

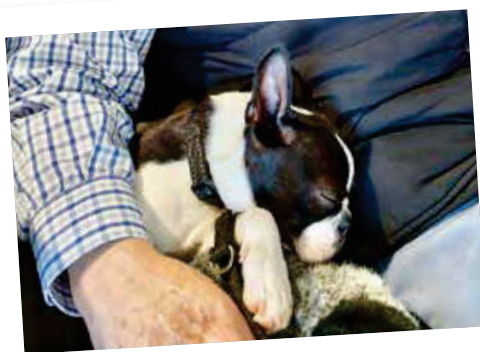
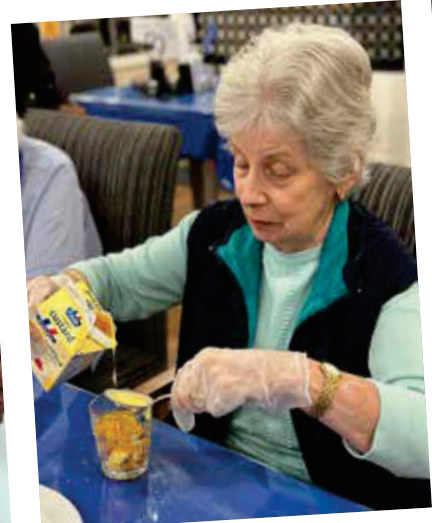
Spring 2023

FAVERSHAM HOUSENEWS STAYING CONNECTED

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Welcome to the Spring newsletter.

We are finally mask free! I would like to thank everyone for adhering to the mask wearing rule for the last 4 long years. It is now time to remove the masks and see everyone's smiling faces once again.

Faversham House has reached 97% occupancy. The Ground North Wisteria section has now reopened at full capacity. This is the first time since pre COVID-19.

With this increase, we have made some changes to ensure we continue to provide high quality care to our residents.

Firstly, we have created an office nook outside the entrance to Wisteria section. This will be used by our care staff to better monitor and manage the care needs of the residents in this area.

Secondly, Ground North Wisteria section will be part of Ground South.

We have successfully recruited 3 new Registered Nurses to work in Ground South across 7 days a week to assist with all clinical needs. Please join me to welcome Simmy, Zhu and Elaisa.

Faversham House has received our first delivery of new visitors' chairs. These chairs have been placed in the residents' rooms to replace the lifestyle chairs that had been used during COVID.

We also have received additional dining room tables, bedside cabinets and resident chairs. We look forward to inviting you to spend time with your loved ones in our communal areas as well as private spaces.

Our security system has been further enhanced with another 4 cameras installed. The system has also undergone a full review and upgrade. I trust this will make everyone feel safe.

As a team we have also been busily investigating and reviewing the Aged Care reforms. Part of these Aged Care reforms also included changes to 24/7 registered nurse coverage.

From 1 July 2023, residential aged care services across Australia will be required to have a registered nurse on-site and on duty 24 hours a day, 7 days a week, unless granted a 12-month exemption. I am very pleased to say that Faversham House already meets this requirement and will continue to ensure that we do so.

Finally, we would like to welcome our new Head Chef David. David has vast experience with cooking in aged care and will be a fabulous contribution to our team as we further review the new food and nutrition standards as part of the aged care reform in July 2024.

Kind regards,

Jess

**Residential Manager,
Faversham House**



STAFF NEWS



Join us in welcoming to Faversham House...

Personal Care Attendant

Sanjaya Perera	Gurseerat Kaur
Asmita Raut Sainju	Chien Liu
Hirushi Gomes	

Food Service Assistant

Manish Maiyani	Krishna Chennuury
Winnie Liang	Miguel Natuel
Mea Pontanar	Dona Abraham

Head Chef

Registered Nurse

Simrandeep Kaur	Sue Nicholson
Zhuzian Zhu	Luna Zhao
Elaisa Gaspar	

Cleaner

Andre Chave	Gerome Pena
-------------	-------------

Maintenance

David Ford

Muhammed Latif

Administration Assistant

AJ Singh

Cook

Aris Ardamis

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

Registered Nurse

Long Long Zhang	Ping Li
Rashmi Patel	

Personal Care Attendant

Jae Lee	Ritesh Patel
Shirsha Bhandari	Sukhjit Kaur

Endorsed Enrolled Nurse

Reeya Poudel	Dipesh Koirala
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Cook

Miguel Leon Rueda

Administration Assistant

Bob Balakrishnakurup

Food Service Assistant

Dylan Budd	Avleen Kaur
Pabitra Moktan	

Best Wishes



Welcome to Spring everyone!

We have been very busy here at Faversham House. In July we received an unannounced visit from the ACQSC. Residents, staff and management were interviewed regarding our processes for food and nutrition as well as care. We are very pleased to say that the ACQSC are very pleased with the systems in place as well as the continuous improvement projects that are underway.

We have completed the first data for the new Quality indicators discussed previous newsletter. Our star rating remains 4 out of 5 stars. We are very pleased with this result but will continue to strive towards 5 out of 5.

Our menu committee has reviewed our Spring Menu and there are certainly some wonderful additional dishes being served up! There will be a survey sent out to the residents shortly regarding the Christmas luncheons (yikes!!). This year we are asking for suggestions to improve these functions. Results to be discussed in the Summer edition.

As part of the Aged care reforms, Providers of residential services and/or home care packages who were operating prior to 1 December 2022 have until 1 December 2023 to implement new requirements in relation to their governance arrangements.

From 1 December 2023, existing approved aged care providers must write to their consumers offering to establish a consumer advisory body, and repeat this exercise at least every 12 months. New providers are required to meet this obligation from the date of their approval.

Consumer advisory bodies can provide valuable feedback to governing bodies. They can also help leaders to build a person-centred culture committed to providing safe and high-quality aged care.

Governing bodies must consider comments and suggestions made by consumer advisory bodies about the standard of care and services offered. Governing bodies must also explain, in writing, how they considered a consumer advisory body's feedback.



An expressions of interest letter will be sent out shortly as well as an initial meeting date.

Finally, please make sure you take a moment to enjoy the fabulous gardens at Faversham House, in particular, the beautiful courtyards that have recently received new furniture as well as an abundance of colourful flowers and plants. We thank our marvellous gardeners, Martin and Constanza for their creativity.



Staff Education

Our talk with Ted sessions, hosted by Dementia Australia continue to be well attended.

In July we had Elder Advocacy present to our residents and staff. These sessions were very informative. Faversham House will aim to offer this each year.

Staff have also enjoyed education sessions such as – Falls Management, Wound care and Palliative care.

Our nurses have been upskilling in the areas of anticoagulant therapy, pressure injuries and pain management.

We will be refreshing some of our emergency management skills as well as manual handling during the next 3 months.

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

VOLUNTEERS

We are lucky to have a growing group of volunteers who give their time to support activities and provide social interactions with residents. Our volunteer numbers have increased substantially in recent months.

WE MAKE WELCOME:

Resident visits	Melanie
AMU activities	Lea & Noor
AMU activities & music	Preethi

Welcome to our Volunteers Abroad volunteers.

Three girls have joined us for a 12 month program from Germany, with Sarah and Mieke assisting at Faversham House 4 and 5 days each week.

They will be helping with a range of group activities across the week, providing visits and walks and also spending time helping our physio's and with administration. Please welcome Mieke and Sarah as they settle into life in Australia, and at BASS Care.

Sarah and Mieke have shared a bit about themselves, so we can get to know them better!

Sarah

- Age: 18 (just out of school)
- Hometown: A little village near the big towns Augsburg and Munich in the south of Germany.
- Likes / Hobbies:
- I love music; both listening to it and making it. There isn't really a style of music that I prefer over another, what I listen to really just depends on the mood I'm in.
 - I am not that much of an athletic person, but I do enjoy competitive swimming and going for long walks.
 - Next to English and German I speak a little bit of French and Spanish as well, and it's fun to practice these.
 - I read a lot in my spare time; fiction not non-fiction, that is.
 - I enjoy watching movies and talking about them.
 - And meeting with friends is always fun.

Quirks: Seemingly never ending laughing fits for no apparent reason!



Mieke

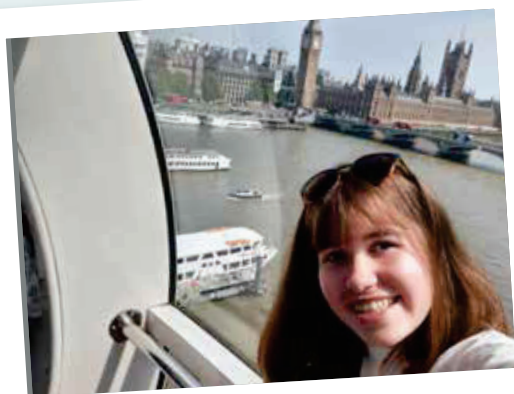
Age: I am 18 years old

Hometown: From Wentorf a Suburb of Hamburg (the biggest city in northern Germany). Here I lived with my parents and my 15 year old sister.

Likes / Hobbies :

- In Germany I played Volleyball for almost seven years. I was our team captain for the last two years and also coached younger girls. Also I shared this hobby with my dad. Every Friday we played together at an amateur group and we loved to go watching matches at the stadium.
- I love to bake every kind of baked goods. I started with usual lemon cakes went over to cupcakes and ended with big cakes in every shape and with multiple layers. When ever there was a birthday I was asked to do the cake.

Quirks: A more unusual interest of mine is Greek mythology. It started in 6th grade when we had some myths in school and now my aim is to read the whole Iliad and Odyssey and learn as much as possible.



We are really excited about the next year and always up for a chat, so if you see us in the hallway don't hesitate to say hello.

Mieke & Sarah

FOOTY WINNERS

Another exciting season of close games and nervous punters has come to an end with Fred being our champion tipper in 2023. Fred was a very happy winner with his \$40 prize money and winning status.

Very well done also to our runners up – Bette had another great year and finished 2nd with \$25 prize money and Diana was just one tip behind in 3rd with \$15 prize money.



Suzanne & Carmel

CENTENARIAN CELEBRATIONS

These ladies both turned 100 in July and we wished them a very happy day; they both enjoyed some lovely celebrations with family and friends.

All of our Centenarians will soon receive their invitations to the annual Boroondara Centenarian High Tea which takes place in the Victorian Senior's Festival month of October, this year on Tuesday 24th.



VISITING ANIMAL

Faversham House Residents have enjoyed visits from our two regular visiting dogs: Astro a Boston terrier and Mali a Labrador, “reassigned” from Vision Australia’s Seeing Eye Dog Program.

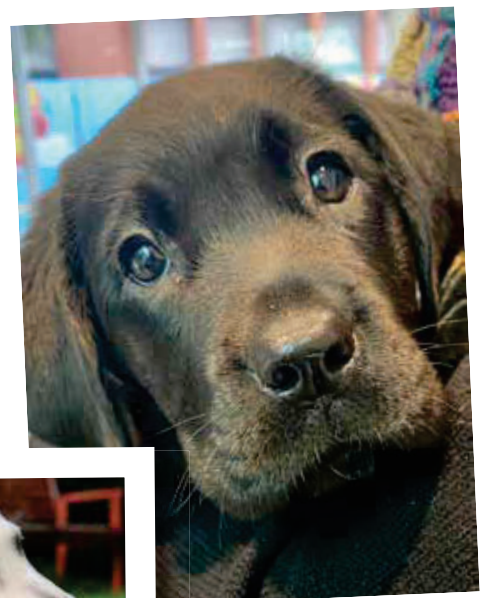
The pups interact with residents individually and sometimes in groups. It is clear to Lifestyle Staff that as the dogs move through the different areas of Faversham, the animals are greeted with great enthusiasm. When walking down a corridor or into a room, faces light up, and residents greet the pups with raised arms in a warm welcome to embrace them.

The visits improve mood, lower feelings of loneliness, reduces levels of anxiety and stress, and give people a common interest to improve socialisation.

In the last few months we have had some younger pup’s visit that are still in Training with Seeing Eye Dogs:

Four month old’s Gwyneth, Homer and Waldo, and six month old Uxley.

We have also had an update from Seeing Eye Dogs that last year’s visitor ‘Mikayla’, has graduated as a Seeing-Eye-Dog! This is a great achievement as only about 20% of dogs make it through the vigorous training program required to keep their future partner confident and safe.



Assisted Video Calls

For family members who would like staff assistance to 'Video Chat' with a family member we have a new process in place. We hope this will ensure the call goes smoothly for all parties, and you can have a quality interaction with your loved one. Note these calls can be arranged as a 'once off' or recurring.

Faversham House only uses ZOOM App

1. Relatives or friends to inform Nurse-in-charge or Lifestyle Coordinator of preferred Date and Time of video call. Zoom calls have to be booked at least 24 hours in advance, or 48 hours for weekends.
2. Lifestyle Coordinator will confirm the ZOOM booking and send the link to the specific unit of the resident and relative or friend.
3. The Nurse In-charge will ensure the resident is ready and connected to the call at the correct time.

Staff are able to use facility i-Pads for these bookings, so everyone has access to this service.

follow us on SOCIAL MEDIA

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

How to:

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



 facebook

 Instagram

Resident/Representative Meetings

Resident / Representative Meetings provide another avenue to keep up-to-date with news and information at Faversham House, and BASScare. Family members or representative are invited to attend these meetings with or on behalf of residents.

If you cannot attend the meeting and wish to add an item to the Agenda, please contact the Lifestyle Coordinator, or your unit's Clinical Care Coordinator.

You can also speak to staff directly with any issues or concerns.

Each unit has a meeting every second month, 3:00pm Wednesday. Please note the change to dates for the remainder of this year.

Ground Floor & First Floor

13th September & 8th November
(week 2)

Hamer 1st & 2nd Floor

20th September & 15th November
(week 3)

Lifestyle Coordinators

**Faversham House
Lifestyle Coordinators
Rachel & Isabel**

Email us on:
LifestyleCoordinator@basscare.org.au

Phone: 8809 4908



Australian Government
Aged Care Quality and Safety Commission



Consumer advisory body

A resource for aged care consumers.

1800 951 822
agedcarequality.gov.au



A new responsibility for providers is to offer aged care consumers and their representatives the opportunity to start a consumer advisory body.



'Your voice is powerful.'

Providers need to write to you and give you the opportunity to join a consumer advisory body at least once a year.

Providers approved before 1 December 2022 need to do this from 1 December 2023.

Consumer advisory bodies

Consumer advisory bodies can help fix problems and improve your care. They give you a way to talk about care and service quality with others and share this with your provider's governing board.

Consumer advisory bodies are important because they:

- ✓ look at the quality of care and services you and others receive
- ✓ find and communicate consumers' needs and issues
- ✓ provide opportunities for improvement.

Aged care reforms

If your aged care service is a state or territory authority or a local government authority, it doesn't have to offer to start a consumer advisory body. You can still share your thoughts, ideas and give feedback about your care and the services you receive – talk to your provider today.

Membership

Consumer advisory bodies need people like you! Members from all backgrounds are welcome to join; diversity means that all consumers are represented. This includes people who:

- are a current or past consumer
- are a family member or representative of a current or past consumer
- are Aboriginal or Torres Strait Islander
- are LGBTI
- come from a culturally and linguistically diverse background
- have a disability
- live with a cognitive or physical impairment
- live with mental health issues and/or illness
- are socially or economically disadvantaged
- live in a rural or remote area.

Provider obligations

Your provider must:



offer to start a consumer advisory body at least every 12 months – even if you already have one



make the offer in writing – for example, an email, letter, poster or pamphlets around the service



think about feedback the consumer advisory body gives about care and services when making decisions



write to the consumer advisory body to explain how the feedback is used.



Aged care reforms

Start date

This responsibility commences from 1 December 2023 for existing approved providers or on the day new providers are approved. You should get more information and an offer to start a consumer advisory body before this date.

If you don't get an offer to form a consumer advisory body or one isn't started, find out why. Maybe this is because other consumers don't have enough information, or they aren't interested in joining. If you want to start or join a consumer advisory body, talk to your family/representatives and other consumers to see if they do too. Then, talk to your provider.

Quality care advisory body

Providers also need to start a quality care advisory body. This must have at least one member that represents consumer interests (for example, a consumer/representative, a member of the consumer advisory body (if established) or a consumer advocate).

More information

- **Talk to your aged care provider.**
- Phone the Older Person's Advocacy Network (OPAN) Support Line.
1800 700 600
8am – 8pm Monday to Friday
10am – 4pm Saturdays
OPAN helps you and your representatives fix problems you have with Commonwealth-funded aged care services.
- Phone the Aged Care Quality and Safety Commission on **1800 951 822** (free call) to give feedback on your provider or make a complaint.

June 2023



Phone

1800 951 822



Web

agedcarequality.gov.au



Write

Aged Care Quality and Safety Commission
GPO Box 9819, in your capital city

ACR-PG-003



24/7 registered nurse coverage and care minutes in residential aged care



Key changes for approved providers from 1 July 2023

From 1 July 2023, residential aged care services across Australia will be required to have a registered nurse on-site and on duty 24 hours a day, 7 days a week, unless granted a 12-month exemption.

From 1 October 2023, residential aged care services will be required to meet care minutes targets for direct care time delivered to residents by registered nurses, enrolled nurses, and personal care workers (including nursing assistants). The mandatory care minutes target calculated by the Department of Health and Aged Care for a particular service will be the average for each resident at that service.

24/7 registered nursing cover and care minutes are key recommendations from the Royal Commission into Aged Care Quality and Safety.

Better care for residents in aged care

These new workforce-related responsibilities provide greater assurance that the personal and clinical care needs of those living in residential aged care will be met around the clock.

Having a registered nurse on-site and on duty 24/7 means:

- the aged care sector's skilled staff will be better supported to respond to residents' clinical care needs
- nurses will be first responders and their ongoing availability will help prevent unnecessary trips to hospital emergency departments
- residents will always have access to quality clinical care and assessment, and continuity in the management of their chronic health conditions.

"Where a provider demonstrates their ongoing efforts to meet these new workforce responsibilities and is delivering safe, quality care and effectively managing risks, but still has gaps in RN coverage, or is yet to meet care minutes targets, the Commission is very unlikely to take escalated enforcement action. We will continue to monitor the performance of that service, intervening where there is risk of (or actual) harm to consumers."

Janet Anderson PSM, Commissioner

Aged care reforms

Overview of the Commission's regulatory approach

The Commission's focus will be on ensuring that providers are delivering safe and quality care to aged care residents around the clock, which includes identifying and responding in a timely manner to changing clinical care needs. These provider obligations are consistent with existing responsibilities under the Aged Care Act and Quality Standards.

Where a provider is not meeting the 24/7 RN or care minutes responsibilities at a particular residential service, the Commission will consider the steps that the provider has taken to fulfil their responsibilities, for example, to recruit and retain RNs. The Commission will also consider the clinical governance and clinical care arrangements that the provider has put in place to ensure that the personal and clinical needs of residents are met.

The Commission recognises that the aged care sector is affected by external pressures which may present challenges to providers in attracting and retaining a suitably qualified and skilled workforce. A provider's actions to overcome these challenges will be taken into account when deciding how to respond to a situation where a provider falls short of meeting their new workforce responsibilities.

If a service is unable to fully meet the 24/7 RN or care minutes responsibilities but can show ongoing efforts to comply, and they are providing safe and quality care to residents at all times, the Commission is unlikely to take enforcement action in the absence of other compliance or performance issues. We will continue to monitor the performance of the service.

Guidance for providers

The Commission has issued a [Regulatory Bulletin](#) on **workforce-related responsibilities including 24/7 registered nurse cover and care minutes** which provides important information for you and your staff to help ensure that your care and services align with the changed responsibilities.

The bulletin outlines what responsibilities must be met and the resources available to support you to meet them. It also describes how the Commission will monitor risks to residents and services' compliance, and how we will respond to any identified gaps in RN coverage or unmet care minute targets.

The Commission will regulate the new care minutes and 24/7 RN care responsibilities as part of the broader workforce-related responsibilities under the Aged Care Act and Quality Standards.

Providers are expected to undertake comprehensive workforce planning to manage immediate and longer-term workforce supply. When facing workforce shortages, providers are expected to deploy and document strategies, including alternative clinical care arrangements, to ensure that care needs are always met.

Providers whose residential services are located in Modified Monash Model areas 5, 6 and/or 7 and have fewer than 30 operational beds may apply to the [Department of Health and Aged Care](#) for an exemption from the 24/7 RN responsibility based on their alternative clinical care arrangements.

Aged care reforms

Alternative clinical care arrangements must be able to address the clinical needs of residents at the service around the clock, and should take into account the capabilities of the non-RN staff working each shift.

How the Commission considers risk to consumers

The Commission is committed to protecting older Australians receiving residential aged care, including through the effective regulation of approved providers to ensure that the care needs of residents are met.

The Commission determines risks to residents using multiple sources of information. From 1 July 2023, providers will report on 24/7 RN cover and care minutes to the Department of Health and Aged Care. This reporting will be shared with the Commission and will be considered in determining risks to residents through a dynamic, ongoing risk assessment process that also draws on information obtained from other sources. Other sources can include complaints, compliance monitoring, investigations and other provider reporting (such as serious incident notifications, quality indicators, and financial information), as well as information from other regulators.

Where risks to residents are identified, the Commission will undertake targeted performance assessment and monitoring of providers. This may include requests for further information, interviews, site visits and/or comprehensive on-site audits under the Aged Care Quality Standards. The Commission will respond in a way that is proportionate to the assessed risk and the potential consequences for residents.

The Commission's response will take into account the provider's posture. Where a provider demonstrates a willingness to take reasonable steps to comply with their responsibilities and/or promptly addresses findings of non-compliance, the regulatory response will be different from the action we will take if a provider is unable to demonstrate appropriate remediation or is deliberately avoiding compliance with their obligations and may be placing consumers at risk of harm. The latter situation is much more likely to lead to compliance enforcement action by the Commission.

Stay up to date through the Commission's website at agedcarequality.gov.au

June 2023



Phone

1800 951 822



Web

agedcarequality.gov.au



Write

Aged Care Quality and Safety Commission
GPO Box 9819, in your capital city

ACR-N-001