuesdays**

14th March

20th June

26th September

19th December

follow us on SOCIAL MEDIA

Follow BASScare on Facebook and/or Instagram to see activities and events for Faversham House and all BASScare services.

See what happens on bus outings, special presentations and other activities.

How to:

- Open Facebook and/or Instagram
- Go to search bar
- Search BASScareAgedCare and click on the BASScare profile
- Click follow!

If you have any issues please ask reception for help.

 **facebook**

 **Instagram**



Lifestyle Coordinators

**Faversham House
Lifestyle Coordinators
Rachel & Isabel**

Email us on:
LifestyleCoordinator@basscare.org.au

Phone: 8809 4908



Australian Government

Department of Health
and Aged Care



Residents' Experience Surveys

Formerly 'Consumer Experience Interviews'

Placing the voice of older Australians at the centre of aged care services



The operation of Residents' Experience Surveys is led by IQVIA and will be administered and conducted in partnership with Access Care Network Australia (ACNA) and HealthConsult, on behalf of the Australian Government Department of Health and Aged Care.
January 2023

Enabling informed and confident decisions about aged care services

In response to the recommendations made by the Royal Commission into Aged Care Quality and Safety, the Australian Government has adopted a comprehensive approach to quality measuring and reporting. This includes introducing the Residential Aged Care Star Ratings (launched in December 2022), which enable residents and their families to make more informed decisions about the aged care services they access.



About the 2023 Residents' Experience Surveys

The experiences of older Australians residing in aged care homes provides vital insight into the quality of services they receive.

The objective of the initiative is to compile Residents' Experience Reports for all government-funded aged care homes based on Residents' Experience Surveys with residents accessing those services.

These reports will then be combined with data on five quality indicators, service compliance ratings, and staff care minutes to produce an overall star rating to be made available on the My Aged Care website from January 2024.

In 2022, the initial round of the Residents' Experience Surveys (previously known as Consumer Experience Interviews) included surveys of 37,443 residents from 2,647 government-funded aged care homes.

In 2023, IQVIA, in partnership with Access Care Network Australia (ACNA) and HealthConsult, will be conducting a second round of surveys at approximately 2,700 commonwealth-funded residential aged care homes, with up to 20% of Australian residents.

The survey will use a simple set of questions intended to understand the lived experience of Australians living in aged care homes. The Commission developed the questions, with the help of La Trobe University's Lincoln Centre for Research on Ageing.

Residents' Experience Survey changes in 2023:

- Renamed to Residents' Experience Surveys.
- Improved communications and engagement with aged care homes.
- Scheduled survey visits at least 4 weeks in advance to ensure aged care homes have sufficient time to inform residents and families.
- No requirement for aged care home to provide data files prior to visit.
- Refined randomisation sampling method to improve efficiency of conducting surveys and minimise impact on residents.
- Question 12 has been modified from 'Do you feel at home here?' to 'How likely are you to recommend this residential aged care home to someone?'.

Timelines

Surveys will be conducted between February and October 2023.

- In the weeks leading up to a visit, a member of the survey team will contact aged care homes to advise the date of the visit.
- All surveys for a residential aged care home must be conducted by the end of October 2023 to be included as a component of the star rating for 2024.
- Residents' Experience Reports will be issued for each aged care home within 6 weeks of survey completion.



About the survey team

The survey team is employed and trained by ACNA, a not-for-profit specialist provider of assessment services. All survey team members:

- are highly trained and have prior experience working with older Australians
- will be representative of the cultural diversity of the residents
- will have Police checks and Working with Vulnerable People checks as required
- will be vaccinated against COVID-19 and influenza.

How the Residents' Experience Surveys are conducted

1. Contact to schedule visit



A member of the survey team will contact residential aged care homes to:

- explain the process and answer any questions
- schedule a survey visit.



Residents' Experience Survey information materials will be provided for staff, residents and families in February 2023. Information for residents and families should be displayed in prominent locations for 2–4 weeks prior to the scheduled survey date.

2. Visit to conduct surveys



On the scheduled date, the survey team member will visit the aged care home and survey a random sample of residents (after collecting consent to participate).

Verbal surveys, expected to take between 10 and 30 minutes each, will be conducted using a simple set of questions intended to elicit the lived experience of the resident.



Interpreters and assistance can be arranged as needed.

Surveys will be conducted with a representative who is best able to respond on behalf of residents with impairments precluding direct survey, and for those who request it.

3. Feedback on surveys



Aggregated de-identified survey results (by question) will be provided to each aged care home.

COVID-19 safety

The Residents' Experience Surveys team acknowledge the profound impact of COVID-19 on aged care residents and services and understand that safety is paramount. If required by the aged care home or by public health orders, full personal protective equipment will be worn by team members during site visits and resident surveys. If COVID-19 public health advice precludes resident surveys from being conducted in person, they will either be deferred until entry is permitted or conducted by telephone and/or videoconference, if appropriate.

Which aged care homes are included?

All residential aged care homes who receive Australian Government funding are invited to participate.

How many residents will be surveyed in an aged care home?

The number of residents to be surveyed is dependent on the size of the aged care home.

- At least 10% of residents in an aged care home will be surveyed, however this will be higher for smaller homes to ensure statistical significance of the results.
- Residents will be randomly selected by the survey team and will only be surveyed with their consent.
- Should a resident not have capacity to participate, the survey may be conducted with a representative.

Will aged care homes have access to survey lists?

Residents will be randomly selected to participate in the survey, ensuring all residential areas of the aged care home are represented.

- It is essential that residents feel comfortable to answer truthfully, knowing their responses will remain anonymous. For that reason, aged care homes will not be provided with a list of residents to be surveyed.
- Survey methodology is designed to ensure representative groups of residents are culturally diverse and include residents with special needs.
- The right of anonymity of residents who are invited to participate in Residents' Experience Surveys should be respected by the staff at the aged care home.

What happens if an aged care home chooses not to participate?

If an aged care home declines to participate in the Residents' Experience Surveys on initial contact or does not facilitate access to survey residents, the home will be removed from the participation list and no further contact made. Non-participation will negatively impact the aged care home's Residents' Experience and Overall Star Rating published on the My Aged Care website by the Department of Health and Aged Care.

What information do aged care homes receive about surveys?

Aggregated, de-identified information from the surveys conducted at a given aged care home will be provided to each home in the form of a Residents' Experience Report. The reports will include information gathered from residents, on the quality of care and services they receive in their residential aged care home. This information will provide rich insights into the quality of care the aged care homes are delivering and potential areas of improvement from the perspective of their residents.

Feedback on the Residents' Experience Surveys

- A small sample of aged care home staff and residents will be invited to participate in an evaluation of the Residents' Experience Surveys for quality improvement purposes.
- If you would like to provide feedback or have any concerns, please don't hesitate to contact us at connect@residentexperiencesurveys.com.au or via **1300 151 537**.

For more information

- For more information about the Residents' Experience Surveys, visit www.residentexperiencesurveys.com.au